

17 March 2017

Marcus Crudden  
Director, Water  
Essential Services Commission  
Level 37/2 Lonsdale Street  
Melbourne Vic 3000

Dear Marcus,

**Proposed Amendments to Water Customer Service Code: New requirements for family violence policies**

We welcome the opportunity to make a submission on the Commissions *Proposed Amendments to the Water Service code: New requirements for family violence policies*.

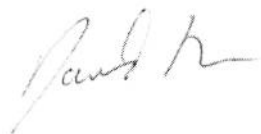
The proposal that a water business must have and implement a family violence policy aligns strongly with the focus of the work already carried out by the vulnerable customer taskforce. Vulnerability can take many forms and this has been recognised in the ESC forums and engagement with family violence specialists. The proposed policy requirements will guide us to ensure we act in a way that delivers consistent outcomes for our customers and communities. The policy will also support staff who are victims of, or who are impacted by family violence.

We believe this proposed amendment strongly supports the recommendations of the Royal Commission not only in relation to water businesses but also has a broader reach of ensuring we all play a role in raising awareness of Family Violence in the communities in which we operate. It shows those who are tasked in supporting these victims that as an industry we will partner with and support them.

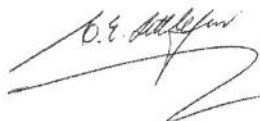
We thank the Commission for displaying leadership in an open and transparent manner and ensuring engagement with a broad range of stakeholders that will ensure this policy amendment goes further than merely meeting a recommendation. This transparent engagement has allowed those involved to work in a safe space to openly discuss the challenges and opportunities.

We look forward to continuing to work with you through the implementation of this policy and to continuously improve our approaches to supporting vulnerable customers, community and our staff.

Kind regards,



David Ryan  
Managing Director  
City West Water



Charlie Littlefair  
Acting Managing Director  
South East Water



Pat McCafferty  
Managing Director  
Yarra Valley Water

