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Date of submission: Sunday, 16 May 2021

Submission: Thankyou for the opportunity to make a submission to IPART's review of monopoly water businesses. As providers of essential services, including sewerage services, it is essential that these businesses are subject to a regulatory framework which encourages them to meet the needs of their customers and the community, and that this ensures that they are accountable for outcomes.

As an example, Hunter Water has previously estimated the capital costs to deliver priority backlog sewer services to Raworth's existing 52 residential lots as being \$3.1 million (approximately \$60,000 per lot).

Given this background it is odd that Hunter Water would feel motivated to make submissions informing IPART's 2018 Determination to introduce a new methodology to replace its previous 1997 approach. The effect of these changes makes existing property owners liable for the costs associated with building any extension of the network - and absolves Hunter Water of any expectation to provide and deliver services.

Given there are measurable environmental and public health benefits, there has been a multitude of correspondences between residents, Maitland City Council, Hunter Water and the relevant Minister over a number of years in an effort to progress these priority backlog sewerage services.

The revised approach adopted by Hunter Water and approved by IPART fails to recognise the impossibility of a private landholder such as myself coordinating with 52 other existing property owners to take on a \$3.1m liability for the costs associated with building an extension of the wastewater network.

The revised approach leaves residents bouncing from Minister, to monopoly infrastructure provider (Hunter Water) back to local government (Maitland City Council) in a continuous loop of inaction.

In my view this example should provide a useful case study on the need to promote effective co-ordination between Governments, regulators and monopoly providers to deliver and be held accountable.