

Water price review 2024

Submission received through Engage Victoria

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Water business: Goulburn-Murray Water

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In October 2023, we began accepting submissions on Goulburn-Murray Water's 2024 price submission via Engage Victoria (www.engage.vic.gov.au/ESC-water-price-review-2024). 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?

With all the engagement that has taken place it is truly unbelievable that they have not taken on board what is valued most which is fair pricing for the supposed service delivery for unregulated domestic and stock water users.

2. What do you think of the proposed outcomes?

GMW have failed to achieve the PREMO outcomes numbers 3 and 6 for unregulated domestic and stock water users. For GMW to promote the achievement of these two outcomes, while not meeting the ESC guidelines of better customer value in particular is more than ludicrously unbelievable- have dropped their duty of care for reasonable pricing and have not responded proactively to what customers value the most. This requires a complete revision.