

Water price review 2023

Submission received through Engage Victoria

Date submitted: 12 May 2023

Water business: Central Highlands Water

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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?

The ESC were right to reject CHW's astronomical increases in New Customer Contributions. At any time 450% would be outrageous, let alone in today's cost of living and housing unaffordability crises. Those who invested in land in the last 10 years would have reasonably done so with expectation of not more than inflation increases.

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

ESC surveys show CHW is not seen by its customers to deliver value for money.

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

Consultation too narrowly focussed on big developers their engineering consultants and Ballarat. Often there is no developer e.g mums and dads putting a small dwelling in their backyard, retirement villages, or people taking up vacant lands in small struggling regional towns where attracted to cheaper land. Its the end users across the region who ultimately pay the costs, that matter.