

Tuesday, 17 July 2012

Mr. Murray Jackson
Westernport Water
2 Boys Home Road
Newhaven Vic 3925

Dear Mr. Jackson,

I have received my water account (address withheld). I could not believe the amount of the bill = \$302.80. I called your office and spoke to (name withheld) requesting she put the account on hold until Sept 2012 communicating that I would write to you and our Premier Mr. Baillieu.

I communicated to (name withheld) my concerns about this water account I have queried previously. I believe western water is overcharging for water access charges & waterways charges. When we purchased the property in 2007, the water account was around \$180 x 3 per annum = \$540. I wrote to Westernport water 2009, wrote to the water minister at the time, and spoke to my local MP under labor government Mr Bob Stensholt . I have never been convinced that these charges are fair and reasonable. Since then the charges have almost doubled.

We have built a house on the block, from what I can see nothing has changed, the water still comes out the tap, which tells me it is connected with the house or without the house. I was also told by western water that the owners in Phillip Island have to pay **ALL** the water access costs, to make up for government land , which I believe the state government should be paying. Also communicated to me by staff at western water was the billing will be invoiced 4 times per annum; previously it was 3 times per annum.

We have a water tank, water does not have to be processed, yet we still have the service costs, state government encouraged people to purchase water tanks to save money, infact we appear to be double dipping. Due to the over charge that land owners were charged in Melbourne by Melbourne Water, there should be an investigation into these charges by western water by ACCC or Current Affair.

Please investigate why we owners are paying for gold that is free, and 2, why we are paying for expenses that should be provided by a state government.

Please don't waste my time by telling me about the parks and garden costs or waterways charges is only annual costing. How about giving this back to all land owners now Mr Baillieu no longer an excuse for droughts?

Yours truly,

Name withheld

SBN - Name withheld 1 - 20130419

Monday, 27 August 2012

Mr Murray Jackson
Manager
Westernport Water
2 Boys Home Road
NEWHAVEN VIC 3925

Dear Murray,

I am following up my correspondence in relation to our water account in (address withheld)
14.3.2012 To 12.6.2012.

Nearly 6 weeks have elapsed and I have not heard back from Western Water.

Could you please respond to my letter .

Kind Regards
(name withheld)

Cc: Ted Baillieu

4 September 2012

Mr Murray Jackson
Manager
Westernport Water
2 Boys Home Road
NEWHAVEN VIC 3925

Dear Murray,

I refer to your letter dated 29/8/12, which was sent to (address withheld). Please ensure to send all correspondence to my mailing address in (name withheld), this is the mailing address on your system.

I am disappointed to learn Western Water have not answered the questions that I have raised in my letter dated 17.7.2012, and it took my follow up letter of 27/8/12 for a response.

Please refer to my letter and have someone give me accurate reasons how a water account can go up and down within the 5 year period, (name withheld) refers to in letter dated 29.8.2012.

How can billing can change from 3 times per annum to 4?. (name withheld) points out in letter that Western Water prices are submitted to a 5 year period **Ref: "Water Plan"** to Essential Services Commission.

She went on to communicate the ESC authorizes prices every 5 years, if this is so why are there so many inconsistencies with the charges since 2007, can you explain? From what I am reading house owners are paying government costs.

We have a water tank, our water usage Mar - June 2012, was \$25.79, (drinking water only) the total bill is \$302.80, Annual Charges (Waterways) \$46.72. Please explain.

Please note I have withheld payment of this account due to my queries.

Yours sincerely,
Name withheld

Cc T Baillieu MP

Kelly O'Dwyer Federal MP

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SBN - Name withheld 2 - 20130419

I am following up my correspondence in relation to our water account in (address withheld)
14.3.2012 To 12.6.2012.

Nearly 6 weeks have elapsed and I have not heard back from Western Water.

Could you please respond to my letter .

Kind Regards
Name withheld

Cc: Ted Baillieu

26 September 2012

Mr Murray Jackson
Manager
Westernport Water
2 Boys Home Road
NEWHAVEN VIC 3925

Dear Murray,

I spoke to (name withheld) today and confirm our meeting time at your office
11.30am on Tuesday 9th October, 2012.

I have also spoken to (name withheld), who has kindly updated the expenses paid over the last 12 months on my account.

\$193.30 Aug 11 Payment
\$148.22 Oct 11 Payment
\$148.22 Feb 12 Payment
\$238.36 May 12 Payment Increase Sewer Access from \$60.44 To \$133.39 = House
Construction

Total \$728.10/annum water usage minimal

Previously we had been paying \$180.00 x 3 = Vacant Land = \$540.00

Increase 35% ???????

