



How to fund projects

Dr Ron Ben-David

Chairperson

Essential Services Commission (Vic)



How (not) to fund projects

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FIGURE 1a: Desalination costs \$m (2012-13) cumulative
- assumptions at 2009 Price review

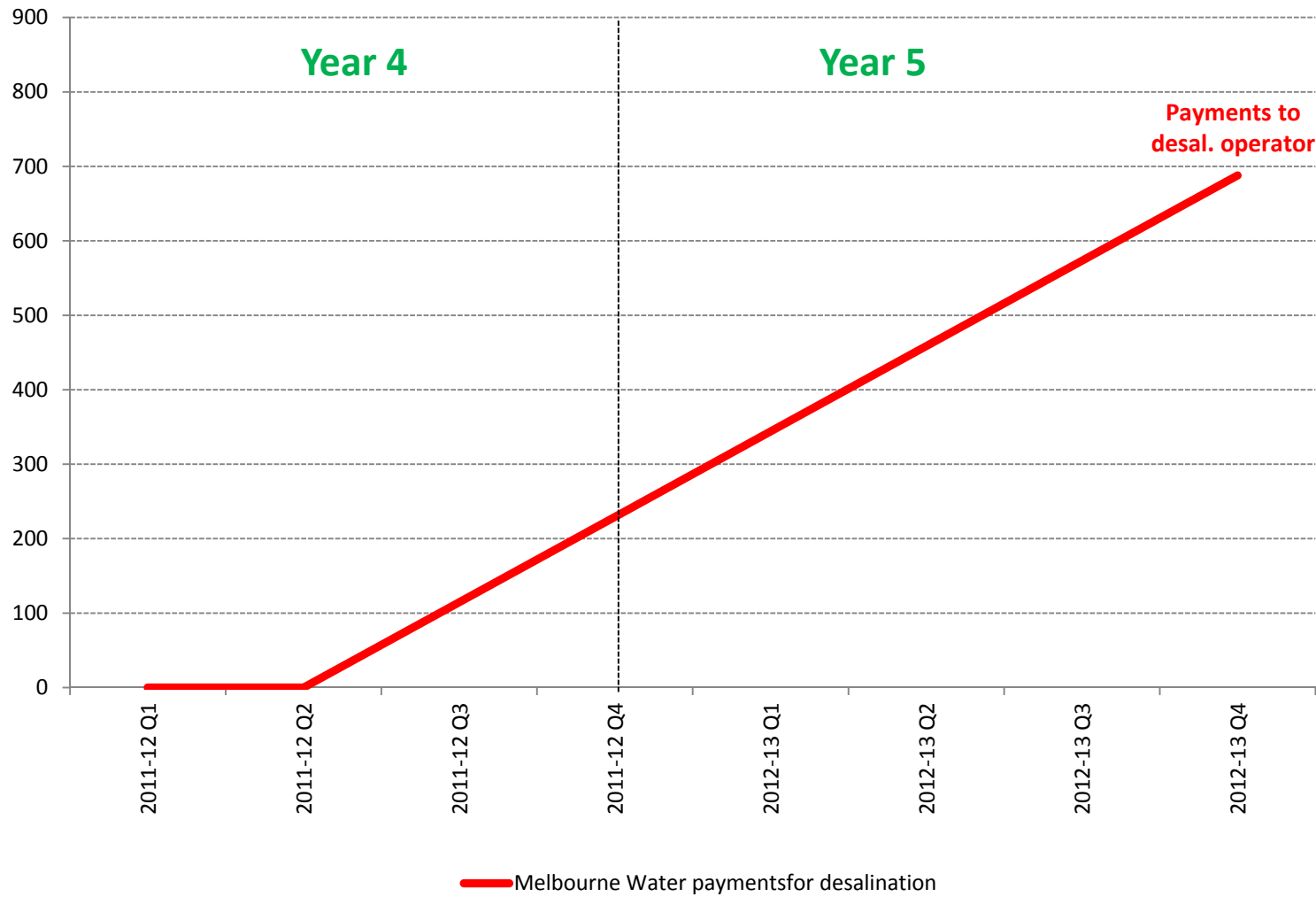


FIGURE 1b: Desalination revenue and costs \$m (2012-13) cumulative
- assumptions at 2009 Price review

