

## APPENDIX 8: CUSTOMER IMPACT ANALYSIS

*Final Inquiry Report: Inquiry into Reform Options for  
SA Water's Drinking and Sewerage Prices*

December 2014



Enquiries concerning this report should be addressed to:

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

Telephone: (08) 8463 4444  
Freecall: 1800 633 592 (SA and mobiles only)  
E-mail: [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au)  
Web: [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)

**Contact officers:** Nathan Petrus  
Stuart Peavor

The Essential Services Commission of South Australia is the independent economic regulator of the electricity, gas, ports, rail and water industries in South Australia. The Commission's primary objective is the *protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services*. For more information, please visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

# TABLE OF CONTENTS

- Glossary of Terms \_\_\_\_\_ 1
- 1. Introduction \_\_\_\_\_ 2
- 1.1 Bill Impact Analysis \_\_\_\_\_ 2
- 2. Statewide \_\_\_\_\_ 6
- 2.1 All customers \_\_\_\_\_ 6
- 2.2 Residential customers \_\_\_\_\_ 7
- 2.3 Industrial customers \_\_\_\_\_ 8
- 2.4 Commercial customers \_\_\_\_\_ 9
- 2.5 Concession customers \_\_\_\_\_ 10
- 2.6 Exempt customers \_\_\_\_\_ 11
- 3. Greater Adelaide Region \_\_\_\_\_ 12
- 3.1 All customers \_\_\_\_\_ 12
- 3.2 Residential customers \_\_\_\_\_ 13
- 3.3 Industrial customers \_\_\_\_\_ 15
- 3.4 Commercial customers \_\_\_\_\_ 17
- 3.5 Concession customers \_\_\_\_\_ 19
- 3.6 Exempt customers \_\_\_\_\_ 21
- 4. Eyre Region (Excluding West Coast) \_\_\_\_\_ 23
- 4.1 All customers \_\_\_\_\_ 23
- 4.2 Residential customers \_\_\_\_\_ 24
- 4.3 Industrial customers \_\_\_\_\_ 26
- 4.4 Commercial customers \_\_\_\_\_ 28
- 4.5 Concession customers \_\_\_\_\_ 30
- 5. Kangaroo Island Region \_\_\_\_\_ 32
- 5.1 All customers \_\_\_\_\_ 32
- 5.2 Residential customers \_\_\_\_\_ 33
- 5.3 Concession customers \_\_\_\_\_ 35
- 6. Mount Pleasant Region \_\_\_\_\_ 37
- 6.1 All customers \_\_\_\_\_ 37

6.2	Residential customers	38
6.3	Concession customers	40
7.	Myponga Region	42
7.1	All customers	42
7.2	Residential customers	43
7.3	Concession customers	45
8.	Northern Region	47
8.1	All customers	47
8.2	Residential customers	48
8.3	Commercial customers	50
8.4	Concession customers	52
9.	Other Disconnected Region	54
9.1	All customers	54
9.2	Residential customers	55
9.3	Concession customers	57
10.	River Murray Towns Region	59
10.1	All customers	59
10.2	Residential customers	60
10.3	Industrial customers	62
10.4	Commercial customers	64
10.5	Concession customers	66
11.	South East Region	68
11.1	All customers	68
11.2	Residential customers	69
11.3	Industrial customers	71
11.4	Commercial customers	73
11.5	Concession customers	75
12.	Swan Reach to Paskeville Region	77
12.1	All customers	77
12.2	Residential customers	78
12.3	Industrial customers	80

12.4	Commercial customers	82
12.5	Concession customers	84
13.	Tailem Bend Keith Pipeline Region	86
13.1	All customers	86
13.2	Residential customers	87
13.3	Commercial customers	89
13.4	Concession customers	91
14.	Yorke Region	93
14.1	All customers	93
14.2	Residential customers	94
14.3	Commercial customers	96
14.4	Concession customers	98
15.	Conclusion	100
Annexure A	LRMC regions and Local Government Areas (LGAs)	101



## GLOSSARY OF TERMS

<b>Bill impact</b>	The change in a customer’s annual bill holding all characteristics, such as use and property value, constant
<b>Commercial customer</b>	A customer classified as commercial for the purpose of SA Water’s water rating system is broadly one with land use codes related to the wholesale, retail, finance and other service sectors.
<b>Commission</b>	The Essential Services Commission of South Australia
<b>Concession</b>	Discount provided on the water and sewerage charges of a customer who is an eligible pensioner
<b>Country lands</b>	Land parcels that fall within a country lands water district (as historically proclaimed under the repealed Waterworks Act 1932). Country lands customers may amalgamate adjoining land assessments for rating purposes. These customers also receive an allowance of one water meter per 250ha of contiguous land without incurring ‘service rent’ charges.
<b>Customer type</b>	Type of customer for rating purposes as determined by primary land and/or water use/location
<b>Exempt customer</b>	A customer paying “community concession” water and sewer rates, excluding community swimming pools, soldier memorial gardens and statutory full exemptions from rates
<b>Exemption</b>	The value resulting from the discounted rates faced by exempt customers
<b>Industrial customer</b>	A customer whose land and/or water is used primarily for an industrial or other non-residential purpose including rural customers, hospitals and hotels
<b>LGAs</b>	Local Government Areas
<b>LRMC</b>	Long-run marginal cost
<b>Rating on abuttal</b>	Rates charged to non-connected customers when their property abuts a main
<b>Residential customer</b>	A customer whose property and/or water use is primarily for residential purposes. Residential properties include houses, maisonettes, home units, flats and strata/community title residences and vacant residential land.
<b>SA Water</b>	South Australian Water Corporation

# 1. INTRODUCTION

Adoption of the pricing reform recommendations in this final Inquiry report would have varying impacts on SA Water customers. The impacts of the recommendations have been analysed for various customer groups and are presented by regions below.

