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Submission: The Commissioner
Independent Pricing & Regulatory Tribunal (IPART)
9th March 2017

Dear Commissioner,
I write in reference to the Special Rate Variation in Byron Shire Council area.

In their SPECIAL RATE VARIATION: OPTIONS FOR CONSIDERATION -
OPTION 1, OPTION 2, OPTION 3.

On their website read: The Three options: 7.5%, 10%, 12.5%

All the 3 OPTIONS rate rise included the NSW State Government's estimated rate peg of 2.5%; they also have varying impacts and service quality. At the end of the 4 year period the SPECIAL RATE VARIATION increase would be built into the general rate base and permanently retained.

The above booklet re the 3 OPTIONS was included in the BSC rates notices.

The actual online survey showed 4 OPTIONS - NOT 3!

At the table I and others manned, giving people the opportunity to see the full rate survey information from BSC people were horrified and very angry, so angry that they brought other family members and friends to our information table, requesting to fill a form in. They were VERY ANGRY to see a 4th OPTION ... BUT ... hidden away on page 3, even at the bottom of the list, yet to number them as they wanted to. With the no change question at the bottom of the list, gave the impression that that should be answered with a number 4 in the box! The people soon realised when they read the questions that they had to be very careful when filling their survey in.

The NO RATE INCREASE was not on the BYRONS SHIRE COUNCIL OPTION BOOKLET! Jillian Spring [REDACTED]
[REDACTED]