



Electricity

Code



Electricity Distribution Code

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OFFICIAL

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1 Preliminary

1.1 Authority

- 1.1.1 This Industry Code is made by the **Commission** under section 28 of the *Essential Services Commission Act 2002*.
- 1.1.2 A provision of, or requirement or obligation imposed under, this industry code will only apply to a person where:
 - (a) that provision, requirement or obligation is not inconsistent (directly or indirectly) with a substantially equivalent provision, requirement or obligation arising under Part 5 of the **National Electricity Rules** or the **National Energy Retail Law** (as in force from time to time); or
 - (b) there is no substantially equivalent provision, requirement or obligation arising under Part 5 of the **National Electricity Rules** or the **National Energy Retail Law** (as in force from time to time).

1.2 Application of this Industry Code

- 1.2.1 This Industry Code applies to:
 - (a) the **distributor**, and
 - (b) commences on 1 July 2025, or as otherwise advised in the South Australian Government Gazette, and will remain in effect until revoked by the **Commission**.

1.3 Other Acts, Codes and guidelines

- 1.3.1 Not all aspects of the **distributor's** obligations are regulated by this Industry Code. The **distributor's** obligations and some aspects of the relationship between a **customer** and a **distributor** are also contained in (without limitation):
 - (a) Acts of Parliament and regulations made under those Acts of Parliament (in particular, the *Electricity Act 1996* (and associated regulations) and the *Essential Services Commission Act 2002*)
 - (b) any guidelines or rules made by the **Commission** from time to time
 - (c) the **National Electricity Rules** and associated National Procedures
 - (d) the **National Energy Retail Law**, **National Energy Retail Regulations** and **National Energy Retail Rules**
 - (e) the Electricity Metering Code
 - (f) the Electricity Transmission Code
 - (g) the Electricity Distribution Licence, and
 - (h) the obligations owed to **customers** under contracts (provided that these contractual obligations are not inconsistent with this Code, or the other obligations outlined in clause 1.3.1).

1.4 Interpretation

- 1.4.1 In this Code, unless the context otherwise requires:
- (a) headings are for convenience only and do not affect the interpretation of this Code
 - (b) words importing the singular include the plural and vice versa
 - (c) words importing a gender include any gender identity
 - (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation, statutory corporation or other body corporate and any governmental agency
 - (e) a reference to a person includes that person's executors, guardian(s), administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns
 - (f) a reference to any statute, regulation, proclamation, order in council, ordinance or by-law includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute
 - (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document and any annexures to that document, and
 - (h) an event which is required under this Code to occur on or by a stipulated day which is not a **business day** may occur on or by the next **business day**.

1.5 Definitions

- 1.5.1 In this Code words appearing in bold like **this** have the following meanings:

Act	means the <i>Electricity Act 1996 (SA)</i> (as amended from time to time)
Adelaide Business Area	means that part of Adelaide shown in Map 1 of Schedule 1 and in which customers are supplied by feeders as agreed between the distributor and the Commission or where agreement cannot reasonably be reached, then as determined by the Commission
augmentation	means works to enlarge or enhance the capability of the distributor's distribution network to distribute electricity
Australian Energy Regulator	has the meaning given to that term in the National Electricity Law (as amended from time to time)
best endeavours	means to act in good faith and use all reasonable efforts, skill and resources

business day	means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia
CBD feeder	means a feeder in the CBD area supplying predominantly commercial, high-rise buildings, supplied by a predominantly underground distribution network containing significant interconnection and redundancy when compared to urban areas
Commission	means the Essential Services Commission established under the <i>Essential Services Commission Act 2002</i> (as amended from time to time)
connection	means to form a physical link to a distribution network
country areas	means areas in which customers are supplied outside of Major Metropolitan Areas and which have been agreed as being country areas between the distributor and the Commission , or where agreement cannot reasonably be reached, then as determined by the Commission
customer	has the meaning given to that term in the Act (as amended from time to time), namely a person who has a supply of electricity available from a transmission network or distribution network for consumption by that person and includes: <ul style="list-style-type: none"> (a) the occupier for the time being of a place to which electricity is supplied; and (b) where the context requires, a person seeking an electricity supply; and (c) a person of a class declared by regulations under the Act to be customers.
customer base	means, in respect of a relevant period: the number of distribution customers as at the start of the relevant period; plus the number of distribution customers as at the end of the relevant period, divided by two
distributor	means a Distribution Network Service Provider regulated by the Australian Energy Regulator whose distribution network is situated in South Australia and who has 50,000 or more connections at any given time.
distribution network	has the meaning given to that term in the Act (as amended from time to time)

