

Water price review 2023

Submission received through Engage Victoria

Date submitted: 1 May 2023

Water business: Goulburn Valley Water

Submission written by: Anonymous

In December 2022, we began accepting submissions on our 2023 water price review draft decisions via Engage Victoria (www.engage.vic.gov.au). 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?

This appears to be a reasonable decision. I think GVW has overstated its performance over the current regulatory period and has managed customer engagement to indicate support for the level of price increase which is not really justified.

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

Again, a reasonable decision, however; I question whether previous performance has been accurately considered, particularly its ability to deliver capital products on time and too budget which appears evident through the data provided.

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

The request to spend \$13.8M on a new office facility is astounding given GVW currently own/maintain 2 very functional facilities in Shepparton and have embraced remote working meaning their need for office facility capacity will have decreased. It will be very disappointing if we suffer a reoccurrence of recent odour issues across the town.