

Water price review 2018

Submission received through Engage Victoria

Date submitted: 20 February 2018

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.

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

Any overall reduction is welcome, especially for small businesses

2. What do you think of the proposed outcomes?

I think that they are fair

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

City west is pretty slow at responding to emails, yet they respond to phone calls straight away. This is discriminatory to people who can't afford to make a phone call or don't have a telephone.

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

It is a good idea, as long as it doesn't increase prices.

People face additional costs such as paying to use a swimming pool to have a shower if their local water mains are not working

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

I don't think CWW should be spending money on IT projects. It would be better to have the money spent on water infrastructure.

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

No response