



Essential Services Commission of South Australia
GPO Box 2605
Adelaide SA 5001

By email to escosa@escosa.sa.gov.au

4 April 2016

Dear Commissioners,

Re: SAW Regulatory Determination 2016 – Draft Determination

Thank you for the opportunity to comment on the Draft Determination for SA Water. As representatives of the community services sector in South Australia, our organisations are major stakeholders in the delivery of water services in this state. Clients who are serviced by our organisations face major barriers to affordability of water services and we are keen to ensure the lowest possible price for these services in South Australia.

We have reviewed the submission of the South Australian Council of Social Services including the consultant reports attached to that submission. We support the recommendations of SACOSS in relation to enhanced information provision and cost of debt issues. Organisations such as ours face major information barriers when participating in regulatory determination processes. In our experience, it is not always possible to access information in an accessible format. We believe that reform of the consumer engagement processes for water services in South Australia should maximise consumer participation and engagement so that consumers are both fully informed and adequately represented in regulatory determination processes.

We thank you in advance for your consideration of our comments.

Yours sincerely,

Wendy Shirley
Executive Officer, SAFCA

A handwritten signature in black ink, appearing to read 'Jane Mussared'. The signature is fluid and cursive, with a large initial 'J'.

Jane Mussared
Chief Executive, COTA SA

A handwritten signature in black ink, appearing to read 'Ian Butterworth'. The signature is fluid and cursive, with a large initial 'I'.

Ian Butterworth
Acting President, Consumers SA