

19/12/2023

Marcus Crudden  
Executive Director, Price Monitoring and Regulation  
Essential Services Commission  
Level 8, 570 Bourke Street  
Melbourne VIC 3000

Dear Marcus,

**RE: Amendments to the Family Violence clause of the Water Industry Standards – Draft Decision 20 November 2023**

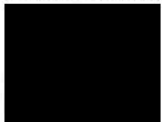
We thank you for your advice on 20 November regarding the draft decisions to make specific changes to the family violence clause of the water industry standards, and the opportunity to consult and provide feedback on those updates.

While Melbourne Water does not fall under the current provisions of the Water Industry Standards for customers, we appreciate the work the commission is doing to address this critical community need, and we believe that the Water Industry can play a crucial role in supporting our customers who are impacted by this issue.

We have reviewed the proposed amendments to the standards outlined in the draft decisions, and are please to support the work the commission is doing in this area by providing our feedback in the attached documents.

Thank you once again for the opportunity to consult and provide feedback on these important changes to the existing framework for managing customers across the water industry. If you would like any further input or clarification on our feedback outlined above, please do not hesitate to let us know.

Yours sincerely



Heidi Ryan  
Acting Executive General Manager, Customer, Community and External Affairs  
Melbourne Water Corporation

Melbourne Water ABN 81 945 386 953  
990 La Trobe Street Docklands VIC 3008  
PO Box 4342 Melbourne VIC 3001 Australia  
TTY 131 722 F +61 3 9679 7099  
melbournewater.com.au

