

Water price review 2018

Submission received through Engage Victoria

Date submitted: 30 April 2018

Water business: Yarra Valley Water

Submission written by: Anonymous

Postcode: ----

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?

Service fees are too high for low usage customer business fees are double that of residential when the majority use identical pipe work.

2. What do you think of the proposed outcomes?

They do not serve enough people and are not accurate.

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

Fair fee to usage ratio.

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

ok.

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

The public should have more input.

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

The service fee vs usage price ratio is unfair for low users. business pays double for no good reasons. especially on unit blocks.