

Natalie Banning

[REDACTED]
Cape Jaffa 5275

Dear Sir/Ma'am,

We are writing in response to your request for submissions with respect to the Water retail licence application - Cape Jaffa Anchorage Essential Services (CJAES). We were notified by CJAES of the application to cut the supply of potable water to the residents and commercial users of Cape Jaffa Anchorage (CJA) on 25th November 21.

I purchased [REDACTED] in early 2021 as an investment and have since rented out the house to close friends and long term residents of Cape Jaffa.

The loss of a supply of potable water to CJA is a major concern to its residents and investors within the anchorage. We do not have sufficient rainwater capacity to service our household on a permanent basis as council guidelines only required a small amount of rainwater due to the anchorage supplying drinkable water. Also, the house is not plumbed to give us the option of using non potable water for some functions (toilets, gardens, laundry, etc) and for the primary domestic requirements (cooking, drinking, washing, etc). The ongoing issues within CJA included constant interruptions to water supply, sometimes up to days without water... The recent announcements of the water being non-potable has meant that my tenants are not able to drink the water supplied in the house as the house is not linked up to rainwater. This has meant that I have had to spend \$10,000 in plumbing bills to install a rainwater tank and change the house over to partial rainwater use within the house. This is a significant cost that was not anticipated and has put a grave financial strain on myself.

The fact that the CJA has be able to even let the water get to the stage of being non-potable and at the point of no return. The anchorage has not made enough effort, in my opinion, to solve the issues surrounding the water and has just made the decision to 'give up' on the residents and investors in the CJA. This is not okay. It is incredibly negligent and is to a point, unethical. The fact that I signed an agreement and contract when I purchased this property a few months prior to the shock change to non-potable water which did in fact state that the water was potable and of a certain standard. As an investor in the area, the change to non-potable water will have a significant impact on my properties value and in turn, make the chances of myself re selling this property at a profit unlikely.

I strongly believe that all residents and investors in the area should be receiving some form of compensation due to the sheer difficulties we have all endured over the past months when it comes to water interruptions for sometimes days at a time and also water being non-potable. In addition, if the water does in fact stay non-potable, we are all set to face rapid decline in wear and tear to our properties and further depreciation that was not anticipated or expected. We are set to see fencing, indoor tapware and

appliances becoming more prone to deterioration in a shorter amount of time. This is again likely to affect our insurance costs. It is very likely that our insurers will require us to pay higher rates as they will be aware of the impacts that non-potable water can have. We are also being told to anticipate ongoing issues arising from the sewerage due to the [REDACTED] the Cape Jaffa Anchorage not doing ongoing maintenance that is required. If the sewerage suddenly stops working to the expected standard just like the water has who is going to fix it? Who will help us then? And what will happen to our property values happen then? This is a growing concern of the residents and investors of CJA and must be resolved and restored now before it all completely collapse in front of our eyes.

As such, we request that the Water retail licence application - Cape Jaffa Anchorage Essential Services proposal be denied. This action is not supported by myself as a landlord and as a part of the commercial fishing fleet associated with Cape Jaffa Anchorage. In addition, I believe action must be taken tot the sewerage as a preventative measure and action must be taken against the CJA to hold the parties accountable that have allowed this sudden decline to happen without any thought or consideration of the people they have affected.

Kind Regards,

Natalie Banning

[REDACTED]

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