To provide a baseline for analytical purposes, this section assumes that all recommendations would be implemented, as a single package, and as soon as possible. The Inquiry notes that any actual implementation may be of a different nature or over a different timeframe.

This section presents one of the two components that determine customer impacts: bill impacts. In relation to bill impacts, it summarises:

- ▲ total region-wide customer bill impacts for all customers; and
- ▲ customer bill impacts for the region, by customer type.

As discussed in the final Inquiry report, the Inquiry has not proposed the implementation schedule of recommendations with the aim of mitigating impacts on customers, such as price rises. Determining an appropriate or acceptable level of pricing impact is not within the scope of this Inquiry. Transitional arrangements are matters best dealt with by the Government. The following analysis is presented with the view to helping the Government in this regard. It has also provided some considerations in relation to transitional arrangements in Chapter 10 of the final Inquiry report.

## 1.1 Bill Impact Analysis

The bill impact analysis presents a distribution of customers within a defined type by the size of their bill impact, followed by a representation of the bill impact of a *typical customer* (defined below) as annual water usage changes. Further, the Inquiry has presented a number of case studies within the Greater Adelaide analysis to help to explain the link between the bill impacts and customer benefits.

### 1.1.1 Grouping by customer types

The Inquiry acknowledges that there are customers with a variety of characteristics, and that it is not possible to capture the impacts on every customer type at this time. Those customers who:

- ▲ have multiple meters
- ▲ have no meter connected (rating on abuttal/shared metered)
- ▲ have special water rates
- ▲ have special sewerage rates, or
- ▲ are country lands customers

have been excluded in the following analysis.

As a result, this analysis covers 77 per cent of total customers from the 2011/12 SA Water customer database. The Inquiry notes that 12 per cent of the excluded customers would no longer be considered SA Water customers under the recommended reform package. The remaining 11 per cent excluded from the analysis have individualised characteristics or fee structures.

To highlight the impacts on particular groups of customers, the analysis is presented separately, by customer type, consistent with customer type classifications used by SA Water. They are:

1. residential customers
2. industrial customers
3. commercial customers
4. concession customers (under the pensioner concession scheme), and
5. exempt customers (who pay “community concession” rates, excluding community swimming pools, soldier memorial gardens and full exemptions from rates provided by statute).

The bill impact outcome based on different levels of usage is shown for the typical customer under each type. The typical customer varies by customer type and region and, therefore, is defined before each typical customer bill impact is presented.

Not all customer types have been presented under all regions due to the very small number of customers that fall within some groups.

### *1.1.2 Grouping by regions*

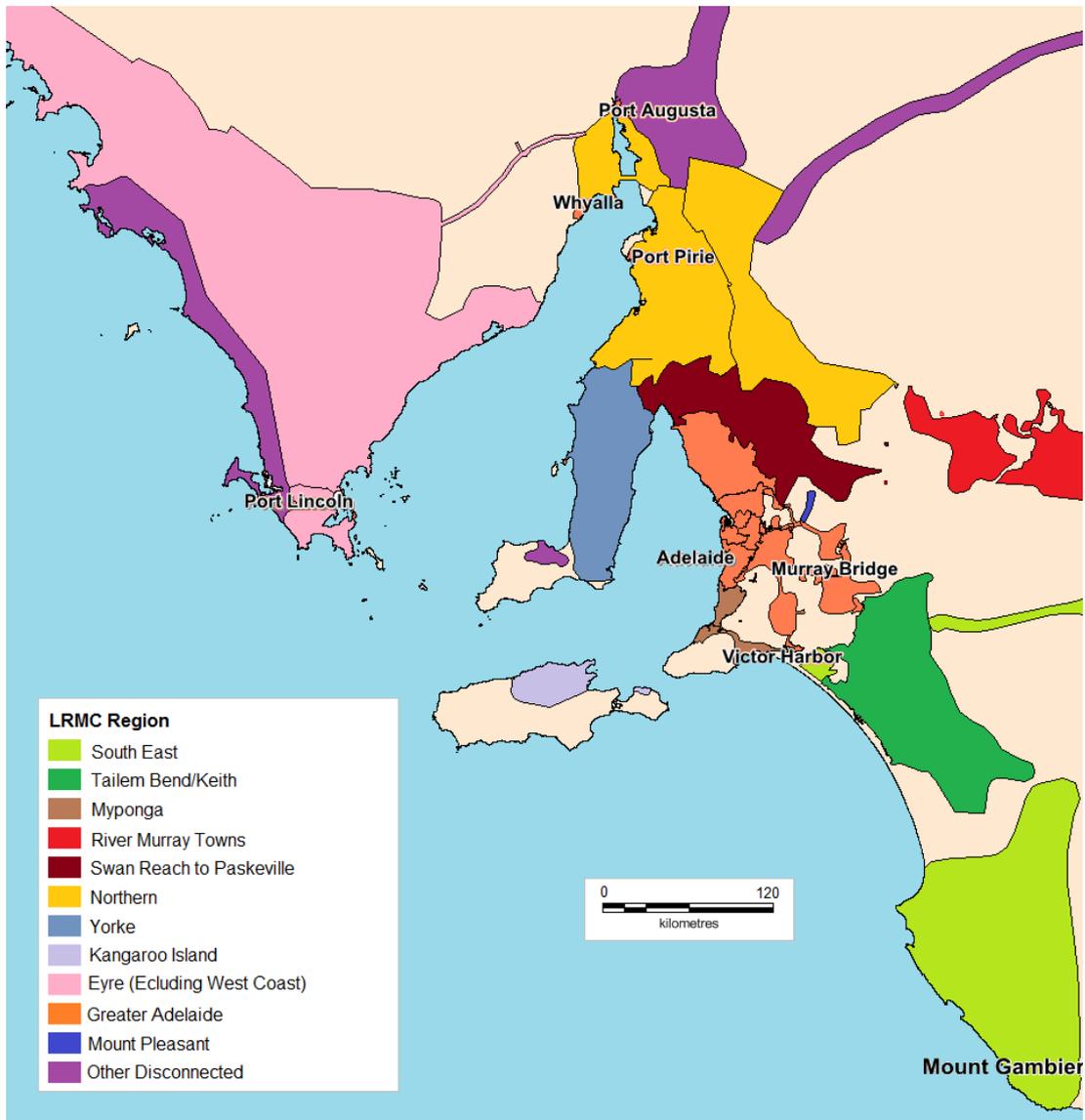
For the purposes of the analysis, customers have been allocated into one of 12 water supply regions. These regions have been determined for drinking water usage charges according to similar cost boundaries (i.e. Long-run marginal cost (**LRMC**)) (refer to Figure 1). These regions are:

