

Water price review 2018

Submission received through Engage Victoria

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Water business: City West Water

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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.

This submission responds to those questions.

1. What do you think of the prices proposed by the water business?

After looking at my bill I disagree with the price of the 'service charge'. It practically doubles the cost of the bill and I don't even know where this money goes.

2. What do you think of the proposed outcomes?

I pleased to note that City West Water does it's best to keep prices low and after looking at the statistics, that the price will average about the same in the next three years. Understandably when inflation does occur, the price will increase, but I'm glad to see that increases in price will occur only as needed in the case of inflation. That is how I have understood it.

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

The water usage graphs are quite useful, but again with the service charge- it's too high, and if there are justifications for that, please show how that 'service charge' money is being used so that customers know where it's going rather than feeling bitter and upset at paying this part of the bill that practically doubles for the price of water that was used.

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

I'm happy with the new proposed guaranteed service levels and the fact that City West Water always tries to improve. Hopefully they can really attend to these goals, especially: the no more than three unplanned water supply interruptions within any 12 month period, and the no planned water interruptions during peak times (5am-9am and 5pm-11pm).

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

I like major projects related to the outcome 5 (The whole of the water cycle is managed in an environmentally sustainable way), particularly the idea of providing water efficiency programs and assistance programs, as well as programs for schools and the community so they can be aware about it.

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

I would say lessening the service charge of the bill or telling the customer where that money goes because it is quite a hefty cost in addition to the water usage bill itself. The same goes for the 'additional costs' section. What is that for? Where does that money go?