

4 January 2021

Manager

Essential Services Commission

GPO Box 2605

ADELAIDE SA 5001

EMAIL: escosa@escosa.sa.gov.au

Dear Sir / Madam

RE: Robusto Investments Pty Ltd – Drinking Water Draft Regulatory Determination

I write with reference to the proposed Pricing Determination published by ESCOSA recently.

My wife and I are customers of Compass Springs, having purchased a property on George Francis Drive, Mount Compass years ago. The water supplied by Compass Springs is high quality and we have found the service generally reliable.

We have on occasion suffered cuts to supply which we suspect are a result of the water network infrastructure being aged. Fortunately, those experiences have been short lived.

Water quality is of particular concern to us, as well as continuity of supply. The last thing we want to see is our water provider going broke and the obvious problems that would generate for all of its customers.

We believe there are plans for the storage and supply system to be upgraded with the introduction of UV treatment of the water before it is distributed. That obviously will come at a cost that we understand needs to be passed on to customers.

Presently Compass Springs' pricing is tied to SA Water's pricing - which makes no sense for a small privately run operation in Mount Compass.

We understand Compass Springs' water pricing is required to be in accordance with National Guidelines. We know they have been attempting to get new pricing resolved with ESCOSA for 3 – 4 years. This has caused some frustration in the community that we would like to see promptly set aside.

Given this we support the price increases sought by Compass Springs through this process.

Yours sincerely



D & M Kiley