



## Media Release

# SA Water customers to save on bills

**6 June 2016**

SA Water customers will pay less for their water and sewerage services over the next four years.

SA Water and the South Australian Government today announced price cuts to take effect from 1 July following the release of a new Regulatory Determination by the Essential Services Commission.

Following a full independent review, with widespread community engagement by both SA Water and the Commission, under the new determination the total amount SA Water may collect from its customers each year has been reduced by an average of \$60 million, a 5.2 percent overall reduction.

This is additional to the ongoing \$50 million average annual reductions arising from the Commission's first regulatory determination in 2013.

"That means that, over the next four years, customers will be paying SA Water around \$110 million less each year than they did in 2012," said the Commission's Acting Chairperson, Dr Lynne Williams.

The new determination also revises the service standards for SA Water, based on customer feedback over the past two years.

"This determination enables further savings for customers and reflects the level of service they are seeking from SA Water," Dr Williams said.

"Importantly, it also provides long-term incentives to SA Water and its management team to meet its service obligations while delivering operational, management and financial efficiencies. That should lead to further efficiency gains, the benefits of which will flow through to customers."

Dr Williams said the Commission had not sought short-term wins at the expense of long-term, sustainable gains, with the new determination providing SA Water with sufficient revenue to meet its service obligations and to deliver for customers.

She acknowledged that SA Water and its management have transformed its business operations over the past three years and responded positively to the regulatory incentives set by the Commission.

"Independent regulation by the Commission has contributed towards SA Water becoming more accountable to its customers," she said. "The Commission does not 'run the business'. Rather, the regulatory framework provides incentives to SA Water to continue to deliver improved outcomes for its customers."

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