

## Review of new customer contributions

### Submission received through email

Date submitted: 28 November 2024

Submission written by: Ben Fryer

Postcode: 3689

In August 2024, we began accepting submissions on our review of new customer contributions. People were given the option to send us general feedback or respond to questions we provided.

Dear ESC,

Thank you for your understanding to receive this late submission. In response to the questions on page 5 of the Review Consultation Paper, I put forth the following comments from 25+ years experience doing property development across Victoria and having had dealings with several Water Authorities.

1. I have no comment on this matter.
2. ESC need to ensure Water Businesses are more transparent about growth planning and what growth infrastructure has been included in standard NCC calculations. I often have drawn out debate about NCC fees against infrastructure that is to be developer funder with possible part reimbursement by Water Businesses. Publication of information must be in a readily accessible location with a summary included in any Deeds/Agreements/Offer issued.
3. ESC could consider providing a mediation role, particularly in the instances of large-scale development which is to include either major infrastructure or agreements on shared-cost. With some Water Businesses under financial pressure, there is a perception they will just want to push responsibility and cost for growth infrastructure onto Developers.
4. ESC should be questioning Water Businesses about how they have engaged with every customer and interrogate how meaningful this has been. As a consultant working across

several Water Business areas, the engagement with the Development industry continues to be shallow and unimpressive. These processes are run in house with poor communication or presentation of real value information that would result in an engagement that actually achieves something.

5. A change of name is appropriate, but it should avoid the word 'developer'. NCC's cover such a wide type of work and this may be confusing for a 'mum & dad' person doing a two lot subdivision.
6. If the ESC can provide the opportunity for 'Developers' to easily contact them with questions about NCC's, in particular non-standard and negotiated rates. This will benefit transparency and knowledge share through-out the industry.

I will be happy to be contact on the below details should you wish to clarify any comments made.

Best regards,

Ben Fryer | Director

Scope Project Consulting

