

Jo Forestier  
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Dear Industry Panel,

RE: Industry Panel Review – Issues to be considered as part of the review

I am very upset with ACTEW and the ACT Government, as prices have rose to ridiculous amounts over the years. While I realise it is all about the money, I do not understand why all the costs are being borne by the community.

1. ACTEW has to be a business – preferably for providing water to the community – who pays their wages. They cannot make a profit from what God gives them for free?? Why?
2. Why are prices so high? Given that we have a lot of water now and that we are not in a drought, why not charge less? By all means work on water conservation when our dams are empty – because of drought.
3. It also does not make sense, to have higher charges, resulting in less sales. This does not appear to provide for a good business process.
4. We need more flexible water pricing. It is too expensive right now, for 2012-13:
  - Tier 1 is \$2.02 per KL
  - Tier 2 is \$4.04 per KL
5. Water – Gas – Electricity prices are out of control and the ordinary household is suffering.
  - Water bill \$500 + a quarter
  - Electricity bill \$500 + a quarter
  - Winter gas bill - \$1,400+ a quarter
6. The dam should have cost \$185 million but ended up being \$500 million. It should have been built after the 2003 bushfires.
7. ACTEW's responsibility is to deliver at a reasonable price, not to pay for the debts they let blow out by their failure to build a dam earlier.
8. The population is also growing – so they will get their money. If they have to cut a few jobs, and profit and community handouts –so be it.
9. We have been paying too much to ACTEW for water we saved, for this we were charged more – why? Don't make the consumer a scape goat.
10. There's plenty of water at this time – lower prices so that we can wash our windows/cars and revenue will come to ACTEW coffers.
11. People in the ACT let their gardens die in the drought year – 2003. 2003 was the time the dam should have been built at a third of the cost of last year's blowout - \$500 million.
12. Stanhope – Katy Gallagher – Andrew Barr also have a lot to answer for demanding money from ACTEW only to squander a lot of it.

13. ACTEW has failed its customers. They pay their CEO's too much – when they don't deliver. The water is provided for free, ACTEW and the Government only need to manage this resource. Stop winging and deliver what is essential for our daily health.

Thank you for reading my comments and we as a community deserve a fair go.

Yours Faithfully,

Jo Forestier

15 August 2014