Distribution Network Service Provider	has the meaning given to it by the National Electricity Rules (as amended from time to time)
emergency	means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person, or the maintenance of power system security, in the state of South Australia or which destroys or damages, or threatens to destroy or damage, any property in the state of South Australia
feeder	means a power line, including underground cables, that is part of a distribution network or a SAPS feeder
Greater Adelaide Metropolitan Area	means the area indicated in Map 2 of Schedule 1 and in which customers are supplied by feeders as agreed between the distributor and the Commission or where agreement cannot reasonably be reached, then as determined by the Commission
high voltage	has the meaning given to it by the <i>Electricity (General) Regulations 2012</i> (as amended from time to time)
interruption	means a planned or unplanned interruption of, or restriction to, distribution services of at least three minutes in duration, other than an interruption or restriction due to an emergency , or an interruption on a CBD feeder , urban feeder , rural short feeder or rural long feeder (but not on a SAPS feeder) due to a generation failure or a transmission failure
Major Metropolitan Areas	means the Adelaide Business Area , Greater Adelaide Metropolitan Area and Mount Barker, Mount Gambier, Port Augusta, Port Lincoln and Whyalla, where customers are supplied by feeders as agreed between the distributor and the Commission or where agreement cannot reasonably be reached, then as determined by the Commission
Major Event Day (MED)	has the meaning given to that term in the current version of the Institute of Electrical and Electronics Engineers IEEE Standard 1366-2012
momentary interruption	means an interruption to a distribution customer's electricity supply with a duration of three minutes or less, provided that the end of each momentary interruption is taken to be when electricity supply is restored for any duration

National Electricity Law	means the National Electricity Law, as contained within the <i>National Electricity (South Australia) Act 1996</i> (as amended from time to time)
National Electricity Rules	Has the meaning given to that term in the National Electricity Law (as amended from time to time)
National Energy Retail Law	has the meaning given to that term in the National Energy Retail Law (South Australia) Act 2011 as (as amended from time to time)
National Energy Retail Regulations	means the Regulations made under Part 11 of the National Energy Retail Law (as amended from time to time)
National Energy Retail Rules	means the Rules made under Part 10 of the National Energy Retail Law (as amended from time to time)
other areas	means all areas in which customers are supplied other than in Major Metropolitan Areas
planned interruption	has the meaning given to the term distributor planned interruption by the National Energy Retail Rules (as amended from time to time)
public lighting customer	means a person provided with public lighting services under an agreement with the distributor
regulated Stand-alone Power System (SAPS)	has the meaning given to that term in the National Electricity Law (as amended from time to time)
regulatory year	means the period commencing on 1 July and ending on 30 June the following calendar year (for example the regulatory year for 2020 will commence on 1 July 2025 and will end on 30 June 2026)
Rural long feeder	means a feeder which is not a CBD feeder , urban feeder or a rural short feeder
Rural short feeder	means a feeder which is not a CBD feeder or urban feeder with a total feeder route length less than 200 km
SAPS feeder	means a feeder or group of circuits that serves a regulated SAPS . To avoid doubt, there will be only one SAPS feeder for each regulated SAPS
supply	means the delivery of electricity
supply address	means the address for which a customer purchases electricity
transmission network	has the meaning given to that term in the Act (as amended from time to time)

Urban feeder	means a feeder , which is not a CBD feeder , which has a three-year average maximum demand over the three-year average feeder route length greater than 0.3 mega-volt amps/km
unplanned interruption	has the meaning given by the National Energy Retail Rules (as amended from time to time)
Unplanned System Average Interruption Duration Index (USAIDI)	means the sum of the duration of each unplanned sustained customer interruption (in minutes) (excluding any momentary interruptions) divided, by the customer base .
Unplanned System Average Interruption Frequency Index (USAIFI)	means the total number of unplanned sustained customer interruptions (excluding any momentary interruptions) divided, by the customer base . SAIFI is expressed per 0.01 interruptions
USAIDIn	means Unplanned System Average Interruption Duration Index (normalised to exclude MEDs)
USAIFIn	means Unplanned System Average Interruption Frequency Index (normalised to exclude MEDs)

2 Service Standards

2.1 Customer service measures

2.1.1 The **distributor** must use its **best endeavours** to achieve the following **customer** service standards during each and every **regulatory year**.

