

# Response to the ESC's Proposed Amendments to Water Customer Service Codes

*Westernport Water*

**14 March 2017**

I write to the Essential Services Commission on behalf of Westernport Water to support the proposed changes to water customer service codes requiring businesses to implement family violence policies.

Westernport Water believes that the proposed changes will reduce the likelihood of water accounts being used as a means of economic abuse. We also share and endorse the Commission's focus on capacity building within the sector, protecting the privacy of our customers, and utilising external expertise as a means for advice and support.

Westernport Water believes that there is further opportunity for the Commission to drive a standardised industry-wide approach in selected areas, such as actions for non-payment. This would be consistent with how the Commission manages other activities through the Customer Service Code.

Consistent practices across the industry will ensure that information is accessible to customers and staff. While the development and promotion of individual policies will drive similar outcomes, Westernport Water believes that any inconsistency can lead to confusion and should be avoided where possible.

Once again, I would like to congratulate the Commission on its work and I look forward to learning its final decision following consultation.

Yours sincerely



**Peter Quigley**  
Managing Director