

James & Deborah Milligan

[REDACTED]

Mount Compass

SA

5210

To Escosa

Our Story regarding [REDACTED] - Water Supply Charges. Mount Compass.

From our very first water bill by [REDACTED] we were overcharged by some \$800.00 – [REDACTED]

Every bill since has been a headache – we pay SA Water Rates as we always had done previously, we had a contract with the previous owner – have no contract/contact with [REDACTED].

The meter readings are always out – they get read whenever - our bills come whenever. [REDACTED] charges are always above the SA Water Rates.

Never have we had an explanation or any sort of contact from [REDACTED] help explain [REDACTED] side of things. [REDACTED] now sends us an Activity Statement which is a statement telling us the difference of the amounts that we pay and according to [REDACTED] we are outstanding some \$1000.00 by [REDACTED] records.

We would go on SA Water if ever the opportunity came about and have nothing more to do with [REDACTED] I do believe the quality of [REDACTED] water is no where near the quality it used to be. We don't believe there will ever be an end [REDACTED] - to the point of [REDACTED] water being unaffordable.

We also wonder just how much water does [REDACTED] have to go around?

There is an 18 hole golf course that needs constant watering, another 30 or more homes to be added to the estate. With the New Estate now under way – water trucks are constantly back and forth obtaining the water from an outlet in our street – would have been nice to know [REDACTED] just who pays for this constant watering to keep the dust down – again would have been good to have heard something about the matter from [REDACTED].

[REDACTED] never finds time to speak to you always too busy! Need to connect thru email- lucky to get a reply.

Yours sincerely

James & Deborah Milligan.