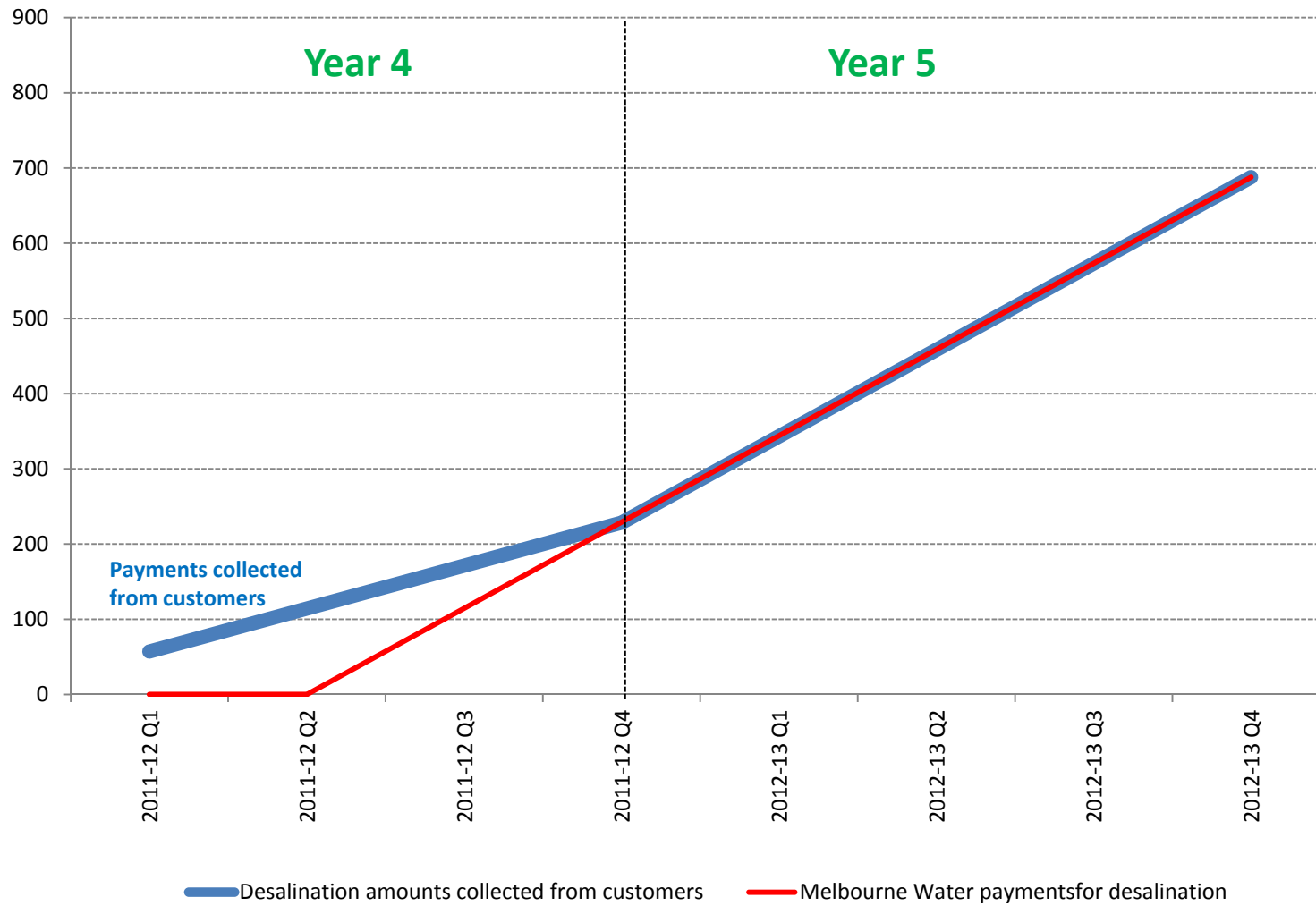


FIGURE 2: Desalination revenue and costs \$m (2012-13) cumulative
- based on announced payment stream estimated by PwC (early 2011)

