



25/9/11

RE PRICE REVIEW ^{GIPPSLAND} WATER
YOUR LETTER REF C/11/21002
8th AUGUST 2011 REFERS

THE COMMISSIONER
ESSENTIAL SERVICES
COMMISSION

THE ABOVE LETTER FROM THE THEN PROJECT MGR,
JASON FITS SUGGESTS THAT THERE WERE
MECHANISMS AVAILABLE TO ENABLE A WATER
BUSINESS'S SPENDING TO BE SUBSTANTIATED,
NOT SO NOW APPARENTLY.

THE LETTER ALSO STATED "IN THE 2006 WATER
PRICE REVIEW THE COMMISSION DID NOT RECOGNISE
\$30 MILLION (APPROXIMATELY HALF OF THE INCREASED
COSTS) OF THE GIPPSLAND WATER FACTORY."

THE ARTICLE IN THE CONSUMER UTILITY
ADVOCACY CENTRE'S MAGAZINE (COPY ENCLOSED)
IS THE FOLLOWING "IN THE ESC'S FINAL DECISION
TARIFF INCREASES WERE REDUCED FROM 100%
INCREASE OVER FIVE YEARS TO A 11.4% INCREASE
A HUGE SAVING FOR THE AREA."

THERE IS NO EVIDENCE OF THE 2006 TARIFF
REDUCTION HAVING BEEN IMPLEMENTED, AND
GIPPSLAND WATER STAND CONDEMNED.

WE REFER TO A NOTICE (COPY ATTACHED) THAT
WAS SENT OUT WITH GIPPSLAND WATERS
BILLS & IS RETROSPECTIVE, INDICATING A
PRICE RISE OF AROUND 4.2% STATING THAT
"THE ANNUAL PRICE ADJUSTMENT HAS BEEN
APPROVED BY THE ESSENTIAL SERVICES
COMMISSION IN ACCORDANCE WITH CLAUSE
2.3 (C) OF THE COMMISSION'S 2013 WATER
PRICE DETERMINATION". THIS CYNICAL STATEMENT
IS THE ONLY JUSTIFICATION GIVEN AND SHOWS

(i)

All correspondence to the Secretary:

CONTEMPT FOR THE COMMUNITY BY (G.W) IS SUPPOSED TO SERVE AND DEMONSTRATES HOW INEPT GIPPSLAND WATER'S MANAGEMENT IS. THERE NEEDS TO BE AN URGENT INVESTIGATION INTO ITS OPERATION.

CONSULTATION IS A JOKE TO GIPPSLAND WATER. THEY SEND OUT A NOTICE REGARDING A PRICE RISE AND NO SURVEY FOR THE CUSTOMERS, FOR PRICING FOR 2018-2023. GIPPSLAND WATER IS APPARENTLY RELYING ON A LIMITED CONSULTATION & MEDIA CAMPAIGN THAT REACHED 300 OR 600 CUSTOMERS, DEPENDING ON WHO YOU TALK TO

GIPPSLAND WATER'S DIRECTORS MEET IN SECRET AND ARE NOT SIGHTED IN THE COMMUNITY.

UNDER THE CIRCUMSTANCES OUT-LINED, THE CURRENT PRICE ACCEPTABLE TO THE DIRECTORS, IS NOT ACCEPTABLE TO CONSUMERS.

LATROBE CITY IS AN AREA OF HIGH UN-EMPLOYMENT (NOW OVER 20%) AND ALSO AN AREA OF SEVERE DIS-ADVANTAGE, MORE PARTICULARLY SINCE THE 2014 HAZELWOOD MINE FIRE AND ITS AFTERMATH

THE PROSPECT THAT PUBLIC SERVANTS CAN DECIDE BETWEEN THEMSELVES OF THE CAPACITY TO PAY WATER BILLS WITHOUT THE CONSIDERATION OF VALUE FOR MONEY IS ABHORRENT.

THE GIPPSLAND WATER FACTORY IS A "WHITE ELEPHANT" COSTING APPROX \$250 MILLION AND OFFERS VERY LITTLE OF THE BENEFITS PROMISED.

All correspondence to the Secretary:

THE G.W.F. SHALL OPERATES AFTER 5 YEARS,
WITH A REGIONAL OUTFALL SEWER WHICH
DISPOSES OF MILLIONS OF LITRES OF INDUSTRIAL
WATER THAT SUPPOSEDLY CAN'T BE USED; AND
WAS MEANT TO BE RECYCLED.

