

Macquarie Cudgegong Customer Service Committee

Friday 18th November 2005

Mr Jim Cox
Chief Executive Officer
Independent Pricing and Regulatory Tribunal
Level 2, 44 Market St
SYDNEY NSW 2000

Re: 2006-2009 Bulk Water Pricing Determination for the Macquarie Valley

The Macquarie Cudgegong Customer Service Committee writes to express our support for the submission prepared by Macquarie River Food & Fibre in consultation with our committee.

As raised in the submission we have concerns with the lack of evidence of a focus on efficiency for SWC. Also we express our concern at the proposed increases, given our role to have input into any decisions regarding increases in service delivery to customers and any associated increases in costs.

In previous submissions we have had to emphasise the lack of data and ability of SWC and DNR to provide detailed breakdowns of expenditure. We note that SWC is improving in this area, however it is not adequate that the Customer Service Committee is yet to be presented with the Audited 04/05 Financial Statements for the valley.

Despite these concerns we do acknowledge the value all customers gain from the Customer Service Committee process in the Macquarie and look forward to working with SWC to improve the business in the future especially through the valley business planning process which starts in December 05.

Yours sincerely,



Michael Bennett, Chairman
Macquarie Customer Service Committee