

## Essential Services Commission Review of Goulburn-Murray Water price submission 2016-2020

I have significant issues with GMW's Water Licence in relation to the high cost for intermittent water availability and in particular, poor water quality.

Importantly, GMW charges for:

1. an allocation of water that is no longer available from a rapidly silting creek combined with long-term drying conditions;
2. Small Service Point @\$100 each (installed and managed by landowner!)
3. Access Fee @ \$8.15/ML
4. Access Fee – 1 Service Point @ \$60 each (how does this differ from 2. above?)
5. Resource Management Fee @ \$2.94/ML (how is this justified re GMW's total lack of responsibility for water flow and water quality?)

The creek upstream of our property boundary is now significantly silted up and shallow such that during dry periods, it dries up very quickly. Also, following each rainfall event and even during dry periods, the inlet pipe is immediately blocked by heavy siltation with sand, silt and black sludge, necessitating frequent flushing of pipe outlets to avoid them becoming blocked. This water is essential to the farm for stock and domestic use.

Regular water testing of this creek at this location over the past 8 years as part of WaterWatch demonstrates the increasing deterioration of water quality. One dam on our property that is directly fed by this creek has already completely silted up!

In response to my letter to GMW detailing these concerns with photos to illustrate the problems, GMW responded with:

***"The Authority does not guarantee, by the granting of the licence, that the licensee will obtain any specific quantity or quality of water. The Authority is not liable for any loss or damage suffered by the licensee as a result of the quantity of water being insufficient or the quality of the water being unsuitable for use by the licensee at any particular time or for any particular purpose."***

Accordingly, there are significant concerns relating to this Water Licence that need to be urgently addressed by GMW to comply with charging such a high cost for this Water Licence, specifically, under Australian Consumer Law:

- how can GMW charge for water that does not reflect the cost in terms of quality or quantity?
- how can GMW charge for water and a Natural Resource Management fee when they don't take responsibility for the quality or quantity of water available?
- how can GMW charge for 1 Service Point twice when GMW does not visit or inspect the take off point (2" pipe, gravity feed to the farm)?

Yours sincerely,



Ann Jelinek

17 November 2015