

27 April 2022

Mr Adam Wilson
Chief Executive Officer
Essential Services Commission of South Australia
GPO Box 2605
ADELAIDE SA 5001

Dear Adam

Submission on Guidance Paper 2: Stakeholder Engagement

We write in response to the release of *Guidance Paper 2 – Engaging with stakeholders to develop the Regulatory Business Plan* (Guidance Paper), as part of the 2024 Regulatory Determination process.

SA Water supports the principles outlined in the Guidance Paper and recognises that strong engagement with customers and key stakeholders is instrumental in delivering better outcomes for our customers and in the interests of both the regulatory process and our own operations. To this end, we have appreciated the Commission's support, guidance and concurrence in the approaches for engaging customers, particularly through the work of the Customer Challenge Group (CCG), and, more recently through the Peak Bodies Engagement Forum (PBEF).

We note that this Guidance Paper has been released around seven months after the Commission released the Framework and Approach for the next determination and six months after the Commission sought that SA Water established the CCG. To the extent that the Guidance Paper seeks changes in the modes or mechanisms of engagement it impacts SA Water's ability to deliver a successful program within the time available.

The Walsh review completed as part of the review of the 2020 Regulatory Determination noted a preference from both SA Water and key stakeholders in finalising Guidance Papers as early as possible to ensure that all involved in the determination process had a clear and transparent understanding of the Commission's expectations. We would welcome the opportunity to work with you on the Guidance Paper process to further consider timelines to ensure we are best positioned to incorporate the Commission's expectations of SA Water into our processes.

If you require any further information please contact Jadyne Harvey, Senior Manager Pricing and Regulation on 0434 654 923 or jadyne.harvey@sawater.com.au

Yours sincerely



David Ryan
Chief Executive