

From: Gavin Chapman
Sent: Tuesday, 22 March 2016 9:12 PM
To: ESCOSA:Essential Services Commission of South Australia
<ESCOSAEssentialServicesCommissionofSouthAustralia@escosa.sa.gov.au>
Subject: ORROROO WATER QUALITY PROJECT.

21/3/16
RE; ORROROO WATER QUALITY PROJECT.

To ESCOSA,
You should be ashamed of yourself supplying unpotable water and charging for it. We have been in business and if we conducted our own business the same that has been provided to us from SA Water then we would have no customers and gone broke.

Quality water issues have been a concernable problem affecting Orroroo and districts for quite some time now and really needs addressing ASAP.
Our concerns are listed below.

[1] SA Water are under an obligation to supply and sell POTABLE water to customers requiring the resource. The water being supplied currently is undrinkable and not potable. You might as well wash your car with "milk" resulting in a better appearance than the so called existing water supply. The water supplied is not fit for human consumption and it is only going to be a matter of time before somebody becomes very ill or even resulting in death from drinking this so called water. This inturn will lead to huge prosecution lawyer suites and payouts. DO YOU WANT THAT.

[2] The water supplied is not even suitable for gardening purposes. I personally would like to enter a town with nice lawns a green landscaping. It seems to be more inviting for visitors etc. to approach an oasis rather than a desert mirage.

[3] The wear and tear on Hot Water Services, Toilets / Systems, Basins, Taps, Pressure Cleaners and the list goes on etc is an extra added expence residents have to deal with. Firstly they have paid for a service that has no quality to it resulting in extra maintenace expences that they should not be liable for. Some appliance products specify water quality expectations to void warranty. Several cases were reported of non conplyance of water quality with pressure cleaners, electric kettles, hot water systems, irons, etc, thus voiding the warranty claims. resulting in the customer footing the replacement themselves. With the water being at fault, SA Water should have been the company responsible.

[4] We have several rental houses in Orroroo relying on quality water which we have had to provide for ourselves at our own expence. After all We have already paid for the supply charge so why not supply quality products. Our tenants also suffer from the poor quality of this water.

[5] All businesses rely on quality water supplies. If they cant get that quality then how can they provide quality products themselves.
Their income and business are also at risk and failure.

[6] The current infrastructure is years old and with the quality of the water being pumped through it probably needs replacing anyway.

[7] The time frame supplied for questionnaire / consultation time was minimal. Was this to avoid or prolong the water issue being addressed resulting in another 4 year delay???

We ask you "SA WATER" Would you like to be responsible for contributing to a town that is dying because of poor water quality???

On a positive note if quality water was supplied to Orroroo, customers would drink the water without fear of becoming ill, water their garden without killing it, wash their cars without fear of ruining the paint job, flush a toilet without fear of it corroding the system, have a shower coming out nice and fresh and not smelling like a tadpole, increase the population of the township knowing there is good quality water being supplied.

All of the above would lead to increased water sales. Increasing the demand for good quality water and last but not least, satisfying the customers.

Thank you for taking the time reading this. We are hoping for a positive outcome.

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Kind Regards,
Gavin & Carmel Chapman
Orroroo, SA 5431