

**Steven & Kerrie Hayes Submission on the ESCOSA draft documents**

**Reference: Robusto Investments Pty Ltd; Drinking Water Draft Regulatory Determination**

To whom it may concern:

We wish to submit the following for ESCOSA's consideration in making a decision regarding the price determination for Robusto Investments trading as Compass Springs.

We (my wife and I) have been going over this situation every 3 months since Robusto took over the water license and supply, over 4 years ago now in June 2016 and since then it has been a nightmare.

There is no need for me to repeat the comments from the meetings, but to just say for over 25 years this estate has paid SA Water rate prices (or less in the early days) until [REDACTED] says different with no consultation with anyone [REDACTED].

After attending the meetings last week and reading through the ESCOSA draft determination I have come to the following conclusions with nearly 5 years to ponder an outcome. However, after speaking with and listening to New Residents to the area I wish to provide the following dot points for consideration by ESCOSA in making a final decision:

1. We endorse and support Bill Coomans and all other submissions supporting change.
2. We do not wish to have any further dealings with Robusto Investments/Compass Springs. Reason for which made very clear at the meetings last week.
3. We want SA Water to supply water URGENTLY albeit via connecting to Robusto Investments/Compass Springs infrastructure, takeover of Investments/Compass Springs infrastructure or laying new SA Water Infrastructure for the full 3km's 172 allotments and the new estate to be included.
4. We cannot deal with this company anymore. [REDACTED]. The mental anguish they have put many, many, people through, both past and present is beyond words.
5. If ESCOSA continues with the current draft model I will appeal the decision and will seek Parliamentary intervention. Both State and Federal.
6. I have all invoices, signed contracts/encumbrances and all adjustments need to be made for every invoice and incorrect statements.

Thank you so much for the opportunity to submit the above and for holding the meetings last week, it is appreciated and sincerely hope this will have a happy ending by April 01, 2021.

Thank you  
With Kind Regards  
Steven & Kerrie Hayes  
[REDACTED],  
Mount Compass SA 5210

[REDACTED]  
[REDACTED]

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