

To CEO, Essential Services Commission of S.A. (ESCOSA)
e.mail: escosa.gov.au

Re Property [REDACTED] Purchased Sept. 2009
Submission on the ESCOSA draft documents.

1. Robusto Investments Pty Ltd: Drinking Water Draft
Regulatory Determination (cc Bill Coomans.)
2. Robusto Investments Pty Ltd: Price Determination Draft.

We are deeply concerned about the current & proposed
excessive charging regime being put forward on our water
supplied by Robusto Investments (trading as Compass Springs)
[REDACTED]. When we purchased the property
in 2009 we were comfortable with the fact that our water charges
would be in line with that of S.A. Water.

This document enables us to better understand the supply and
costing of our water. We have had many discussions with
[REDACTED] with regard to Meter Readings, Billing, Payments

& accountancy issues together with the fact that our water
pressure is low, unreliable at times & even unavailable.

There have appeared to be many inconsistencies in pricing
we have taken daily meter readings to justify costs & billing
& are distressed to now learn of the nature of these exorbitant
charges. The pricing of our old Compass water is beyond us &
it is our hope that ESCOSA will deliver a determination
that provides certainty to residents in relation to a fair
& equitable pricing schedule which should be in line with
that provided by the state's primary supplier of potable
water, that is S.A. WATER."


"Mental Health effects" Yes "a significant detrimental

emotional & health effect on many of us leaving us distressed & uncertain as to our future in this beautiful community.

We would like to endorse, in its entirety,
" Bill Coomans Submission on the Draft Document
" Drinking Water Draft & Price Determination Draft "
as above.

" ^{our} Recommendations: 1-6 of this Draft "

We endorse all of these recommendations & it is essential that ESCOSA will consider at great length the problems we are experiencing as a community, the exorbitant cost put forward for the future & ongoing pricing, many of us are retired & the effects are debilitating at this time of our lives.

" Item 4 " Finally, 
Compass Springs ^{retail} manage a water supply should be of great concern.

I am currently in Sydney & unable to provide our past accounts at this time & meter readings but would on return if required to add to our situation with "Compass Springs" Roberts Investments & Stephen Connor.

Thankyou for the opportunity to attend meetings & discussions with ESCOSA.

Yours sincerely



Mike Compass SA

21.1.2021