

Stewart Glass

12 May 2023

I **object** to ESCOSA's April 2023 Drinking Water Preservation Regulatory Determination: Draft Decision regarding Robusto Investments.

Regular Errors and Low Trust

I don't recall a company I have had more issues or regular disputes with than Compass Springs.

Readings are often wrong. On 6 Feb I was told my 1 Jan reading was 8642kL. In fact on 6 Feb my water meter hadn't even reached that (at 8528kL).

The reading from my most recent bill was also wrong. When I sent a photo of my reading from 1 April to ask for a correction again, I was told it was correct on the date it was taken. The date then of 1 April must be wrong. I was also told if I wanted the bill amended, there would be a \$20 administration charge, and if I thought it would be worth it. No such fee appears on compasssprings.com.au as stated in the Customer Charter. As I have low trust in Compass Springs, I have taken photos of my water meter on 1 Jan, 1 Apr etc.

The Schrödinger's cat of meetings

ESCOSA has stated "The Commission would be **pleased to meet** with stakeholders. If you or your organisation wish to meet with Commission staff, please use the contact details on the inside cover of this draft decision". In fact The Mount Compass Community Association Inc and consumers have repeatedly requested meeting with ESCOSA. These **requests have been denied**, citing ongoing proceedings with SACAT. Is there any legislative reason why ESCOSA can't meet with stakeholders because of the Tribunal?

I believe the **current draft determination should be delayed until SACAT has made a ruling.**

"our calamity is heightened by reflecting that we furnish the means by which we suffer" (Thomas Paine, 1776)

Water is an essential resource. In our situation the government has enforced a **monopoly**. Not only is Robusto a private company, without any competition, but if people were resourceful enough to source their own rainwater (tanks or water cartage), then they would **still be forced to pay water supply charges**. So rather than being a protector of the consumer, ESCOSA has become the enabler of a monopoly.

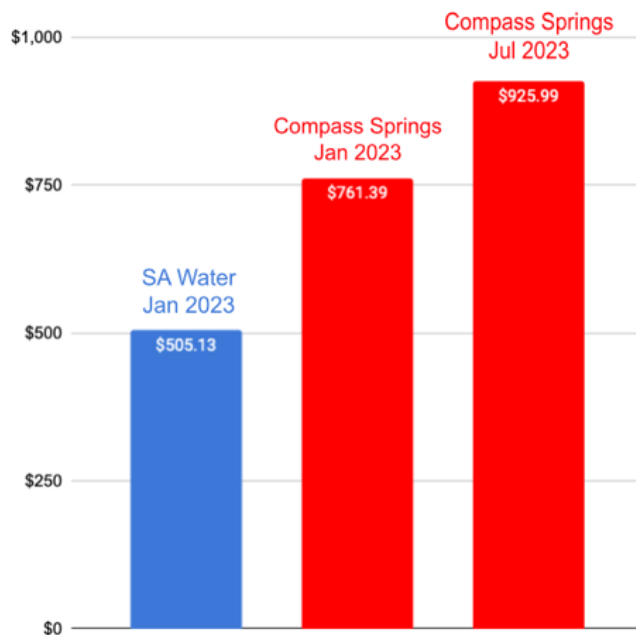
A Tale of Two Cities

By comparison, Compass Springs pricing is exorbitant. Based on current SA Water rates, if this determination comes into force, a Compass Springs customer will **pay 183% what a SA Water customer living 300 metres away are paying.**

This is based on 160kL usage, 100kL usage = 179% and 400kL usage = 186%.

It has never been explained why Compass Springs can operate with such **inefficiencies** compared with SA Water. I understand the water extracted here in Mount Compass needs very little treatment. By ESCOSA's own records, SA Water customers maintain **38.6m of water mains** per customer, while Compass Springs is only **14.3m** per customer. (700,000 SA Water customers have 27,000km while 210 Compass Springs customers have 3km of water mains).

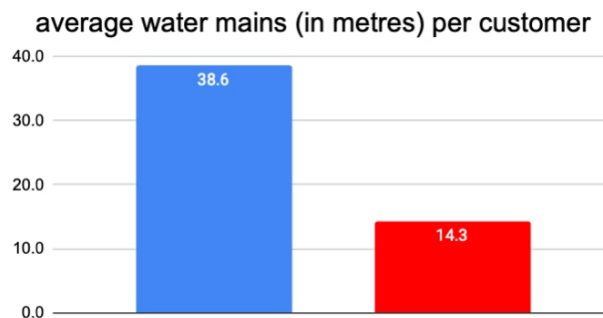
How did the former owner of the water infrastructure manage to supply water at close to SA Water rates for so many years? I cannot believe it is due a change in regulation.



Compass Springs customers will pay approximately 183% what an SA Water Mt Compass resident currently pays

any changes to SA Water rates will be released in July 2023 (last year being 3.2% increase)
more info and sources : mocooca.org/m3

	water mains in KM	customers	KM of water mains per customer	water mains per customer in metres
SA Water	27,000 km	700,000	0.03857142857	38.6
Compass Springs	3 km	210	0.01428571429	14.3



I object to the latest determination and wish that we were with **SA Water rather than Compass Springs**.

Stewart Glass