- ▲ Greater Adelaide
- ▲ Eyre (excluding the West Coast)
- ▲ Kangaroo Island
- ▲ Mount Pleasant
- ▲ Myponga
- ▲ Northern
- ▲ Other disconnected

- ▲ River Murray Towns
- ▲ South East
- ▲ Swan Reach to Paskeville
- ▲ Tailem Bend Keith Pipeline
- ▲ Yorke

For a list of the Local Government Areas (LGAs) within each LRMC region, see Annexure A.

**Figure 1: Twelve LRMC regions of SA Water**



### 1.1.3 Describing the bill impacts

The terms outlined in the table below have been used in the graphs to describe the level of impact. Each column is labelled according to its level of increase/decrease from the customer's previous bill (e.g. minor increase, moderate decrease). These labels are grouped by the percentage change from the bill that would be issued under current charging, to the bill that is likely to be issued under a scenario that adopts all recommendations.

**Table 1: Bill impact descriptions**

BILL IMPACT	% CHANGE IN BILL
Very significant decrease	More than 50% decrease from previous bill
Significant decrease	More than 25% and up to 50% decrease from previous bill
Moderate decrease	More than 10% and up to 25% decrease from previous bill
Minor decrease	More than 5% and up to 10% decrease from previous bill
No change	Up to 5% decrease or increase from previous bill
Minor increase	More than 5% and up to 10% increase from previous bill
Moderate increase	More than 10% and up to 25% increase from previous bill
Significant increase	More than 25% and up to 50% increase from previous bill
Very significant increase	More than 50% increase from previous bill

### 1.1.4 Assumptions made in conducting the bill impact analysis

The bill impact on a customer has been calculated using SA Water's customer billing data from the 2011/12 financial year. This assessment fixes the characteristics of each customer for comparison and has not taken into account changes in consumption behaviour that may result from the lower water usage charges recommended.

The average value of water concession likely to have been received in 2013/14 under the current charging regime is \$195 (based on 2011/12 consumption data). Under the Inquiry's recommended charging, \$195 has been applied as a fixed concession on the water supply charge to all eligible concession customers.

The average value of water exemptions likely to be received in 2013/14 under the current charging regime is \$354 (based on 2011/12 consumption and property value data). Under the Inquiry's recommended charging, \$354 has been applied as a fixed discount on the water supply charge to all eligible water exempt customers.

The average value of sewer exemptions likely to be received in 2013/14 under the current charging regime is \$610 (based on 2011/12 property value and wash closet data). Under the Inquiry's recommended charging, \$610 has been applied as a fixed discount on the sewer supply charge to all eligible sewer exempt customers (to a maximum value of a full exemption from sewer rates).

## 2. STATEWIDE

### 2.1 All customers

Figure 2 shows the degree in which all analysed customers are impacted by the Inquiry's recommendations.

