

Water price review 2020

Submission received on Goulburn-Murray Water's price submission

From 18 November 2019, we began accepting submissions on our 2020 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. Submissions have been also received via the Essential Services Commission's contact form.

Date submitted: 19 Dec 2019

Water business: Goulburn-Murray Water

Submission written by: Cameron Reid

Postcode: 3740

I have for some time now had concerns about the large fees being charged by GMW for domestic and stock water diversion. Basically, the fees are set up so that GMW can keep my account and send me a bill, not for any service provision (that I can understand).

I have complained to GMW on several occasions and I have communicated my concerns to the Energy and Water Ombudsman. The result has been that the fees are set and approved by the ESC. therefore, cannot be changed.

I am concerned that the large amount we are paying for no service is extremely unfair and unreasonable.