

Water price review 2018

Submission received through Engage Victoria

Date submitted: 28 March 2018

Water business: Western 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?

I feel that all water companies should have the same variable charges and price or percentages should all be the same even if they are in different areas. Since there isn't competition they should be the same.

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

When asking about charges and trying to find out more they transferred me to ESC, said that you guys set the prices.

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

Sewerage charge should be flexible with your water usage as \$177.36 is crazy for a bill that is under \$100. Looking on Facebook I see a few people are not happy with that or the smell that comes from the water, main concern is how other companies have sewer charges that are way lower than what Western water is which isn't fair on Western Water Customers. We are looking at getting more homes in and around Sunbury but this means more money coming in, on our Facebook page a few people made comments and I feel a lot are correct and a lot are not but I do agree to one thing, no Water company should be differently priced if it isn't in competition against another, Western Water are no different to the water companies in or around Melbourne, with no competition the prices should be the same and what was said is that any extra money should be put in some sort of trust to help out another companies in need. This could be easy said then down but this leads to scams in the system I feel if not done..