**Figure 2: Customer impact statewide**

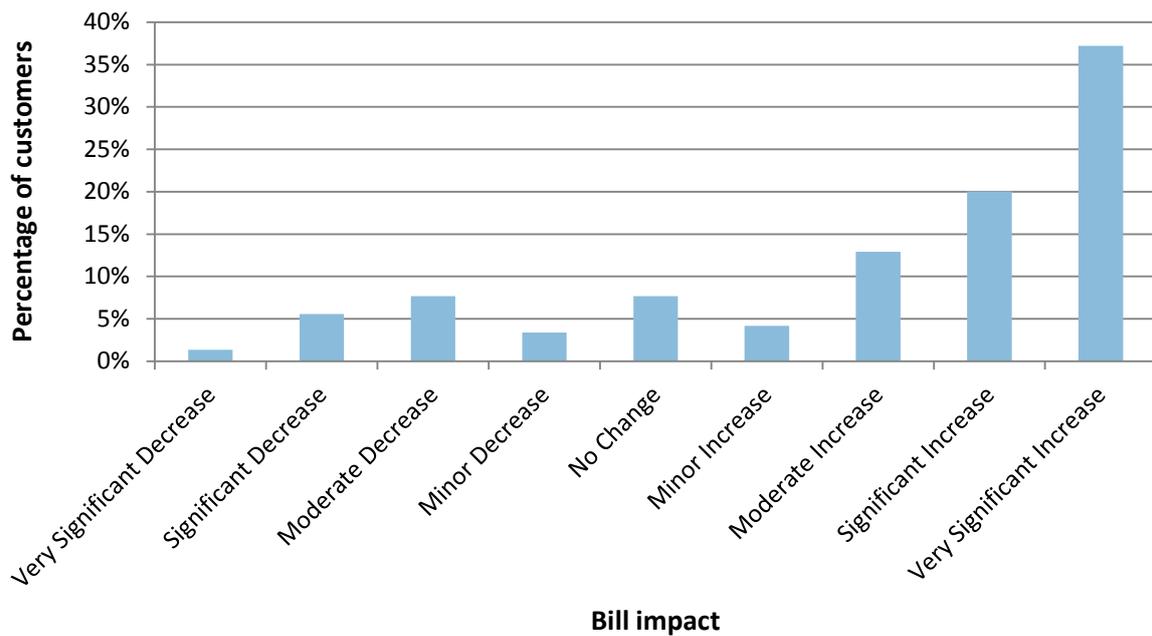


Figure 2 shows it is likely 18 per cent of customers would see their annual bill decrease and 74 per cent would see their bill increase. Furthermore, it is likely that 19 per cent of customers would see their bill decrease by more than \$50, while 75 per cent would see their bill increase by more than \$50.

## 2.2 Residential customers

Residential customers make up 75 per cent of all customers. Figure 3 shows the degree to which these customers are impacted by the recommendations.

**Figure 3: Residential customer impact statewide**

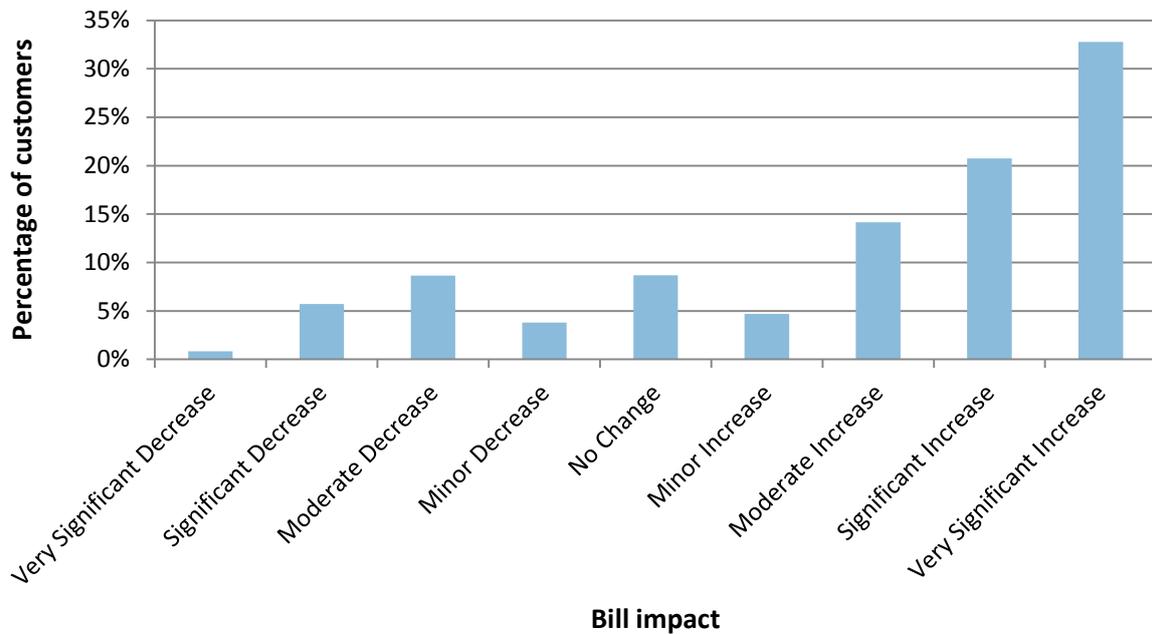


Figure 3 indicates that it is likely that 19 per cent of residential customers would see their annual bill decrease and 72 per cent would see their bill increase. Furthermore, it is likely that 20 per cent of residential customers would see their bill decrease by more than \$50, while 74 per cent would see their bill increase by more than \$50.

### 2.3 Industrial customers

Industrial customers make up 1 per cent of all customers. Figure 4 shows the degree to which these customers are impacted by the recommendations.

