

Water price review 2018

Submission received through Engage Victoria

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Water business: Yarra Valley Water

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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?

As a business customer I have noticed the service fees are almost double that of a residential customer. There are also no water saving incentives. A large majority of business are small warehouses, office or shops with very little water usage, which have the same pipe and infrastructure as a residential customer with less usage but almost double the service costs.

2. What do you think of the proposed outcomes?

A fair cost for water and sewerage service which is almost forced onto a customer with little option to dispute.

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

Fair cost effective options to disconnect water if not needed or lower the service costs. YVW insist the pipe is capped at the street which is not economical at the customers cost.

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

No response.

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

No response.

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

More customer input, these reviews should be in every bill as a feedback form.