Category	Customer service measure	Target
Customer service – telephone responsiveness	Time to respond to telephone calls - General Enquiries line and Builders and Contractors line	[TBD percent that will come into effect following an intended future variation of the Code in respect of this standard] within 30 seconds
Customer service – telephone responsiveness	Time to respond to telephone calls – all other lines	85 percent within 30 seconds
Customer service – first contact resolution	Customer telephone calls resolved at first point of contact – General Enquiries line and Builders and Contractors line	[TBD percent that will come into effect following an intended future variation of the Code in respect of this standard]
Customer service - written enquiry responsiveness	Time to respond to written enquiries	95 percent within 5 business days after receipt of the written enquiry

2.1.2 Responding to telephone calls means:

- (a) answering a **customer's** telephone call in person, or
- (b) answering a **customer's** telephone call after they have used an Interactive Voice Response system to elect to talk to an operator (with monitoring of the call waiting time commencing when the caller selects the relevant operator option and covers the time from this point until an operator picks up the call to deal with the caller's issue), or
- (c) answering a **customer's** telephone call by providing access to a computer/telephony based interactive service which is able to process calls by providing information or direct calls to a service officer, but

does not include the answering of a call by being placed in an automated queue to wait for any one of the options above.

2.1.3 When responding to telephone calls the **distributor** must at all times use its **best endeavours** to ensure that all of the information provided, including that which is provided by means of a computer/telephony based interactive service, is current and accurate and that vital information for **customers** is not omitted.

2.1.4 A written enquiry is an enquiry by the use of email, fax, a **distributor's** website, direct messaging on social media channels used by a **distributor**, or by letter sent by a **customer** to a **distributor**, via nominated enquiry channels, requesting information from the **distributor** and/or making a complaint about an action of the **distributor**.

2.1.5 A response to such an enquiry means direct or telephone contact or a written response in which the **distributor** either answers the enquiry or acknowledges receipt of the enquiry and indicates the process and timetable to be followed in dealing with the enquiry.

2.2 Reliability measures

2.2.1 Network reliability standards

- (a) The **distributor** must use its **best endeavours** to achieve the following minimum network reliability targets during each and every **regulatory year**.
- (b) The **distributor** is only required to report on how it has applied its **best endeavours** if it fails to meet the following reporting thresholds.

Network reliability minimum performance targets and reporting thresholds

		CBD feeders	Urban feeders	Rural Short feeders	Rural Long feeders
USAIDIn (average minutes off supply per customer per annum)	Target	15	110	200	290
	Reporting threshold	20	125	220	330
USAIFIn (average number of supply interruptions per customer per annum)	Target	0.15	1.15	1.65	1.75
	Reporting threshold	0.20	1.35	1.85	2.10

Note: These targets reflect **unplanned interruptions** on the low voltage and **high voltage distribution networks**. They exclude **planned interruptions**, **momentary interruptions**, and any **unplanned interruptions** that occur on **MEDs**.

2.2.2 Network restoration standards

- (a) The **distributor** must use its **best endeavours** to achieve the following minimum network restoration targets during each and every **regulatory year**.

Network restoration targets

		CBD feeders	Urban feeders	Rural Short feeders	Rural Long feeders
Percentage of total customers in each feeder category per annum	Interruption equal to or greater than 1 hour	11			
	Interruption longer than 2 hours	4	27		
	Interruption longer than 3 hours		11	27	
	Interruption longer than 4 hours				30
	Interruption longer than 5 hours			8	
	Interruption longer than 7 hours				10

Note: These targets reflect **unplanned interruptions** on the low voltage and **high voltage distribution networks**. They exclude **planned interruptions**, **momentary interruptions**, and any **unplanned interruptions** that occur on **MEDs**.

- (b) The **distributor** is only required to report on how it has applied its **best endeavours** if its performance fails to meet the following reporting thresholds.

Network restoration reporting thresholds

		CBD feeders	Urban feeders	Rural Short feeders	Rural Long feeders
Percentage of total customers in each feeder category per annum	Interruption equal to or greater than 1 hour	13.5			
	Interruption longer than 2 hours	6.5	29.5		
	Interruption longer than 3 hours		13.5	29.5	
	Interruption longer than 4 hours				32.5
	Interruption longer than 5 hours			10.5	
	Interruption longer than 7 hours				12.5

Note: These thresholds reflect **unplanned interruptions** on the low voltage and **high voltage distribution networks**. They exclude planned **supply interruptions**, **momentary interruptions**, and any **unplanned interruptions** that occur on **MEDs**.