**Figure 4: Industrial customer impact statewide**

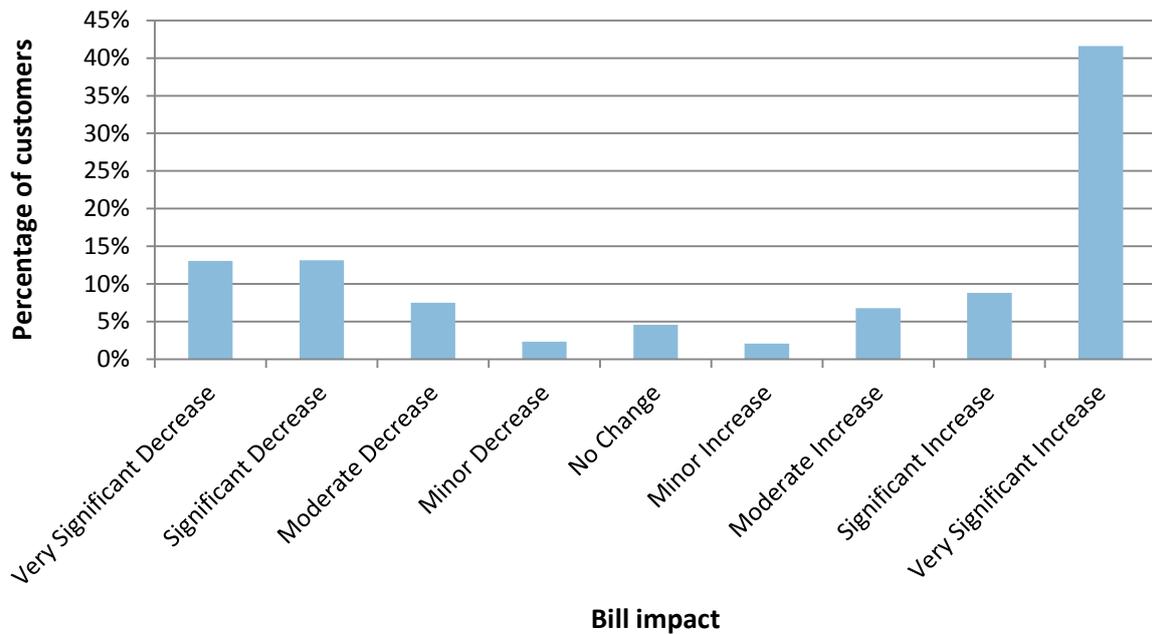


Figure 4 indicates that it is likely that 36 per cent of industrial customers would see their annual bill decrease and 59 per cent would see their bill increase. Furthermore, it is likely that 37 per cent of industrial customers would see their bill decrease by more than \$50, while 60 per cent would see their bill increase by more than \$50.

## 2.4 Commercial customers

Commercial customers make up 3 per cent all customers. Figure 5 shows the degree to which these customers are impacted by the recommendations.

**Figure 5: Commercial customer impact statewide**

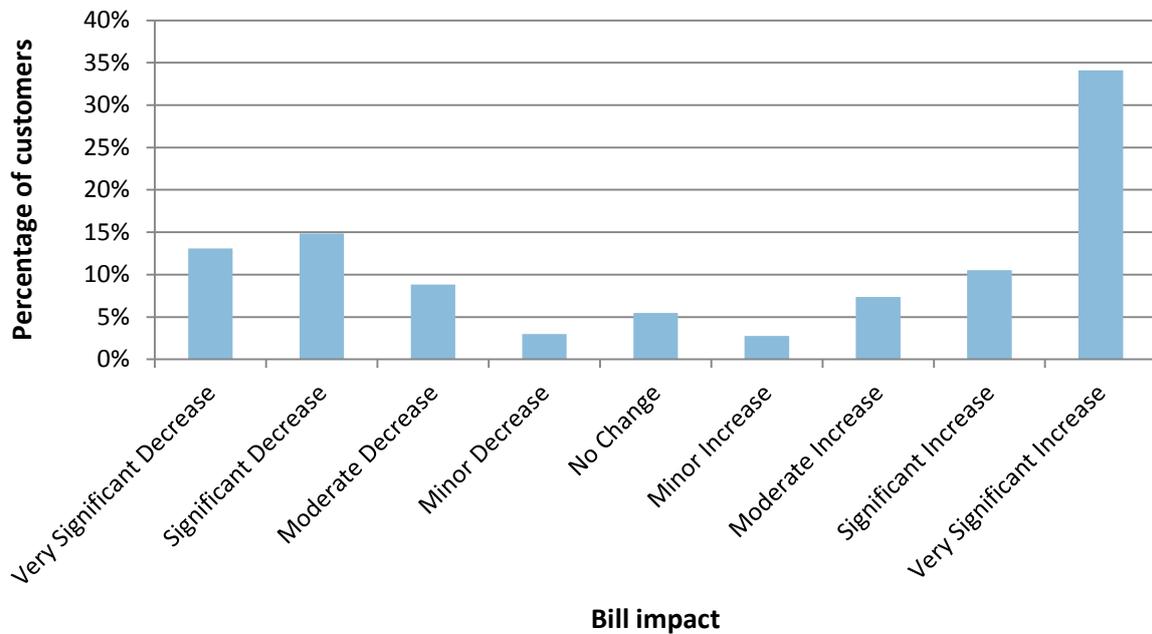


Figure 5 indicates that it is likely that 40 per cent of commercial customers would see their annual bill decrease and 55 per cent would see their bill increase. Furthermore, it is likely that 41 per cent of commercial customers would see their bill decrease by more than \$50, while 56 per cent would see their bill increase by more than \$50.

## 2.5 Concession customers

Concession customers make up 20 per cent of all customers. Figure 6 shows the degree to which these customers are impacted by the recommendations.

