

# Water price review 2020

## Submission received through Engage Victoria on Goulburn-Murray Water's price submission

Date submitted: 19 Dec 2019

Water business: Goulburn-Murray Water

Submission written by: Cameron Reid

Postcode: 3740

From 18 November 2019, we began accepting submissions on our 2020 water price review via Engage Victoria ([www.engage.vic.gov.au](http://www.engage.vic.gov.au)). On this website, people were given the option to send us general feedback or respond to a set of questions we provided.

1. Which of Goulburn-Murray Water's proposals is most relevant to you?

*No response.*

2. Does the submission by Goulburn-Murray Water accurately reflect the themes and outcomes explored through its engagement?

*No response.*

3. General comments on this price submission

*I have for some time now had concerns about the large fees being charged by GMW for domestic and stock water diversion. Basically the fees are set up so that GMW can keep my account and send me a bill, not for any service provision (that I can understand).*

*I have complained to GMW on several occasions and I have communicated my concerns to the Energy and Water Ombudsman. The result has been that the fees are set and approved by the ESC. therefore, cannot be changed.*

*I am concerned that the large amount we are paying for no service is extremely unfair and unreasonable.*

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