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Your submission for this review:

You people increased the price of a unit of water supply by 25% just two or three years ago. 25%! That is an outrageously high increase that should not require any further increases for a decade. This is an egregious example of an arrogant monopoly making no attempt to control costs or to improve the productivity and efficiency of their staff's work practices and operational efficiency generally. Now you are talking about another 18% increase? What about having a commitment to do your part to reduce the burden of inflation on consumers? Your statement "We recognise that access to safe, reliable and affordable water at a fair price is critical to our communities, environment and economy" is just a hollow, cynical and insincere slogan that means nothing. Grow a backbone and take a stand on improving operational efficiencies instead of taking the path of least resistance and grossly increasing prices to the detriment of the long-suffering public! If you were a private company with some competitive pressure and real commitment to delivering cost-effective services, you would not be proposing such outrageous increases. If this is the best that your [REDACTED]

[REDACTED] but where are the internal mechanisms and pressure on them to perform and deliver results?

Michael Pels