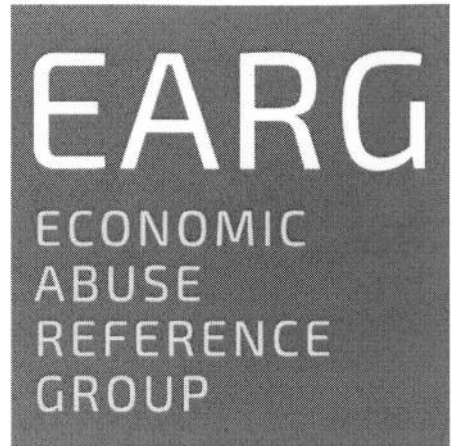


17<sup>th</sup> March 2017

Marcus Crudden  
Essential Services Commission  
Level 37, 2 Lonsdale Street  
Melbourne 3000

By email: [water@esc.vic.gov.au](mailto:water@esc.vic.gov.au)



Dear Sir,

**Proposed Amendments to Water Customer Service Code**

The Economic Abuse Reference Group is an informal group of seven Victorian community organisations<sup>1</sup> which provides input to government and industry responses to the financial impact of family violence. Our work is focused primarily in Victoria, but organisations from outside Victoria join in our work on national issues.

Our members wish to commend the Essential Services Commission for their work on the proposed 'family violence' amendments. Some of our members have been involved in the consultation process, and we believe this has been a valuable process and that the approach provides a useful model for other industries to follow.

We look forward to the opportunity to consider the draft guidelines once they are released for comment.

Yours faithfully,

Carolyn Bond AO  
For EARG

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<sup>1</sup> Women's Legal Service Victoria, Consumer Action Law Centre, Financial & Consumer Rights Council, Good Shepherd Australia New Zealand, Kildonan Uniting Care, Justice Connect Homeless Law, Domestic Violence Victoria