2.2.3 Minimise interruptions

- (a) A **distributor** must use its **best endeavours** to:
- (i) minimise **interruptions** or limitations to **supply** caused by:
 - (A) carrying out maintenance or repair work to the **distribution network**
 - (B) connecting a new **supply address** to the **distribution network**
 - (C) carrying out **augmentations** or extensions to the **distribution network**, and
 - (ii) restore **supply** as soon as reasonably practicable.

2.3 Guaranteed Service Level scheme

2.3.1 The **distributor** must meet the following service standards:

- (a) Required timeframes for the **connection** of new **supply addresses**

The **distributor** must use its **best endeavours** to provide infrastructure to enable a **connection** for a **customer's new supply address** either:

- (i) on a date agreed with the **customer**, or
- (ii) where no date has been agreed with the **customer**, within 6 **business days** after the **customer** has met all of the necessary pre-conditions for **connection**.

The **distributor** must pay the **customer** \$65 (including GST) for each day it is late in connecting the **customer**, up to a maximum of \$325 (including GST).

- (b) Minimise frequency and duration of supply interruptions

The **distributor** must use its **best endeavours** to minimise the frequency and duration of **supply interruptions** to a **customer's supply address**. If the total number of **interruptions** and/or the total duration of all **interruptions** across a **regulatory year** exceeds the thresholds in the following tables the **distributor** must make payments to **customers** experiencing **interruptions** as set out in those tables.

Thresholds and payment amount – frequency of interruptions

	Threshold
Number of interruptions in a regulatory year	> 9
Payment (including GST)	\$100

Thresholds and payment amounts – total annual duration of interruptions

	Threshold 1	Threshold 2	Threshold 3
Total annual duration (hrs)	> 20 and ≤ 30	> 30 and ≤ 60	> 60
Payment (including GST)	\$100	\$150	\$300

Payments will be made in the quarter directly following the end of the **regulatory year**. Payments will be made in respect of the **supply address**, not the **customer**.

The above scheme excludes:

- (i) interruptions on **CBD feeders, urban feeders, rural short feeders** or **rural long feeders** (but not on **SAPS feeders**) caused by transmission or generation failures
- (ii) **interruptions** caused by the following:
 - (A) disconnection required in an **emergency** situation (e.g. bushfire), or as required by law
 - (B) single **customer** faults caused by that **customer**
- (iii) momentary interruptions
- (iv) planned interruptions, and
- (v) partial interruptions to a supply address such as:
 - (A) **interruptions** that affect only one or two phases of **supply** at a **supply address** with three phase **supply**, and/or
 - (B) **interruptions** to one connection point where the **supply address** has multiple connection points.

2.3.2 Interruptions outside the control of the **distributor**

- (a) If an **interruption** arises from one or more events or circumstances that are not caused by and are outside the control of the **distributor** and:

- (i) the **distributor** is prevented from restoring **supply** by an event or circumstance that is not caused by and is outside the control of the **distributor**, or
- (ii) in circumstances where the **distributor** took steps to restore, or to seek to restore, **supply** during or following the event or circumstance, those steps would, or would be likely to, result in a serious risk to the health or safety of any person (including a serious risk to the health or safety of any employee or contractor of the **distributor** other than a risk that arises in the ordinary course of the person's employment or the performance of their contractual obligations),

the period of time during which (as applicable):

- (iii) the **distributor** is so prevented, or
- (iv) the serious risk to the health or safety of that person continues to exist,

will not be counted in determining whether the **distributor** has exceeded a timeframe set out in clause 2.3.1(b).

- (b) When the event(s) or circumstances that prevent the **distributor** from restoring **supply** or that give rise to a serious risk to the health or safety of a person, have ended or ceased, the **distributor** must use its best endeavours to restore **supply**.
- (c) The **distributor** must use its **best endeavours** to give prompt notice to affected **customers** including details of the event, an estimate of likely duration, the extent to which obligations are affected and the steps taken to remove, overcome or minimise those effects.

2.4 Reconnection after disconnection

2.4.1 Where a **distributor** is obliged under the **National Energy Retail Rules** to reconnect a **customer's supply address** the **distributor** must connect the **customer's supply address** in accordance with this clause.

