



23 July 2015

**To the Essential Services Commission**

I, Peter Zlabek, am writing to you to express my disagreement of proposed increase charges to the pricing of water by Goulburn Murray Water.

I am classed as a domestic water diverter and allocated 2ML per year which is more than enough for my household needs. I have been purchasing this water for about 20 years with increases in charges along the way which you would expect with inflation etc.

This year I have been bombarded with letters from GMW telling me about increases to water charges that reflect true costs of water to all diverters. What I can make of it, no matter how GMW explains, or justifies it, is that small diverties are copping huge increases while large irrigators and users are receiving cuts to their charges.

I am expecting increases of charges in the order of 25-30% whilst large consumers are receiving cuts in the order of anything up to \$1200. This is from GMW correspondence. GMW is telling me these increases are going to happen in the following 2 years as well. My bill will increase from \$226.00 in the 2014/15 by about \$65 (from GMW correspondence), an increase of 29%. C.P.I as quoted by MGW in their correspondence is 1.9%. They tell me I should expect similar increases in the following 2 years. They say this is to cover costs of delivery.

Please let me point out that a river flows past my property and GMW does absolutely nothing for me. I use my own pump, pipes and petrol to access this water. I am told by GMW that there are 6,500 small diverters who I imagine are in a similar position as I am. I feel these small diverter licenses were designed to allow small users a way of accessing water in these rural areas and the system has worked for the near 20 years I have been involved.

The usage situation has not changed from my point of view and I feel GMW is taking advantage of small users because we are individuals and do not have anyone to represent us when they are restructuring.

From the letters I have received from GMW, I find the way they charge with multiple fees for this and that, is over complicated and frankly I do not understand it and do not want to either. I just want to buy a relatively small amount of water like I have been doing for the past 20 years, and pay a reasonable amount for it. The way these fees are explained by GMW are over complicated. When reading them one gets the impression they are trying too hard to justify these charges in a way that is beyond common sense. Most do not apply to small diverters.

I have spoken to Steven Gemmill, from GMW, and he more or less repeated what they had in the correspondence.

I am sending copies of all GMW correspondence, including a feed-back questionnaire that I returned to GMW with my thoughts.

Please look into this with a view from the 6,500 unrepresented small domestic diverters.

Yours Sincerely,

A handwritten signature in cursive script, appearing to read "P. Zlabek".

Peter Zlabek.