

Water price review 2018

Submission received through Engage Victoria

Date submitted: 22 February 2018

Water business: Yarra Valley 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.

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

There is a serious issue with the service fees charged to commercial properties compared to residential. all commercial properties are charged the same regardless of size or usage. a small commercial officer or warehouse that has the most basic low usage of a toilet and tap pays almost double the service chargers of a residential property that's usage is much more. There is no distinction between large commercial and a small commercial which has the same infrastructure as a residential unit\block. The ESC explained the fees charged should be proportional to the costs. How is this the case?

2. What do you think of the proposed outcomes?

Review of the services charge\costs to low usage customers. There should be a service fee to usage ratio that is fair. (pay for what is used) it is no way fair that a low volume customer should pay the same services as a large volume user. (manufacturing, etc) for example \$70 water \$135 sewage service fee for \$40 usage per quarter.

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

No response

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

No response

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?

No response