WE ARE NOT AWARE OF ANY REVIEW INTO
THE COST EFFECTIVENESS OF THE G.W.F AND IT
NEEDS TO HAPPEN.

WITH THE CLOSURE OF THE POWER STATION
AT HAZELWOOD, G.R.G. WOULD EXPECT WITH
CONSIDERATION OF THE AFORE-MENTIONED
A PRICE DECREASE FOR 2018-2023

YOURS SINCERELY
Michael

MEIRW REDDES SECRETARY

N.B.

PLEASE EXCUSE THE HAND-WRITING AS
I HAVE RECENTLY MOVED & ALL COMMUNICATIONS
ARE NOT YET IN PLACE.

Meirw



CENTRAL GIPPSLAND REGION WATER CORPORATION

NOTICE TO ALL CUSTOMERS

ANNUAL TARIFFS 1 JULY 2017 – 30 JUNE 2018

Gippsland Water would like to advise its customers of prices for water and wastewater services that will apply from 1 July 2017. The annual price adjustment has been approved by the Essential Services Commission in accordance with clause 2.3 (c) of the Commission's 2013 water price determination for Gippsland Water. Community engagement is currently underway for pricing for 2018-2023.

The water and/or wastewater charges apply to owners of serviced properties in the districts of Boisdale, Boolarra, Briagolong, Buln Buln, Churchill, Coongulla, Cowwarr, Darnum, Drouin, Drouin East, Erica, Glengarry, Glenmaggie, Hazelwood, Hazelwood North, Heyfield, Jindivick, Loch Sport, Longwarry North, Maffra, Mirboo North, Moe, Morwell, Neerim South, Newborough, Nilma, Noojee, Rawson, Rokeby, Rosedale, Sale, Seaspray, Stratford, Thorpdale, Toongabbie, Trafalgar, Traralgon, Traralgon South, Tyers, Warragul, Willow Grove, Wurruk, Yallourn North, Yarragon and Yinnar.

WASTEWATER CHARGES

Gippsland Water maintains the wastewater infrastructure required to remove wastewater from your property boundary and treats all waste (e.g. toilet, laundry and bathroom) to approved standards before release to the environment. A Wastewater Service Availability Charge applies to all properties where the wastewater main passes through or is adjacent to a property, or is capable of providing a service to the property.

Household customers	
Wastewater Service Availability Charge	\$808.03 per year (connected service)
	\$403.99 per year (non-connected service e.g. vacant land)
Business and community customers	
Wastewater Service Availability Charge	\$808.03 per year (connected service)
	\$403.99 per year (non-connected service e.g. vacant land)
Wastewater Volumetric Charge	\$3.8496 per kilolitre

Business and community customers should refer to Gippsland Water's full schedule of tariffs at www.gippswater.com.au to determine the wastewater volumetric charges and commercial trade waste charges applicable to their circumstances. These charges are determined by the type of business conducted on the property.

WATER CHARGES

Gippsland Water maintains the water infrastructure required to deliver water to your property boundary and treats water to approved standards before delivering water to you. A Water Service Availability Charge applies to all properties where the water main passes through, fronts a property or is capable of providing a service to the property.

Household customers	
Water Service Availability Charge	\$175.89 per year (20-25 mm connected service)
	\$87.86 per year (non-connected service e.g. vacant land)
Water Usage Charge	\$2.0339 per kilolitre
Business and community customers	
Water Service Availability Charge	\$175.89 per year (20-25 mm connected service)
	\$87.86 per year (non-connected service e.g. vacant land)
Water Usage Charge	\$2.0339 per kilolitre



CENTRAL GIPPSLAND REGION WATER CORPORATION

NOTICE TO ALL CUSTOMERS

ANNUAL TARIFFS 1 JULY 2017 – 30 JUNE 2018

If you own a property such as a flat, unit or townhouse that shares a single water meter with other dwellings, you are separately responsible for both water and wastewater charges. If a rental property has its own meter, the landlord is responsible for both the water and wastewater service availability charges, and the tenant must pay for the water usage (unless otherwise agreed by the landlord).

PERIOD FOR WHICH CHARGES ARE SET

The above annual charges are payable in three instalments. The periods for which they are issued are:

- 1 July 2017 to 31 October 2017
- 1 November 2017 to 28 February 2018
- 1 March 2018 to 30 June 2018

PENSIONER REBATES AND HEALTHCARE CONCESSIONS

Concession card holders whose properties are serviced by both water and wastewater services are eligible for a Victorian government rebate of up to 50% to a maximum of \$313.10 per annum, and \$156.55 per annum if properties are only serviced by one of these services. The above rebates may only be claimed on a concession card holder's principal place of residence. You need to contact Gippsland Water to register your entitlement details for your principal place of residence to receive the rebate.

