

## Water price review 2024

### Submission received through Engage Victoria

Date submitted: 16 April 2024

Water business: Goulburn-Murray Water

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In March 2024, we began accepting submissions on our draft decision on Goulburn-Murray Water's 2024 price submission via Engage Victoria ([www.engage.vic.gov.au/ESC-water-price-review-2024](http://www.engage.vic.gov.au/ESC-water-price-review-2024)). On this website, people were given the option to send us general feedback or respond to questions we provided.

1. What do you think of our draft decision on the prices proposed by your water business?

The proposal by ESC to GMW to revisit and adjust charges for Unregulated Domestic and Stock operating costs does not address the continued historic over charging. ESC should be directing GMW by stipulating a maximum that can be charged.

2. What do you think of our draft decision on the business performance and their future service commitments?

Atrocious. Does not reflect the reality of no service provision but still charging Unregulated Domestic and Stock customers over \$400 per year for some administration. None of the expressed outcomes are relevant to Unregulated Domestic and Stock Diverters. Demonstrates extreme overcharging and price gouging for a small customer group not represented in GMW's customer groups until this round of price setting. These charges were introduced during a period when UDS diverters were not consulted.

3. Is there anything else we should consider before we make a final price review decision?

Strongly request that ESC provide some clear guidance to GMW to reduce the average annual costs including annualised licence fees for Unregulated Domestic and Stock Diverters to less than \$200 per year.