

17 March 2017

Mr Marcus Crudden
Director, Water
Essential Services Commission
Level 37, 2 Lonsdale Street
MELBOURNE VIC 3000

Dear Marcus

Submission on Code Draft Decision - Melbourne Water

Melbourne Water welcomes the opportunity to comment on proposed amendments to water customer services codes to incorporate new requirements for family violence policies.

The Essential Services Commission is to be commended for its leadership in developing the proposed changes consistent with the Government's commitment to implement in full the 227 recommendations of the 2016 Royal Commission into Family Violence.

It is understood that the codes come into effect from July 2017 with all water businesses being required to develop and implement a family violence policy by June 2018.

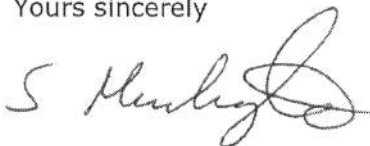
The proposed code changes as set out in the February 2017 consultation document are well considered and supported by Melbourne Water. They have been presented at a recent forum and received broad industry and stakeholder support.

While recognising the small scale of our customer contact relative to the retail water businesses, we nevertheless see benefit in developing a policy for our Customer Service Centre and field officers who come into contact with customers.

The 12 month transition period will permit an orderly development and implementation process in consultation with the retailers.

Melbourne Water looks forward to working with the Commission to implement this important initiative.

Yours sincerely



Simon Marchington
MANAGER, PRICING AND REGULATION