

28 February 2007

Letters to the Editor

### **Wannon Water**

One of the most serious consequences of the on-going drought is the falling water levels of Victoria's rural and urban water storages.

Rural communities have adjusted extremely well to water restrictions and reduced water consumption.

Wannon Water has Hamilton district residents on stage 4 restrictions, setting daily water consumption targets of 3.25 mega litres. Despite best efforts, meeting this target is not always possible.

Now that Hamilton water storages are at only 20% compared to 46% at the same time last year, residents have been asked to reduce their water consumption to meet daily targets if more stringent measures are to be avoided.

But what is of concern is a letter sent from Wannon Water to numerous Hamilton residents warning them of 'above average water consumption'.

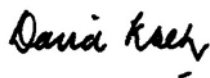
This remarkably impersonal, tactless and generic letter, dated 22 January 2007 and signed by the CEO Mr Grant Green, advises customers that "...for the last three month billing period water consumption at your property was 25 per cent or more higher than the average household consumption of 40 thousand litres".

The letter goes on to describe measures for addressing these excesses.

The problem is this letter was sent to customers who have not exceeded average water consumption. In fact this letter was sent out by mistake – 'an administrative error' as described by Wannon Water.

Under these circumstances, especially where water use has not blown out, the least Wannon Water should do is apologise publicly for targeting their valued customers with this unnecessary correspondence.

Yours sincerely



The Hon David Koch MLC  
Member for Western Victoria Region  
Opposition Whip (Council)