

18 July 2019

Mr Adam Wilson
Chief Executive
Essential Services Commission of South Australia
GPO Box 2605
Adelaide SA 5001
E: escosa@escosa.sa.gov.au

Dear Adam

Charter of consultation and regulatory practice draft

We are pleased to provide feedback on the draft Charter of consultation and regulatory practice.

SA Water welcomes the opportunity to both provide and receive feedback as part of ESCOSA consultation and engagement commitments. SA Water is committed to engaging with its customer and other stakeholders, and is supportive of a regulatory process that involves stakeholders as a part of informed decision making.

In addition to the engagement process referenced in the Charter there exists the opportunity for ESCOSA to gain insights from the comprehensive customer and stakeholder engagement practices of regulated entities. This not only provides relevant feedback, but more importantly is representative of the entire customer base. This will support the provision of the 'diversity of views' aligned with the principles-based approach to stakeholder engagement which forms part of the Charter.

Engagement forms a critical component of how we inform and build our business and the services we offer to our customers. We will continue to share our own engagement process and outcomes with ESCOSA, as we continue to work collaboratively, and constructively, towards meaningful regulation that is in the best interest of customers.

Your sincerely



Mark Gobbie
Acting Chief Executive