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Your submission for this review:

Simply: 18% increase in one year is out of touch with reality and only achievable by a monopoly supplier. There is plenty of room to cut expenses/costs at SW - and that is not to deny they do a great job. Pollution user pays is essential. Increase polluter charges - and we know some polluters into the water/waste stream get away cost free. TOU supply charging is the future - let adopt and price accordingly and then we can forget about wasting money on TV advertising (for a monopoly supplier).