

Customer submission received via Engage Victoria on the Melbourne Water price review 2021

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1: It jumped out at me, the proposal couched customer communication via a "representative body". At no stage were any metrics on the responsibility of the representative body mentioned so it read like a hand washing exercise for MW to sidestep the onus of customer engagement. I would prefer a customer engagement statement with minimum communication levels that will be delivered, by either party but the onus remains on MW to deliver.

2: As we transition to renewable energy the electricity grid is coming under significant dynamic strain. The recent water quality insecurity was driven predominantly via outdated and poor energy management for the pumping systems. Having a battery (Tesla) or Ultra Cap (Arvio Australia) solution would have avoided this recent water problem. MW needs to modernise their emergency management opinion and equipment.

3: Melbournians love their back yard swimming pools with over 10% having one 210,000 units. That's also 10% of residences running predominantly 1970's water management technology on a monstrous volume of water. Modern efficient water management including, Evaporation via vapor pressure management, reduction of flushing brine water into drains by reducing back flushing filters can be combined with water loss reduction from electricity consumption reductions to save Megalitres of water 90% of Melbournians aren't wasting. Happy to assist in this area of my expertise.