

3<sup>rd</sup> December 2008.

To; Essential Services Commission.  
Melbourne.

Email, [water@esc.vic.gov.au](mailto:water@esc.vic.gov.au)

We have read the Draft Decision on your website, and following our earlier submissions, would like to convey the following;

The contents of this Draught Decision make it very obvious, that it is your intention to further crucify more the ones who are always vigilant with their water use.

The block tariffs are sensible, but the 20% increase is not sufficient, and the paltry 10.9% increase for water is very laughable. It gives no one any motivation to curb their current water wasting!

It says in the Draft that the fixed charges are to be increased dramatically, more burden on the low consumption user, and often they [like us as pensioners] are the ones who can least afford it! This is borne out by the statement; "However, customers for whom the volumetric component makes up only a small portion of their bill will face substantial increases."

At the time when there was no restrictions whatsoever, our own water usage was minimal, even though we then lived in a large house on a big block!

Ten years ago, Central Highlands Water was advising people to water their lawns regularly; pointing out it was no more than the cost of a cup of coffee to do so, showing very clearly that water has always been too cheap and standing charges far too high! This clearly illustrates that Central Highlands Water are as guilty as the non-caring water users for our present disastrous situation.

Prior to reading this Draft Decision, we were catching the cold water [that would otherwise go down the outlet] in a bucket while waiting for the hot water to come through over the sink, laundry trough, hand basin and shower. This would then be used for rinsing plates etc, even using it to flush our toilet [which we have not been doing every time it was used].

However, we no longer trouble ourselves to catch any water, instead allowing it to be wasted down the drain every time we need hot water, as it is evident that your intention is to encourage people to use and waste as much water as possible.

I have advised others, who were doing the same as we were, and they also are now not bothering to save water. As, like us they see no point with your obvious ignorance and head in the sand attitude.

Therefore, your wish for more water usage will soon be apparent!

Pauline and Bill Sansome.

cc Central Highlands Water.