

3 November 2017

**SOUTH AUSTRALIAN
WATER CORPORATION**

Mr Adam Wilson
Chief Executive Officer
ESCOSA
GPO Box 2605
ADELAIDE SA 5001

SA Water House
250 Victoria Square/Tarndanyangga
Adelaide South Australia 5000

GPO Box 1751
Adelaide SA 5001

Telephone 1300 650 950

ABN 69 336 525 019

Dear Adam

ESCOSA Strategic Direction Consultation

Thank you for the opportunity to provide feedback on ESCOSA's Strategic Direction. SA Water is supportive of continued development of the regulatory framework in South Australia to deliver benefits to South Australian consumers.

In your consultation paper you asked what matters to consumers, now and over the coming three years in relation to price, quality and reliability of essential services, and what matters to providers of those services.

SA Water has increased its consumer engagement over recent years and now has an ongoing program of interaction and research with consumers so it can stay in touch with their needs and how it can best service them.

SA Water has also recently revised its corporate strategy based on engagement with its customers and what is important to them. Our strategy ensures customers are firmly at the heart of everything we do, driving all decisions we make.

To that end, we are in touch with what matters to customers and we are striving to achieve those things for them.

Customers have told us these are the things that matter most to them:

- Getting the basics right – the safety and availability of quality drinking water and dependable sewerage services is key for our customers;
- They want us to be responsive when things go wrong, fix faults quickly and meet our regulatory responsibilities;
- They also expect us to do this while keeping prices low and stable; and
- They want great customer service and support when they need it.

For that reason, SA Water believes ESCOSA should be targeting a regulatory framework that:

- Gives an increased role to customers in the regulatory process, including decision-making powers;

- Incentivises service providers to meet the needs of their customers, with a performance monitoring framework in place that is also agile to the changing needs of customers;
- Provides for long term price stability for customers;
- Is efficient and innovative, keeping the costs of regulation for customers as low as possible; and
- Is integrated, allowing the differing regulators, such as environment and health, to work together, with ESCOSA, to achieve the best outcomes for customers.

We would welcome the opportunity to discuss these with you in greater detail and already have a number of ideas that we have raised with you for the third regulatory determination process that could be implemented sooner.

If you require any further information or would like to discuss, please do not hesitate to contact me or Richard Cawley, Senior Manager Regulation, telephone 7424 1624 or email richard.cawley@sawater.com.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Roch Cheroux', is written over a large, horizontal, oval-shaped scribble.

Roch Cheroux
CHIEF EXECUTIVE