

Water price review 2018

Submission received through Engage Victoria

Date submitted: 18 February 2018

Water business: Yarra Valley Water

Submission written by: Anonymous

Postcode: ----

From 6 December 2017, we began accepting submissions on our 2018 water price review via Engage Victoria (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. What do you think of the prices proposed by the water business?

Pricing \$ per KL looks OK but the good customers who do the right thing in not wasting water still get hit by a high supply charge which is wrong.

2. What do you think of the proposed outcomes?

I did a lot of reading but nothing set in stone.

3. Are there any other customer outcomes or issues we should consider?

They say customers do not have to boil the water ever but nothing is said about the taste of the water which is most times bad.

4. What do you think of the proposed guaranteed service levels?

Very good.

5. Do you have any comments on the proposed major projects?

No response

6. Is there anything else we should consider as part of our price review process?

If customers are away from home & do not use water for whole quarter maybe not hit them a supply charge EG maybe in hospital, retired caravanning & holidays overseas.