



Listen Assist Resolve

21 June 2010

Mr Chris Hutchins
Project Manager – Trade Waste
Essential Services Commission
Level 2, 35 Spring Street
MELBOURNE VIC 3000

By email: water@esc.vic.gov.au

Dear Mr Hutchins

Re: Draft Trade Waste Customer Service Code

Thank you for the opportunity to comment on the Essential Services Commission (ESC)'s *Draft Trade Waste Customer Service Code* (the Code).

The Energy and Water Ombudsman (Victoria) (EWOV) is satisfied that the Code does not propose any change to our current role for water-related matters, and welcomes the dispute resolution mechanism in Clause 7 of the Code.

EWOV would like the water businesses to take a uniform approach to incorporating the new code into its Customer Charters, so that there is consistency across the industry. We understand that the ESC will be consulting with VicWater about this.

EWOV receives very few cases about trade waste. There were just 14 cases from 1 July 2008 to 31 May 2011, and only five of these were investigated. Given the limited number of trade waste cases EWOV receives, we do not envisage an increase in case numbers as a result of the Code.

We trust that the above comments are helpful. Should you require further information or have any queries, please contact Justin Stokes, Senior Research and Communications Officer on (03) 8672 4272.

Yours sincerely

Fiona McLeod
Energy and Water Ombudsman (Victoria)