

To the CEO OF ESCOSA,

Reference, submission regarding draft determination regarding Robusto Investments water supply.

My name is Ewan Bruce, and live at [REDACTED] Mount Compass. My wife and I purchase our block of land at the aforementioned address in April 2002, and before we could complete the purchase we had to sign a water agreement with Bizana Pty Ltd. We were quite happy to do so as we believed that as we were being supplied water from a private and only supplier of this essential service that it protected us from any future attempt to charge any higher price than that charged by SA Water.

Until 2016 this worked fine, and were never ever charged anything other than at SA Water prices as per our signed agreement, and then unfortunately the water supply was purchased by Robusto Investments and everything changed immediately, and all invoices were increased by 15% and they also attempted to add another \$1,000 per year indefinitely as an infrastructure charge. we immediately informed them that we considered these charges to be in dispute, and would only continue to pay for water at the SA Water prices until such time as we were informed by ESCOSA, after their investigations were completed, of any change.

As I understand the present situation, my belief is that ESCOSA are considering setting a maximum of maybe \$283,337 per year total that the supplier can charge for the supply, to be divided between all customers. I am not really sure if that is to include the charges to both the golf course and the sand mine or just the private residents. Either way, if that became the proposal, I feel that going by the past experiences of Robusto regarding their inaccurate and inconsistent numbers and charges etc. on invoices, when on some invoices they can't even get the date correct, and even in the unbelievable figures that they have forwarded to you with regards to their operating costs, I feel certain that they would have absolutely no idea and be completely unable to operate any system whereby all customers could be charged individually for water when everyone would have an enormous difference in usage.

It is my opinion that the only way that Robusto could be reliably trusted to operate this essential service would be for them to be instructed to charge on a supply charge and a tiered system for usage as has been the case previously and also used by SA Water.

Whatever the final decision by Escosa in March, I would expect that Robusto could and probably will appeal this decision. If this did become the case I would strongly support any action to assist input from our duly elected members of government to do everything in their power to ensure that we can be connected to a water supply from SA Water, whether that be a separate supply or by connecting into the current supply system. Thereby giving the residents of this now supply monopoly a choice of supplier as appeared to be the wish of 100% of the residents by a show of hands at the Thursday meeting, and was done for the benefit of letting our sitting state member Hon David Basham who was present at this meeting, the true feelings of the community.

May I finally add that I strongly object to the proposed recommendation of maybe 21% increase in prices as per ESCOSA current thoughts and as for the proposal by Robusto for maybe a 264% increase to be an absolute insult to peoples integrity.

# COMPASS SPRINGS WATER USEAGE

**166.266**

**AVERAGE ANNUAL USE IN KILOLITRES**

**41.566**

**AVERAGE QUARTERLY USE IN KILOLITRES**

**house number**

**street**