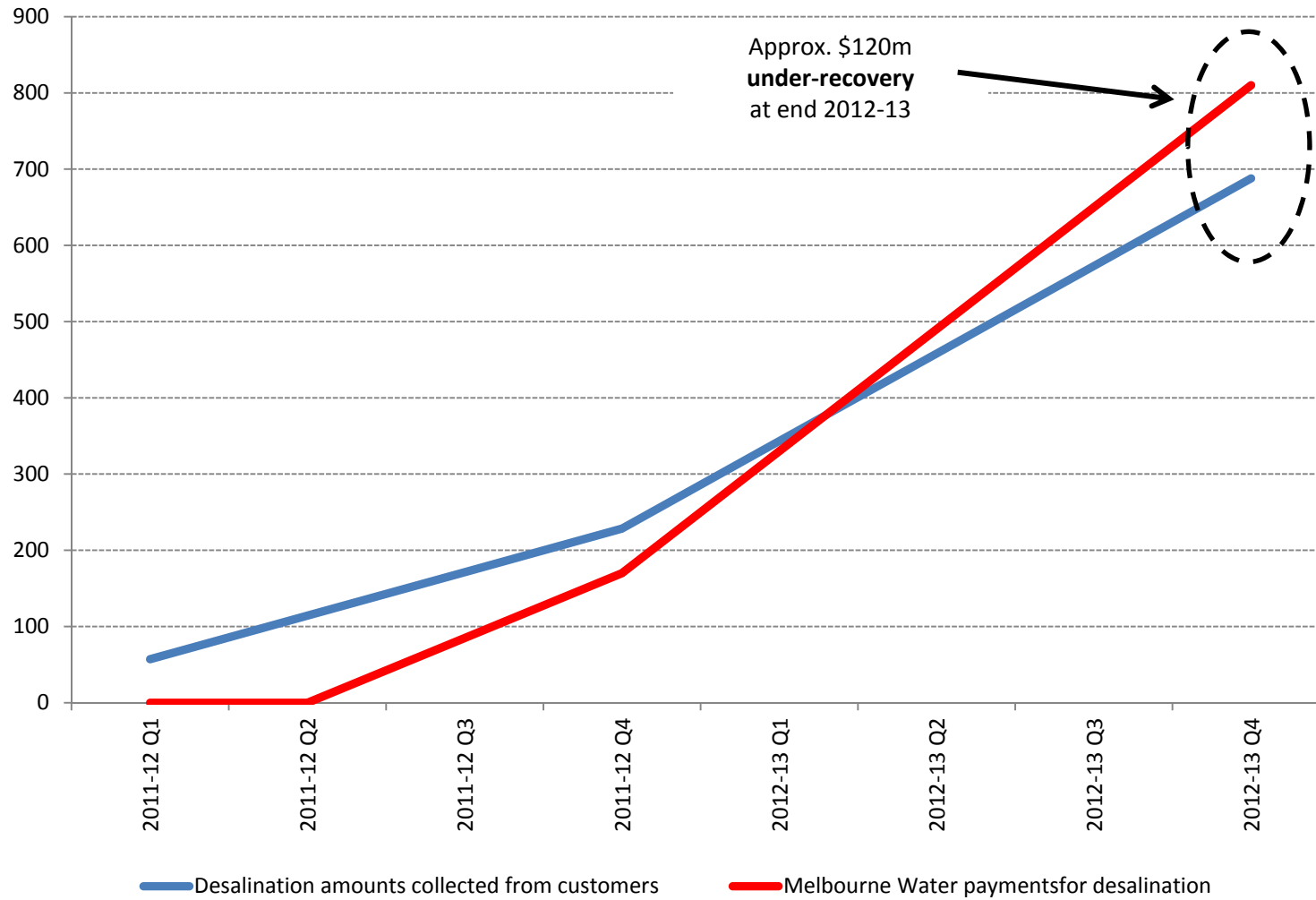
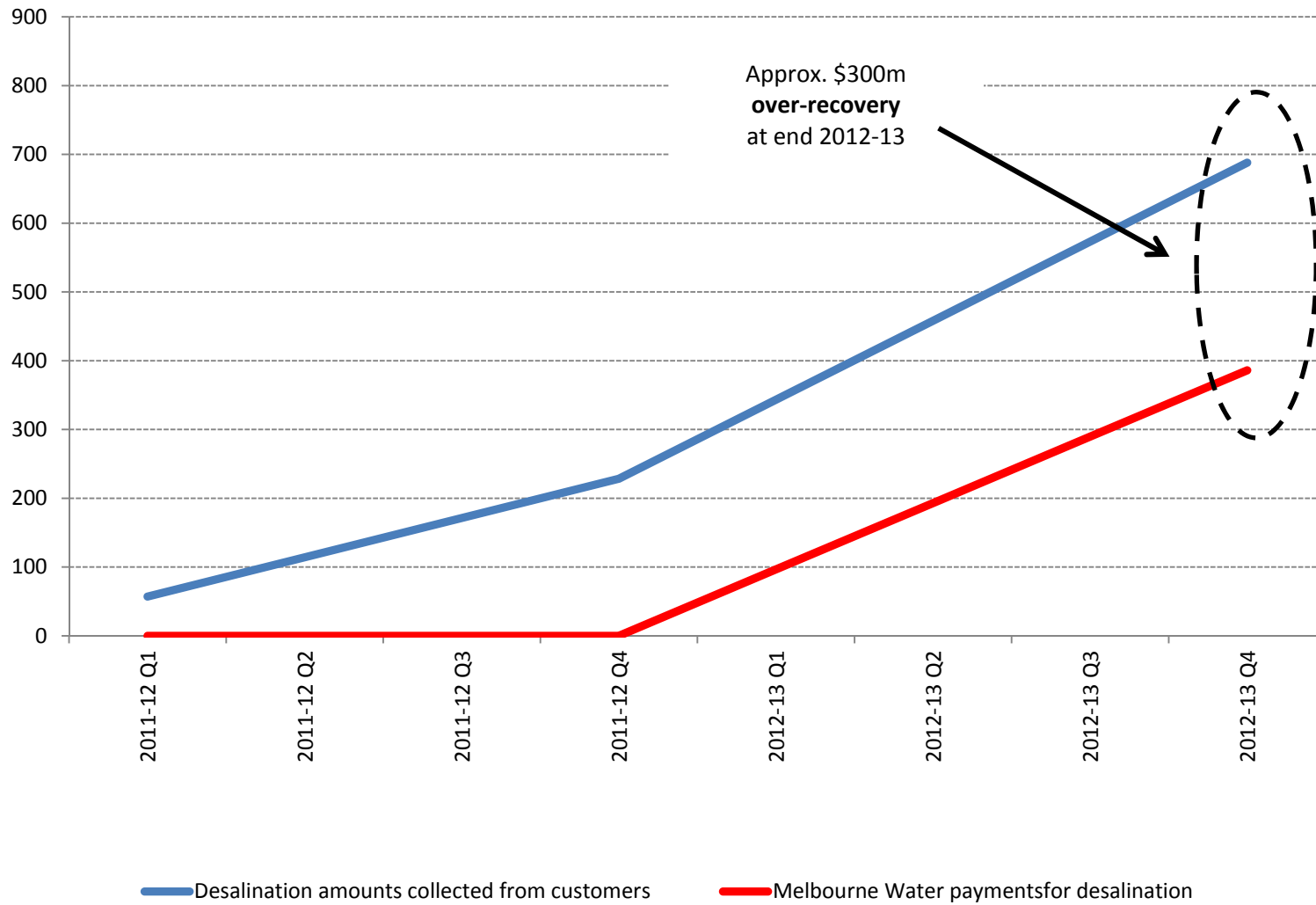
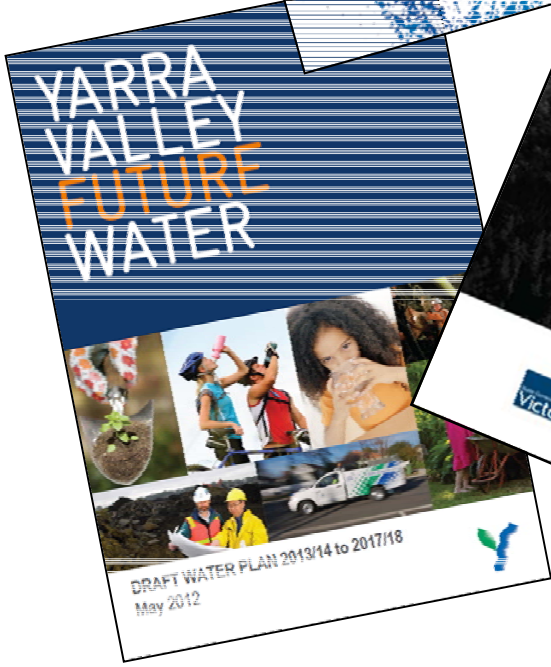