- (a) Requests made to the **distributor** by 5.00 pm on a **business day**
Where the **customer** makes a request for reconnection to its **retailer** before 4.00 pm or to the **distributor** before 5.00 pm on a **business day**, the **distributor** must:
 - (i) reconnect the supply address on the day of the request in the **Adelaide Business Area** and **Major Metropolitan Areas**, and
 - (ii) use its **best endeavours** to reconnect on the day of the request in **other areas** and, in any event, by the next **business day**.
- (b) Requests made to the **distributor** between 5.00 pm and 10.00 pm on a **business day**

Where the **customer** makes a request for reconnection to its **retailer** after 4.00 pm but before 9.00 pm on a **business day**, or to its **distributor** after 5.00 pm but before 10.00 pm on a **business day**, and pays the **distributor's** reasonable after hours reconnection charge, the **distributor** must:

- (i) reconnect on the day requested by the **customer** in the **Adelaide Business Area** and **Major Metropolitan Areas**, and
 - (ii) use its **best endeavours** to reconnect on the day requested by the **customer** in **other areas** and, in any event, by the next **business day**.
- (c) Requests made to the **distributor** after 10.00 pm on a **business day**
- Where under clause 2.4.1 a **distributor** is obliged to reconnect a **customer** and the **customer** makes a request for reconnection to its **retailer** after 9.00 pm on a **business day** or to the **distributor** after 10.00 pm on a **business day**, the **distributor** must reconnect the **supply address** as soon as possible and in any event by the end of the next **business day**.
- (d) Requests made to the **distributor** made at any time on days that are not a **business day**
- Where under clause 2.4.1 a **distributor** is obliged to reconnect a **customer** and the **customer** makes a request for reconnection to its **retailer** or to the **distributor** on a day that is not a **business day** the **distributor** must reconnect the **supply address** as soon as possible on the next **business day** and in any event by the end of the next **business day**.

2.5 Compliance and record keeping

- 2.5.1 The **distributor** must comply with any directions issued by the **Commission** from time to time concerning the definition and interpretation of service standards contained within clause 2 of this Industry Code. The **distributor** must keep sufficient records to monitor its performance level and to provide the information required.

2.6 Monitoring, Evaluation and Compliance Strategy

- 2.6.1 The **distributor** must publish and provide to the **Commission** a written Monitoring, Evaluation and Compliance Strategy that outlines how it will apply its **best endeavours** in pursuing the requirements set out in clauses 2.1 to 2.4 of this Industry Code, before the commencement of each **regulatory year**.
- 2.6.2 The Monitoring, Evaluation and Compliance Strategy document must be prepared in compliance with the **Commission's** Electricity Industry Guideline No. 1 (as amended from time to time).

2.7 Performance reporting

- 2.7.1 The **distributor** must provide regular written reports to the **Commission** in a manner and form defined by the **Commission's** Electricity Industry Guideline No. 1 (as amended from time to time):
- (a) annually (by 31 August each year or, alternatively, on such date(s) as agreed with the **Commission** in writing from time to time), concerning its performance during the previous **regulatory year**, and
 - (b) quarterly (within one month of the quarter ending, or as agreed with the **Commission** in writing from time to time), regarding its performance during the current **regulatory year**.
- 2.7.2 The requirements in clause 2.7.1 are not intended to limit the content or scope of regular written reports and the **distributor** may report on any additional relevant matters in those written reports.

