

Water price review 2024

Submission received through Engage Victoria

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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). 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?

I do not think it goes far enough to ensure that "customers" of GMW who have been held to ransom for years paying to a "service" that is not provided are given a fair deal in the coming review. GMW has for many years collectively grouped Stock & Domestic users who are largely private consumers alongside larger commercial customers and charged accordingly. GMW provides absolutely nothing to the Stock and Domestic Customer base and use the funds to prop up other areas of their business. Long story short, they charge a fee but provide nothing, nada, didly squat and even less. Personally I cannot see how any body, government service, local council, private or commercial business is allowed to levy a fee for a product or service that they do not provide. You have the chance now to ensure that moving forward GMW either provides the "service" that is being alleged or dismisses and refund the charges already levied.

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

Does not go far enough, see above

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

Look at what is being "provided" in the way of "service" to Domestic and Stock users and make a fair a just ruling. No Service should = no fee.

