



10 June 2008

By email: [gavin.clancy@esc.vic.gov.au](mailto:gavin.clancy@esc.vic.gov.au)

Mr Gavin Clancy  
Communications Manager  
Essential Services Commission  
Level 2, 35 Spring Street  
Melbourne Vic 3000

Dear Mr Clancy

**Comments on the Essential Services Commission Work Program 2008-09**

Consumer Action Law Centre (**Consumer Action**) welcomes the opportunity to comment on the Essential Services Commission's (the **ESC**) Work Program 2008-09 (the **Work Program**).

We support the ESC's inclusion of projects for Energy, Water and other industry sectors however strongly recommend the inclusion of the following:

- More frequent water performance reports focusing on, for example, hardship issues. This is of particular significance due to the increasing prices and pressure on households. The increase in water performance reports would be in line with the ESC's six monthly disconnections reporting on energy.
- Faster turnaround times and release of both the energy and water performance reports. We are concerned that by the time they are released to the public they are of little use. The data included in the reports is of a high standard however it needs to reflect the state of the market when they are released, not up to a year previously, to address current policy issues.

Should you have any questions in relation to this submission, please contact me on 03 9629 6300.

Yours sincerely

**CONSUMER ACTION LAW CENTRE**

A handwritten signature in black ink that reads 'Janine Rayner'.

Janine Rayner  
Senior Policy Officer

**Consumer Action Law Centre**  
Level 7, 459 Little Collins Street  
Melbourne Victoria 3000

Telephone 03 9670 5088  
Facsimile 03 9629 6898

[info@consumeraction.org.au](mailto:info@consumeraction.org.au)  
[www.consumeraction.org.au](http://www.consumeraction.org.au)