FIGURE 3: Desalination revenue and costs \$m (2012-13) cumulative
- based on confirmed delay (early 2012)





Water bill bungle hits households

\$306m to be repaid over five years

EXCLUSIVE

By **RACHEL WELLS**
CONSUMER AFFAIRS REPORTER

MELBOURNE Water over-charged households more than \$300 million last year. And while the government body says it will repay consumers it will take five years to do so.

A draft of Melbourne Water's 2013 Plan shows that it billed customers \$306 million more than it should have — by char-

the next five years.

Gerard Brody, from the Consumer Action Law Centre, believes consumers should have their money returned immediately.

"If consumers have overpaid them then I see no reason why Melbourne Water shouldn't just return that money as soon as

of the contract, and on the completion of the project, were not paid because the plant is still unfinished. But the money to pay Aquasure was nevertheless recouped from consumers.

The beleaguered Wonthaggi plant was originally due to be completed and ready for production by December 2011. A

WATER WATER EVERYWHERE ...



DESALINATION PLANT



FULL DAMS



Melbourne Water chief SHAUN COX

LIQUID GOLD

54 executives

\$221,000

Average salary

\$18,000

Bonus

CUSTOMERS' HIP POCKET PAIN

\$177

Average household
overpayment

\$306m

Total Melbourne Water
will overcharge

SOURCE: Melbourne Water
2010/11 annual report

WATER BILL BUNGLER

How to complain about
Melbourne Water's
overcharging

Call: 131 722

Email: [Inquiry@
melbournewater.com.au](mailto:Inquiry@melbournewater.com.au)

OUR WATER BILL WENT UP
BY ACCIDENT?

MELBOURNE
WATER



TRUPPERS

NEXT TIME WE'LL DO IT
ON PURPOSE

“A leading Melbourne QC says Melbourne Water has acted unlawfully and outrageously by refusing to repay immediately millions of its customers who have been overcharged for their water in a billing blunder. David Galbally, QC, has drafted a letter for customers to fill out and send...”

The Age 15 June 2012

Dear Sir,

I advise I am a customer of Melbourne Water (or whatever authority is the relevant authority). My account number is (insert details). I have been advised that over the last 3 years or so I have been overcharged with respect to my water bills.

Would you provide me within the next 7 days the following:

- details of the amount or amounts overcharged in respect of each account rendered;
- when you will repay the overcharged amount and at what interest rate?

Should you not be able to repay my money within a reasonable time, I shall have no alternative but to deduct it from your future accounts together with the current overdraft interest or existing overdraft interest at the time.

I look forward to your reply as soon as possible.

