

## ESCOSA Submission: Compass Springs Price Determination

Firstly, thank you for giving me the opportunity to provide a submission to ESCOSA regarding price determination of the water supplied to customers of Compass Springs

The residents have been in constant dispute with Compass Springs since Compass Springs was issued the water licence.

I am not sure as to how Compass Springs can justify the price increase it demands as I see no evidence of maintenance work on the existing infrastructure. The system is very basic being just bore pumps that pump into tanks. From there it is gravity fed through the infrastructure supplying customers.

I also do not know why Compass Springs is guaranteed a profit on its water supply business as this is not what most small businesses have the privilege of receiving. I would suggest that Compass Springs should have shown due diligence in completing a study that provided a model indicating the viability of the business before purchasing the licence. This confirms to me that Compass Springs [REDACTED] was that it would have a monopoly on its supply to customers & therefore could determine its own pricing structure. I would suggest that if Compass Springs is unable to profit from charging as per SAWater like the previous owners had it should surrender the licence to either SAWater or a business that can.

Under all previous water licence owners water charges never exceeded the SAWater pricing structure. This can be confirmed by the attached article (Rosemary's Baby) that clearly outlined the previous water licence holders commitment to its customers, I have highlighted the appropriate section.

It is also my belief that Compass Springs wishes to increase its water rate's structure so that the existing customers will be subsidising the costs associated with expanding the development as they intend.

[REDACTED]

❖ It was blatantly obvious around the intent with the first communication dated 23/09/2016 informing customers that Compass Springs had acquired the water licence from Hillrise Investments. There was no mention of any price increase. The first invoice sent to its customers that increased rates as follows with no prior notification.

	Compass Springs	Hillrise (SAWater)
• 0-30kl	<b>\$2.61</b>	\$2.35
• 31-130kl	<b>\$3.73</b>	\$3.26
• 130kl+	<b>\$4.03</b>	\$3.63
• Supply	<b>\$250.00</b>	\$55.08
• It also applied GST which was against GST legislation		

[REDACTED]

Current proposed rates will be set at

	Compass Springs		SAWater
• 0-30kl	\$3.80	0-38.36kl	\$2.029
• 31-130kl	\$5.43	38.36kl-124.47kl	\$2.896
• 130kl+	\$5.88	124.46kl+	\$3.137
• Supply	\$92.59		\$70.80

- ❖ [REDACTED]
- ❖ [REDACTED]
- ❖ [REDACTED] There were no disputes & the water licence owner was very approachable under the previous owners, [REDACTED]
- ❖ In my opinion Compass Springs only purchased the licence as they believed they would have a monopoly on water pricing & could therefore charge whatever they liked; [REDACTED]

Personally, I do not care what Compass Springs wants to charge as long as we had an option to choose our supplier. This could easily be undertaken by SAWater providing supply to the customers of Compass Springs. Some options for this to happen are as follows

- Laying of new pipeline to Compass Springs customers that wish to seek an alternative water supplier.
- SAWater extend their current pipeline into the existing Compass Springs infrastructure. This would also require a way of isolating SAWater from the Compass Springs infrastructure. This would include NRV's, isolation vales, meter & a control valve. This option would allow SAWater to read meters of customers that take up the option of receiving water from SAWater. It would also assist in determining any costs associated with maintenance of the infrastructure by splitting costs between Compass Springs & SAWater as per the percentage of customers to each supplier.

- SAWater could also run a smaller pipeline into the existing infrastructure
- Revoke the water licence form Compass Springs for not complying with their obligations to its customers

As you would be well aware the cost of living is spiralling at a much faster rate than most households can absorb, the proposed price increase would therefore unreasonably burden those already struggling to “make ends meet” especially as the proposed rate is well above the SAWater pricing structure.

My personal situation would not allow me to absorb such an increase as I had to retire from my employment to care for my disabled wife. [REDACTED]

[REDACTED] concessions do not increase to offset the costs being proposed. I would suggest the same circumstances also apply to the many retirees, low-income workers & unemployed that live on the golf course development.

[REDACTED]

There should also be competition introduced so that customers can either pay inline with the Compass Springs pricing structure or SAWater pricing structure. Like I stated previously Compass Springs would therefore be able to charge whatever pricing structure they deem appropriate & let the customers decide who to receive water from.

Let me again highlight the disparity in what is being proposed the customers of Compass Springs pay opposed to SAWater customers

	Compass Springs		SAWater
• 0-30kl	<b>\$3.80 (+87%)</b>	0-38.36kl	\$2.029
• 31-130kl	<b>\$5.43 (+87%)</b>	38.36kl-124.47kl	\$2.896
• 130kl+	<b>\$5.88 (+87%)</b>	124.46kl+	\$3.137
• Supply	<b>\$92.59 (+31%)</b>		\$70.80

It is not only that customers of Compass Springs will be paying much higher rates for what is an essential service & critical to a household but the total amount payable will be increased due to the difference in tiers.

