

Water price review 2023

Submission received through Engage Victoria

Date submitted: 6 October 2022

Water business: Barwon Water

Submission written by: Anonymous

Postcode: 3004

From 3 October 2022, we began accepting submissions on our 2023 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 questions we provided.

1. What do you think of the prices proposed by your water business?

I would strongly support a minimum charge for a basic amount per household but would then equally support a graded increase in charges with increasing water usage. I would say the minimum charge should be exactly that - a minimum. The increased usage charges should be in line with the extra amount used - I would favour a shoulder charge for those consuming just over the apportioned amount but a significant increase in charges for those who use significantly more!

The time of year must also have a bearing on the amounts to be used and perhaps correlated with the electricity and gas accounts.

2. What do you think of the proposed outcomes?

Customers, particularly the elderly or the lesser intelligent, will not be able to make sense of the majority of the information presented to them by the water companies. This may be even more so when the water companies deliberately try to make things complicated.