

Rick Banyard

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Your reference Review of Hunter Water Corporation's Prices etc

Dear Sir,

I have read with interest your Issues Paper however there is a glaring omission.

There is no realistic glossary of terms.

It is absolutely essential that as a minimum the following terms are defined.

- Household
- Residential
- Consumer
- Customer

These terms are used frequently in the document.

The terms "Consumer" and "Customer" would appear to be one and the same in your document however as IPART should be aware there is a significant difference.

I also believe that before you can continue the Issues Paper needs editing to ensure that the correct word is used. Where you mean "consumer" the word must be consumer and where you mean "customer" you must use customer.

By way of example the first two uses of the words in your Issues paper would seem to be conflicting.

1.1 The 2005 Determination states:-

"This reflected IPART's assessment of Hunter Water's efficient cost of supplying water, sewerage and stormwater drainage services to its customers".

1.2 Scope states:-

"the protection of customers from abuses of monopoly power in terms of prices, price policies and standards of service"

1.3 IPART's determination process states:-

"What are consumers' expectations about the level of service to be provided.

"What are the likely impacts on the affordability of services for different groups of consumers"

I and everyone else will require these definitions before being able to proceed.

I also believe that IPART should require all submissions, documentation and presentations to use the terms correctly.

I look forward to a rapid response in two ways.

- Issue a glossary of terms that include the above definitions.
- Provide a version (electronically) of the issues paper that uses the terms as defined.

Rick Banyard.

(NOTE Please also include this with the submissions)

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