**Figure 6: Concession customer impact statewide**

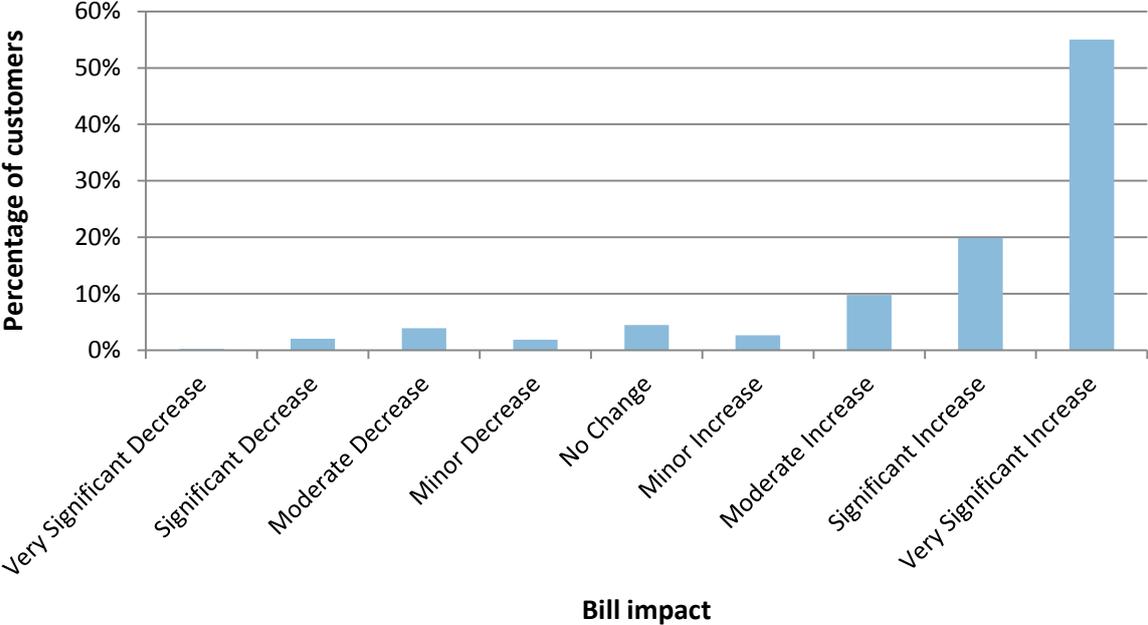


Figure 6 indicates that it is likely that 8 per cent of concession customers would see their annual bill decrease and 87 per cent would see their bill increase. Furthermore, it is likely that 8 per cent of concession customers would see their bill decrease by more than \$50, while 88 per cent would see their bill increase by more than \$50.

## 2.6 Exempt customers

Exempt customers make up 0.35 per cent all customers. Figure 7 shows the degree to which these customers are impacted by the recommendations.

**Figure 7: Exempt customer impact**

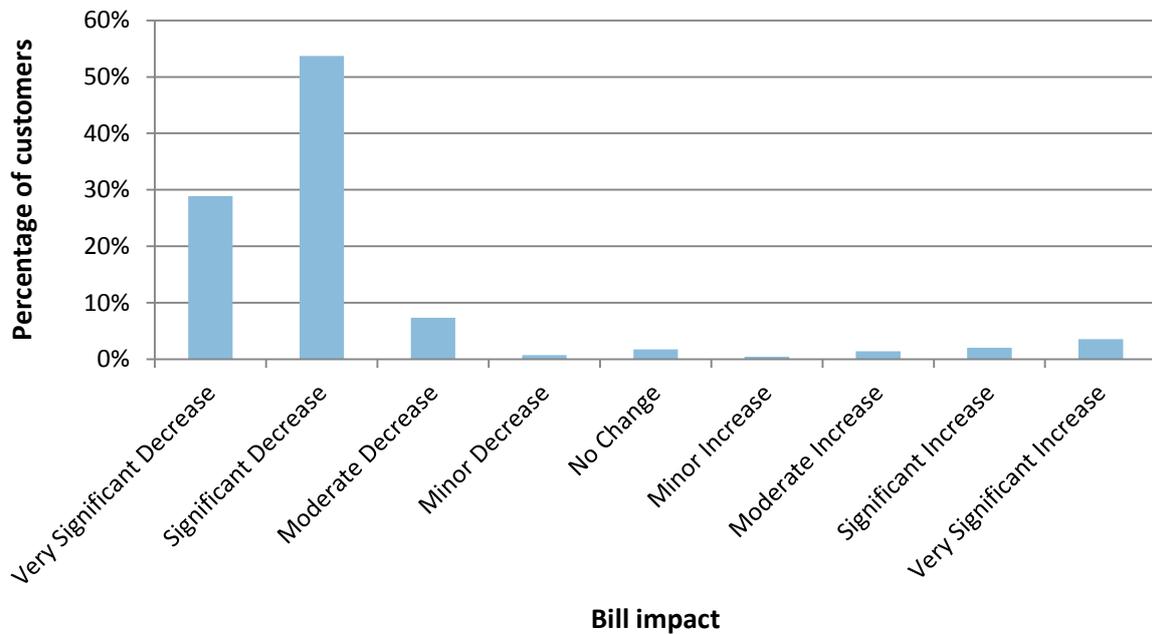


Figure 7 indicates it is likely that 91 per cent of exempt customers would see their annual bill decrease and 7 per cent of would see their bill increase. Furthermore, it is likely that 91 per cent of exempt customers would see their bill decrease by more than \$50, while 8 per cent would see their bill increase by more than \$50.

### 3. GREATER ADELAIDE REGION

The Greater Adelaide region is made up of the geographical area surrounding Adelaide stretching north past Gawler, east into the Adelaide Hills and along the Mannum-Adelaide pipeline to Mannum, and south past Happy Valley, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 76 per cent of all customers, 77 per cent of all residential customers, 58 per cent of all industrial customers, 68 per cent of all commercial customers, 74 per cent of all concession customers and 89 per cent of all exempt customers.

#### 3.1 All customers

Figure 8 shows the degree to which customers are impacted by the recommendations.