To me it is rather absurd that the whole township is being supplied water from the same aquifer but one section of the community will be paying significantly higher rates for the same commodity. Once again, I see no reason why one [REDACTED] supplier can charge excessively high prices for the same product.

Regards,

[REDACTED]



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## Rosemary's baby

Rosemary Bennetts is one of a kind... the only person in South Australia and possibly Australia who privately owns and runs an 18-hole championship golf course by herself.

Incredibly she does it part-time. The days she is not performing the role as a secretary/manager of the Fleurieu Golf Course at Mount Compass she is a podiatrist at McLaren Vale and Seaford.

Adding to the uniqueness is that it has become a golf club that doesn't have a club as such – it changed from membership controlled to a management committee structure and it works well. As Rosemary says it's one less meeting to attend.

And perhaps most remarkable of all is that in the 21 years she has worked here including the past five as owner/operator Rosemary has played just one round of golf on this course – in 1999. Yet unlike most golfers she hasn't embellished the scorecard details because there wasn't one. It was an average round she says but if you haven't guessed by now she is not your average golf person.

Given her workload indeed the pressures that come with running your own business including being time poor Rosemary admits to having days when she questions why on earth she does all of this work at the course.

She smiles and says: I also have those days when I am a podiatrist and I also do that because I love it. If I'm here at the course and I think I've had enough I only need to look out the window and look at the golf course. I see the challenge and I dream again. It's always about the dream; the potential of being able to make this the best golf course in South Australia.

It's not about the money; it never has been. It's the achievement of it all and who knows one day I am going to go out there and play this course again. I guess above everything it is carrying on dad's legacy; I am so proud of him.

And Rosemary's dear dad Alan who at 88 still comes into the clubhouse and has an enthralling game of bridge with his mates is obviously incredibly proud of her too.

Alan created the venture after South Australian professional golfing great Brian Crafter visited his sand quarry business in the early 1990s to purchase sand for bunkers at Regency Park golf course which Brian then managed. He turned to Alan and said: What a great site for a golf course.

Brian died in 1994 and never saw his vision but largely in his honour Alan teamed with Brian's son Neil a golf course architect to finish the project. By 1997 the front nine was completed and the closing nine unveiled a year later with the course and clubhouse officially opened by Brian's daughter Jane also a professional golfer. The Crafter name continued with Murray's son Peter as the club professional but last year he too sadly he too passed away.

Rosemary recalled how the theory was to build this course and by the mid-90s sell it off to the Japanese. Everything took longer and longer to get approved and meanwhile the Japanese market fell over she said.

It has really been a Japanese consortium's loss because this brilliant par-72 course spread over 400 acres was listed among Golf Australia's Top 100 Public Access courses in the nation securing an impressive 87th spot.

Significantly it is far more than just a beautiful golf course one that can unleash its fury in the threatening soul-destroying strings of bunkers; the entire complex is a strategic asset to the entire town.

If Rosemary's role as a sole owner/operator of a golf course wasn't unique enough Alan installed the first-ever privately-owned sewerage treatment plant in South Australia to service a stunning subdivision that he created. The plant took three years to get approved because no one else had ran anything like this at that stage it was always done by the EW&S Department. The council has since taken it over and has connected the whole town to the system.

As well as this all of the storm water goes into the lakes system on the course and **the Fleurieu Golf Course** or Rosemary supplies the fresh water to the sub-division charging the same rate for the water as the normal provider SA Water.

It really is a unique golf course and in somewhat of an unintentional understatement Rosemary described her dad as a man of vision. Now it is her baby as she describes the course and there is no letting up in making this Mount Compass gem an even bigger player on the golf circuit.

The original concept was always to have a motel and convention centre built at the southern end of the course Rosemary said. It was approved. We still have the power water and sewerage on the site ready to go.

We are looking at building accommodation cabins. We have adjusted the plans and we hope to start work next year.

The project includes two blocks of two bedroom units 12 units in total in a little hollow on the course.

Further adding to this overall project is the stunning club facility which incorporates the Eagles Nest Restaurant and the Belo Brazil Charcoal BBQ created by Rosemary stemming from her amazing experience living in Brazil as a Rotary Exchange student throughout 1969 and returning there five years later.

The succulent meats on rotating skewers over a pit of hot coals in the kitchen are a must have on the culinary bucket list. They offer sensational tenderness and flavour; something special and different to the norm. But then this is what the Fleurieu Golf Course has always been about; being unique. You must experience it one day; just don't expect to see Rosemary reaching for her driver on the tenth tee.

Coast Lines is published quarterly on the first Thursday of the months of March, June, September and December.

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