MORE INFORMATION

The water and wastewater charges outlined in this notice are based on a standard connection size (20-25mm). To view the full schedule of tariff charges for 2017-2018, please visit www.gippswater.com.au or call Gippsland Water's Customer Contact Team on **1800 050 500** to obtain a copy.

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A small group CAN make a big difference (with a little help from CUAC....)

For a group that was only formed a couple of years ago, the Gippsland Resource Group already has some significant runs on the board.

Incorporated in 2007, the Group consists of local Gippsland residents concerned about the way the resources of the area are being exploited, often with no clear benefit to local residents.

With the help of a CUAC Executive Officer Grant, the group has helped improved the outcome for Gippsland residents in recent decision by the Essential Services Commission.

The group members come from Traralgon, Morwell, Moe, and Warragul and pretty much 'have the La Trobe Valley covered', said Merv Geddes, President of the Group.

'We are all friends,' said Mr. Geddes. 'We have a research scientist, professional researcher, a union organizer, an accountant, tradespeople, professionals, a housewife, a businesswoman. The more people we got together, the more we realized how important the issues were.'

Mr. Geddes became aware of CUAC research which showed the plan put forward by Gippsland Water to the ESC Water Price Review 2008-2012 would increase prices to local residents by 100% over five years¹. He contacted CUAC to discuss his concerns and was encouraged to apply for a grant to respond to the ESC Draft Decision.

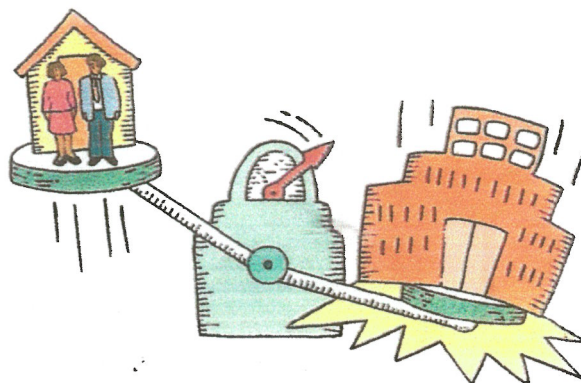
The grant of \$4,982 gave the group the resources to consult with the community, conduct research, and put in a detailed response.

There were also some unexpected benefits from receiving the grant - for example, it made the front page of the local paper, which provided extra coverage of the issue and the organisation.

'We got a lot of feedback, and spoke to a lot of community groups,' said Mr. Geddes.

They researched such issues as unemployment rates, average wages, and numbers of carer numbers and pensioners, to support their arguments.

The response the group submitted to the ESC covered concerns about the Gippsland Water Factory and the Loch Sport Sewerage Project, and raised issues of the 'cross-subsidisation' of water prices from residents to large businesses in the area. Generally, it argued that 'the focus seems to be on the price to be paid for water rather than the capacity for an area such as Gippsland to pay an increase.'²



tacted by representatives of the ESC and were able to discuss their concerns directly.

In the ESC's final decision, tariffs increases were reduced from 100% increase over five years to a 71.4% increase, a huge saving for the area.

Overall, Mr. Geddes was pleased with the outcome.

'We established a good rapport with local politicians and the council, and contacts with community organisations,' he said.

This mutual respect will stand them in good stead for future issues.

The group gives credit to the CUAC grant for helping them put in a good quality response.

'It was a small amount, but it allowed us to expand on what we hoped to accomplish,' said Mr. Geddes.

In general, grants are designed to help people or groups conduct research on consumer utility issues, and to support projects that allow consumers to participate in the utilities marketplace. Executive Officer Grants are capped at \$8,000.

Projects are assessed according to set criteria which include that they add value to the ability of Victorian utility consumers to influence the policy and regulatory debate; that they are well managed and financially viable; and that they address areas of shortcomings of knowledge or expertise among consumers in the debate.

For more details, please see the CUAC website, www.cuac.org.au.

1. Analysis of Regional Water Companies water plans 2008/9 to 2012/13 by RMCG consultants, www.cuac.org.au
2. Gippsland Resources Group response to ESC Water Price Review 2002-12, www.esc.vic.gov.au