**Figure 8: Customer impact in Greater Adelaide region**

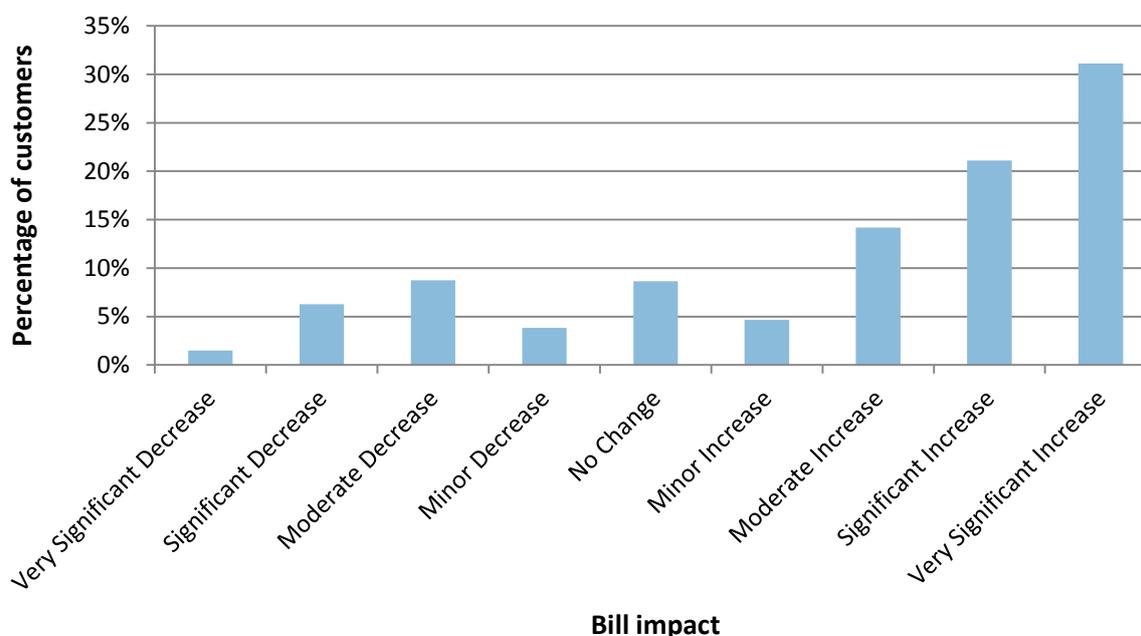


Figure 8 indicates that it is likely that 20 per cent of customers would see their annual bill decrease and 71 per cent would see their bill increase. Furthermore, it is likely that 22 per cent of customers would see their bill decrease by more than \$50, while 72 per cent would see their bill increase by more than \$50.

### 3.2 Residential customers

Residential customers make up 77 per cent of all customers in the Greater Adelaide region. Figure 9 shows the degree to which these customers are impacted by the recommendations.

**Figure 9: Residential customer impact in Greater Adelaide region**

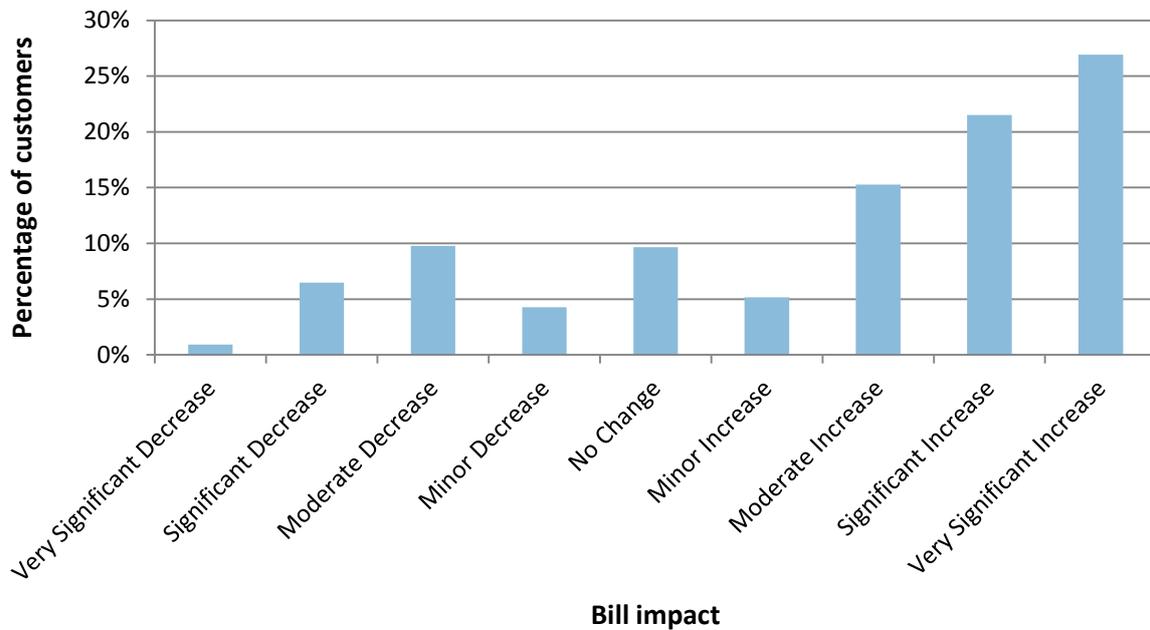


Figure 9 indicates that it is likely that 21 per cent of residential customers would see their annual bill decrease and 69 per cent would see their bill increase. Furthermore, it is likely that 23 per cent of residential customers would see their bill decrease by more than \$50, while 70 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan sewerage network
- ▲ has a property value of \$410,000.

Figure 10 below illustrates the impact of the recommendations on a *typical residential customer* in Greater Adelaide.