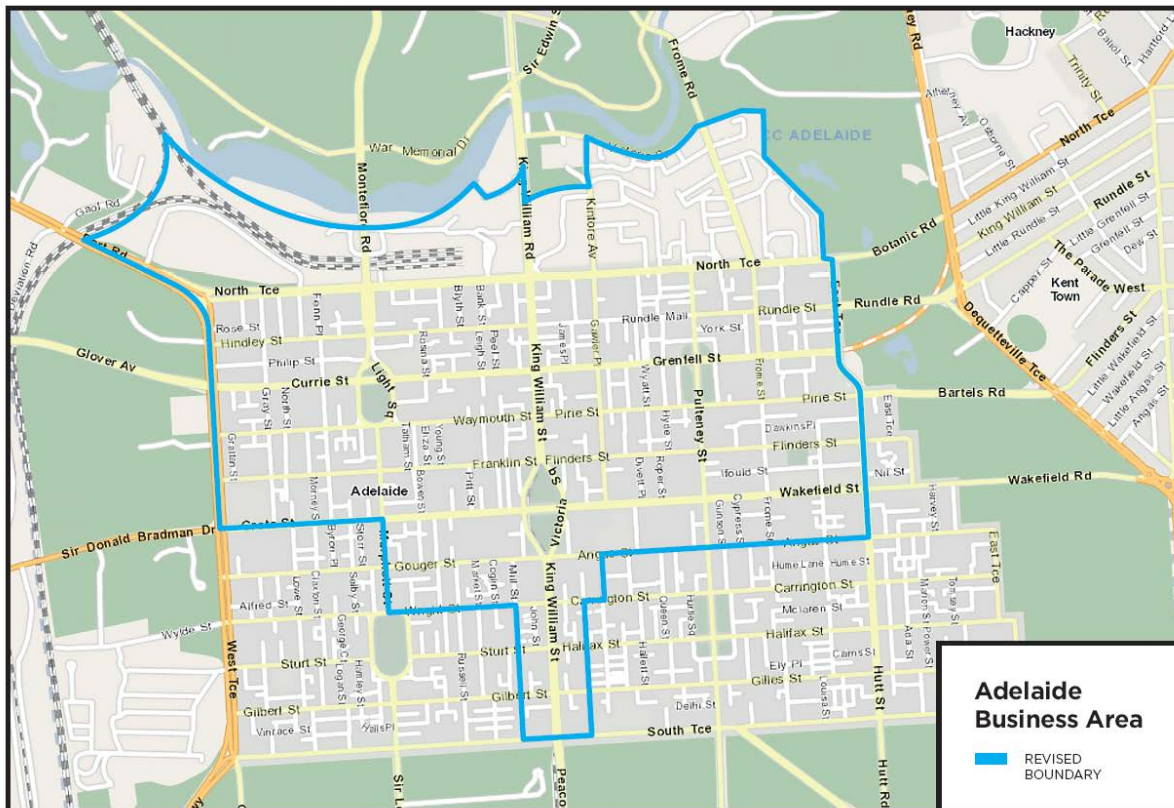
- 2.7.3 The **Commission** may require additional irregular reporting of the **distributor** on its performance on **MEDs**, including details of preparedness and restoration practices.
- 2.7.4 The **distributor** must report directly to the public on:
- (a) its performance against service standards set out in clauses 2.1 to 2.4 of this Industry Code during the previous **regulatory year**,
 - (b) its performance in the regions defined in the **Commission's** Electricity Industry Guideline No. 1 (as amended from time to time), and
 - (c) instances of non-compliance with service standards, the reason(s) for the non-compliance and an explanation of how the **distributor** intends to improve its performance so as to meet the service standards set out in clauses 2.1 to 2.4.
- 2.7.5 The **distributor** must report directly to the public:
- (a) in a manner that **customers** and other members of the public can reasonably access
 - (b) annually by 31 August each year or, alternatively, at such date(s) as agreed with the **Commission** in writing from time to time, with additional reporting following events that have a significant impact on performance, and
 - (c) by updating a time-series dataset to allow public comparison and analysis of performance.
- 2.7.6 The **distributor** must report directly to its **public lighting customers** having regard to the following matters which the **distributor** must address:
- (a) its performance against the public lighting reporting requirements set out in the **Commission's** Electricity Industry Guideline No. 1 (as amended from time to time) during the previous **regulatory year**, and
 - (b) any additional relevant matters as agreed with **public lighting customers** (or a subset of **public lighting customers**).
- 2.7.7 The report required under clause 2.7.6 must be provided:
- (a) annually by 31 August each year or, alternatively, on such date(s) as agreed with the **Commission** in writing from time to time; and
 - (b) in a format and manner as agreed with the relevant **public lighting customers**.

2.8 Country lines

- 2.8.1 A **distributor** must not, without the **Commission's** prior written approval, discontinue or cease to operate, maintain or service those parts of its **distribution network** which are in **country areas**.

Schedule 1 – Maps

Map 1 – Adelaide Business Area



Map 2 – Greater Adelaide Metropolitan Area



This Industry Code was made by the **Commission** on 14 June 2023 pursuant to Part 4 of the Essential Services Commission Act 2002, to take effect on and from the date notified in the Gazette.

Adam Wilson

Chief Executive Officer and Commission authorised signatory


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Date

21 June 2023

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