

INNOVATION

CO-OPERATION

SUSTAINABILITY

Victorian Water Industry Association Inc
Suite 1, Level 6, 2 Collins Street, Melbourne Vic 3000
Tel: (03) 9639 8868 Fax: (03) 9639 8860
Email: vicwater@vicwater.org.au Web: www.vicwater.org.au
ABN: 46 541 210 712 Inc Reg No. A0016320F



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Water Team
Essential Services Commission
Level 37, 2 Lonsdale Street
MELBOURNE VIC 3000
water@esc.vic.gov.au

Re: Proposed customer service code changes

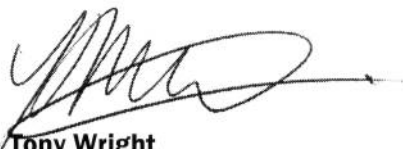
Thank you for the opportunity to provide input on the proposed changes to the ESC's urban and rural customer service codes to require water businesses to establish and implement a family violence policy. VicWater is the peak body of the Victorian water industry with its membership constituted of Victoria's statutory water corporations. Those corporations are responsible for the provision of urban water and wastewater services, rural water supply including irrigation and related drainage services.

Water corporations are committed to supporting the implementation of the recommendations of the Royal Commission into Family Violence. The proposed changes to the ESC's customer service codes to ensure water businesses provide support under their existing payment difficulty programs for customers affected by family violence are practical inclusions. VicWater notes significant progress that has already been made by many water corporations and does not propose any changes to the draft material as circulated.

As all water corporations progressively adopt and refine their customer service offerings to meet these obligations there will be an ongoing role for the ESC and VicWater to support: (1) a standard is set and maintained that is as high and consistent as practicable among water corporations, (2) mechanisms are developed for sharing case studies, materials, lessons and best practice approaches across the water corporations, and (3) water corporation collaborate on training and staff support. VicWater looks forward to working with the ESC on these matters.

Once again thank you for the opportunity to provide input on the proposed changes to the ESC's urban and rural customer service codes.

Yours sincerely



Tony Wright
Chief Executive Officer