You communicated in your correspondence letter dated 10.9.2012, 4.8% increase YE 30.6.12

Please note I have withheld payment of this account due to my queries, (name withheld) has approved 26.9.2012.

Yours sincerely,
Name withheld

Cc T Baillieu MP

Kelly O'Dwyer Federal MP

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SBN - Name withheld 3 - 20130419

I am following up my correspondence in relation to our water account in (address withheld)
14.3.2012 To 12.6.2012.

Nearly 6 weeks have elapsed and I have not heard back from Western Water.

Could you please respond to my letter .

Kind Regards
Name withheld

Cc: Ted Baillieu

23 October 2012

Mr Murray Jackson
Manager
Westernport Water
2 Boys Home Road
NEWHAVEN VIC 3925

Dear Murray,

Further to our meeting Tuesday 9th October 2012, with yourself and Meryl.

It was discussed, that correspondence sent to me was incorrect in relation to percentage increases, and the actual increases were around 17.5% and not 4.8% to 6.2% between 2009 – 2012.

You also communicated the prices did not include costs for the new declination plant, Westernport Water would be paying , as I recall \$280,000.00. Land owners **would not** be charged this point in time.

It was also confirmed approx 15,000.00 land owners in Phillip Island, pay for all expenses, water and sewer charges, which means they pick up the cost of vacant land etc.

I am still waiting on confirmation from yourself, to ensure I have the facts correct as per our meeting on 9/10/12.

Attached is a letter from the water minister Peter Walsh, dated 9.10.2012 for your attention.

I have since paid the outstanding monies \$302.80 that was put on hold, received the next water account for \$251.17 due for payment 19.11.2012. Average Annual Total = \$1,056.31= Revenue for Westernport = \$15,840,000.00 taking into consideration land costs a slightly cheaper, eg no house built..

Our average water usage approx \$100/annum, plus we have a water tank, how does this justify the \$1,056.31 payment?

This is not fair, needs investigation.

Yours sincerely,
Name withheld

Cc T Baillieu MP

Kelly O'Dwyer Federal MP

SBN - Name withheld 4- 20130419

8 November 2012

Mr Murray Jackson
Manager
Westernport Water
2 Boys Home Road
NEWHAVEN VIC 3925

Dear Murray,

Thank you for your letter dated 22.10.2012, which I received 26.10.2012.

Unfortunately, I cannot make the public forum on 13.11.2012.

My concerns are not being addressed, I will continue to follow up until the matter is resolved.

- 1/ Billing has gone from 3 times per annum to 4. Approved by whom?
- 2/ Accounts 2008 = $\$157.63 \times 3 = \472.89 Vacant Land
- 3/ Accounts 2012 = $\$251.17 \times 4 = \$1,004.68$ House Built 2012

Percentages you have given me to justify the increases were = 4.8% to 17%
Water Sales = \$2,529.00 YE 30.6.2012

It has been communicated Essential Services approve increases every 5 years. Our billing has increased 100%. No Desalination costs included. I also understood the more houses built will decrease the cost in our water bills. This has not happened, while housing continues to rise in Phillip Island. Our annual water usage is approx \$120.00.

This is not fair, needs investigation.

Yours truly,
Name withheld

Kelly O'Dwyer/Peter Walsh

Cc T Baillieu MP

Essential Services Commission



Western Water Pricing = Dispute 2012

06/04/2013 08:25 PM

Cc: Kelly ODwyer Federal MP, "Graham Watt No. 3 Correct email"

Dear Robyn,

Thank you for your email in relation to water costings.

I am not sure how it all works, regional and rural, also the annual costs for parks and gardens etc. revenue raising for governments. People should be charged for the amount of water/wastage that has been used by them, they should not have to pay for others usage, this is a government responsibility.

I will send you correspondence sent to Western Water who continue to ignore me.

One of my neighbours at Phillip Island, agrees that water costs are very high, and continue to rise. If I asked all the owners in my area I am sure they would sign a petition agreeing with me.

Someone has got it wrong and we, rate payers, are paying for government costs which is unfair.

I will send you attachments relating to correspondence I have sent to Western Water and others, no one has been able to convince me land owners are not being over charged.

In closing, the water at Phillip Island is terrible drinking water, have you ever tasted it, I suggest you do? It is disgusting, I cannot drink it. What chemicals are used to treat and kill bacteria agents?

Received another account due 1/5/13 = \$261.61

Usage = \$31.32

Water Access = \$91.40

Waste Water = 138.89

Kind Regards