

Dear ESCOSA,

Re: Draft Price Determination for Compass Springs.

We have read your Draft Determination and attended one of the public meetings. We write to express our views on this Draft Determination and ask you note the following:

- [REDACTED]
- Compass Springs is only interested in making as much profit as possible, they have no interest in the local community.
- We believe that operated correctly and efficiently they could make a very reasonable profit at SA Water + 10% prices, if they can't they need to review their practices and not rip off customers to make up for poor business practices.

Having read your draft determination and attended the public meeting and previous interactions with [REDACTED], we do not believe the "Capped Revenue" approach to be appropriate here, as this requires Compass Springs to provide accurate information to yourselves which they have proven themselves unable to do so, on many occasions.

We strongly believe that as part of the determination ESCOSA must set all the prices and tiers for this determination. A price set by ESCOSA is enforceable, whereas a revenue cap is not, and clever accounting can always find a way around such caps.

Without a set price, Compass Springs could charge different rates to different customers, a situation that is both not fair nor tangible. This could leave domestic customers who have nowhere else to go, subsidising the water usage of the Golf Club and the building developments. ESCOSA have a mandate to protect customers of monopoly operators of Essential Services from unfair pricing, we do not see how you are fulfilling your mandate by using a revenue cap model.

Thank you giving us the chance to have our say.

Yours Sincerely

Sean & Jo McCracken
Owners of [REDACTED], Mount Compass