Yours faithfully

FIGURE 4a: Desalination revenue and costs \$m (2012-13) cumulative
- based on price freeze 12-13 (June 2012)

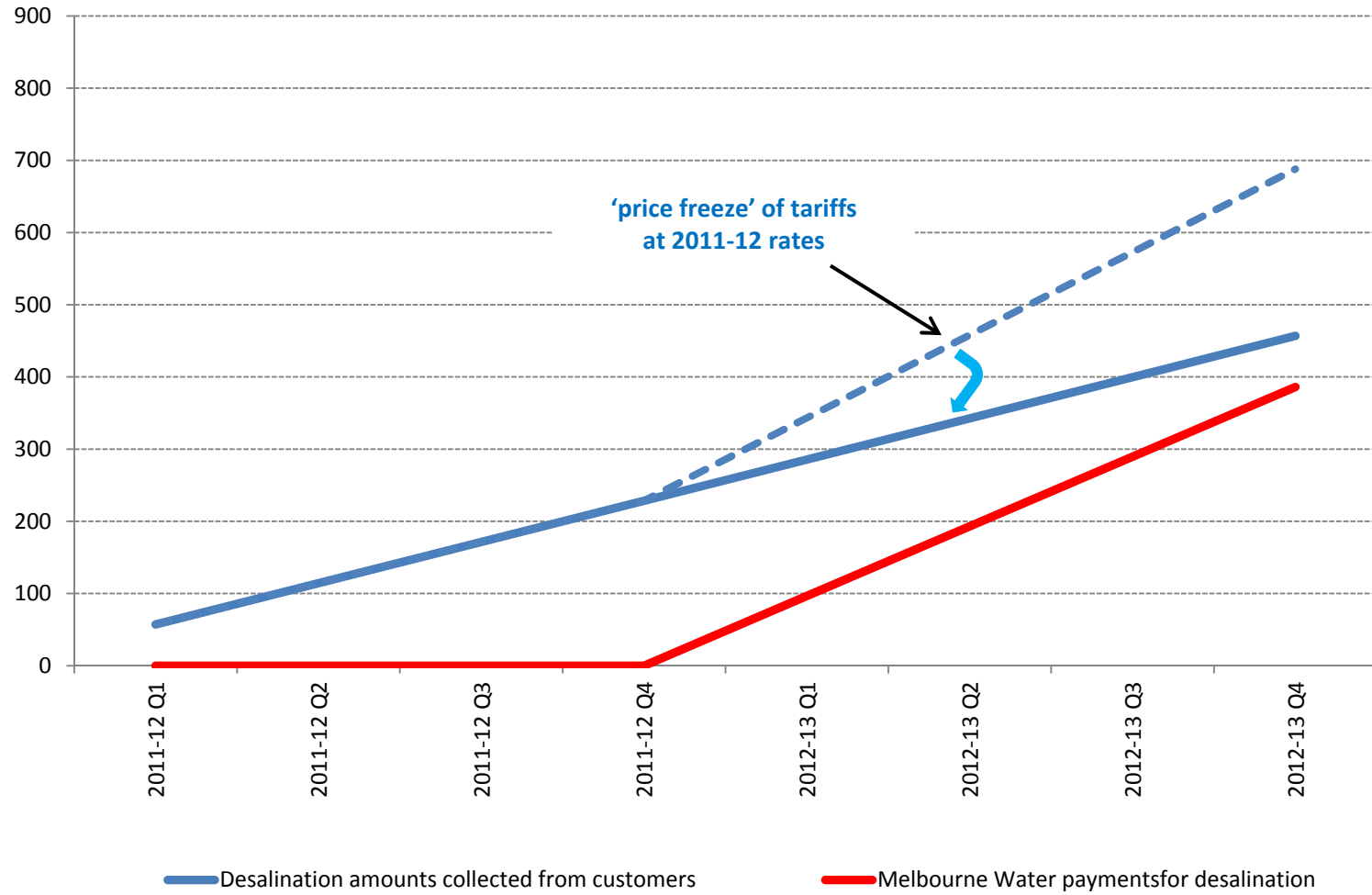
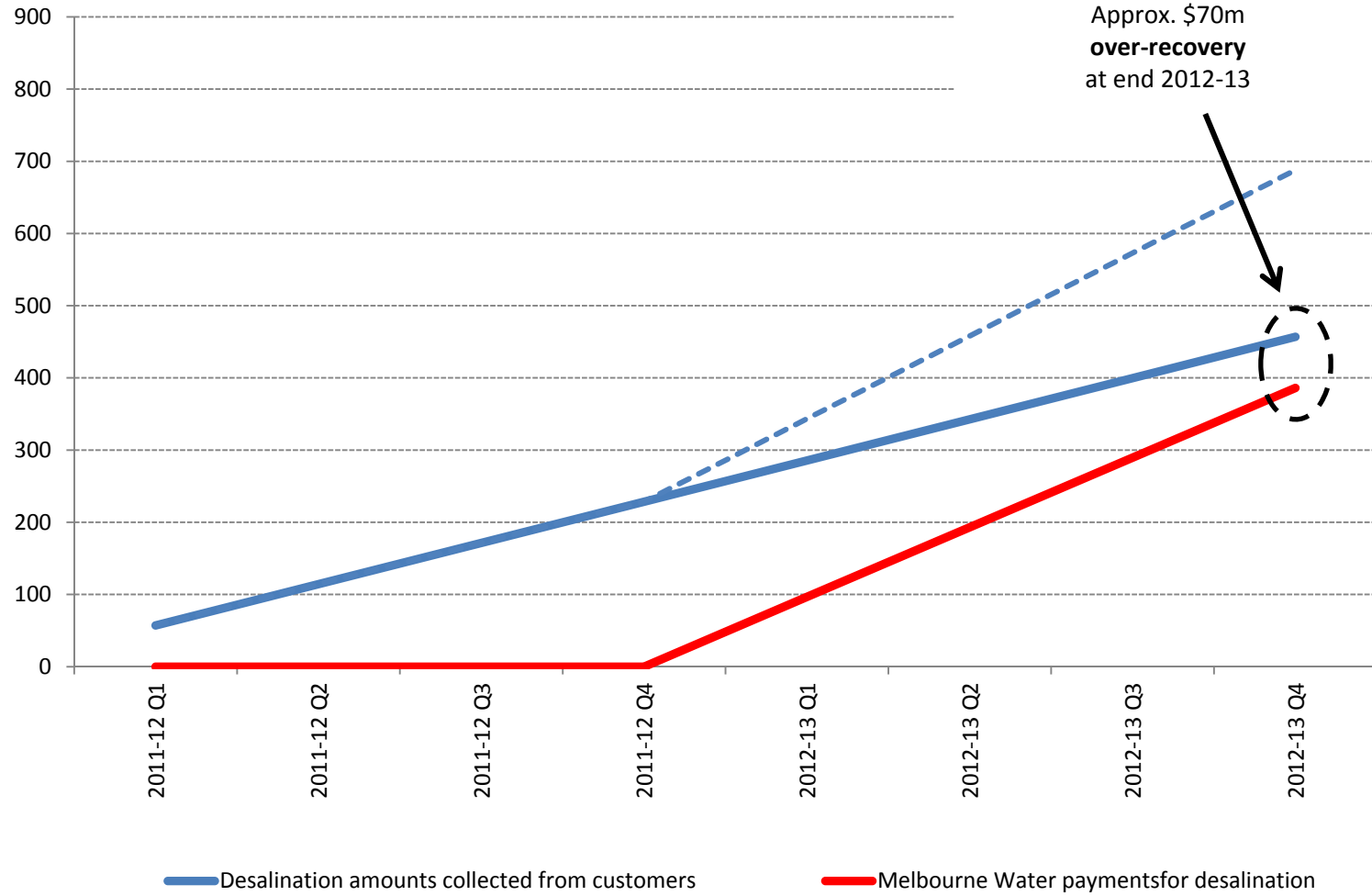


FIGURE 4b: Desalination revenue and costs \$m (2012-13) cumulative
- based on price freeze 12-13 (June 2012)





MONITORING THE RETURN
OF THE UNREQUIRED
DESALINATION PAYMENTS

JULY 2012



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www.esc.vic.gov.au/Water/Return-of-the-Desalination-Over-Collection