**Figure 10: Impact on typical residential customer in Greater Adelaide region**

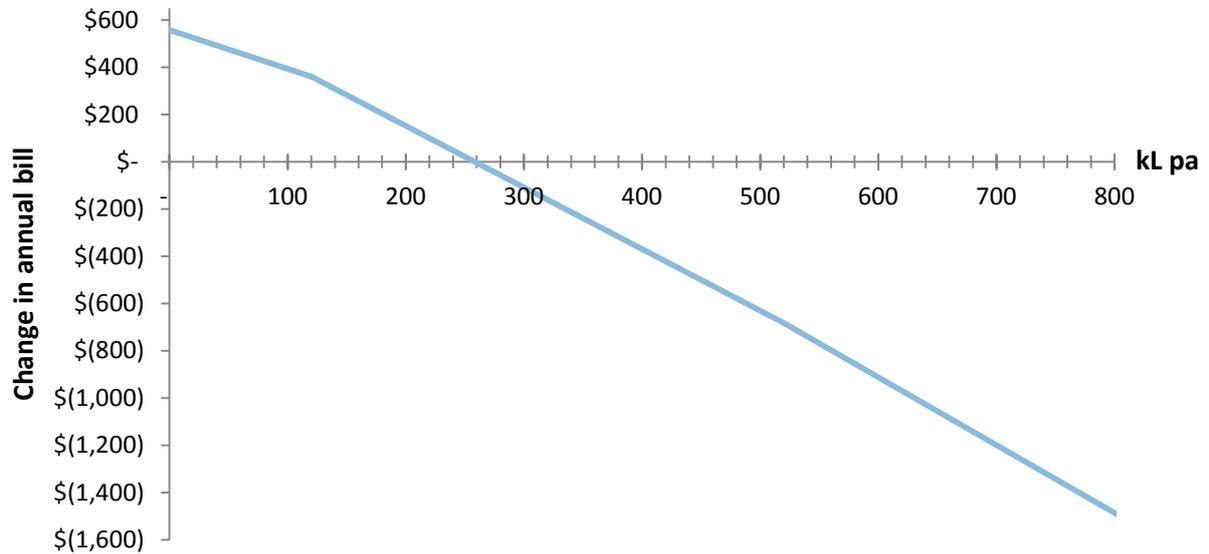


Figure 10 indicates that a typical residential customer using more than 258kL per annum should see a decrease in their annual bill, while those using less than 258kL per annum would see an increase.

#### Case Study 1

Ahmed, Anna and their two children live in a four-bedroom home with a large garden in metropolitan Adelaide. The capital value of their property is \$450,000 and they use 210kL of water annually.

Under current pricing their annual water and sewerage charges total \$1,404.15, although this varies from \$310.66 for the winter quarter to \$407.56 for the summer quarter.

Under the recommended pricing, their annual water and sewerage charges would increase by 5.4% to \$1,480.20. However, the variance between summer and winter bills would reduce, with their winter bill \$362.30 and their summer bill \$380.90.

#### Case Study 2

Jennifer lives by herself in a small house in suburban Adelaide. The capital value of her property is \$300,000 and she consumes 100kL of water a year. In 2013/14, Jennifer paid \$924.30 for her combined water and sewerage bill. Under the recommended charging, Jennifer's combined water and sewerage annual bill would be \$1,424.40. This is an increase of 54%, although she uses the same amount of water.

### 3.3 Industrial customers

Industrial customers make up 1 per cent of all customers in the Greater Adelaide region. Figure 11 shows the degree to which these customers are impacted by the recommendations.

**Figure 11: Industrial customer impact in Greater Adelaide region**

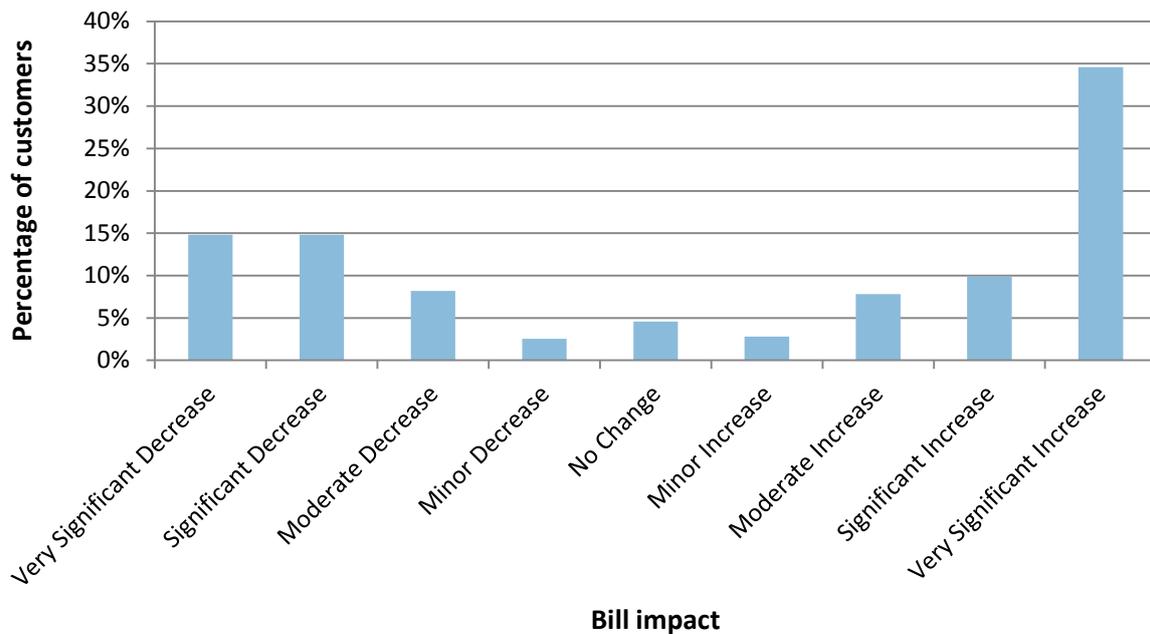


Figure 11 indicates that it is likely that 40 per cent of industrial customers would see their annual bill decrease and 55 per cent would see their bill increase. Furthermore, it is likely that 41 per cent of industrial customers would see their bill decrease by more than \$50, while 56 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical industrial customer?**

For the purposes of this analysis, a *typical industrial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a non-residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan sewerage network
- ▲ has an average property value of \$570,000.

The below figure (Figure 12) illustrates the impact of the recommendations on a *typical industrial customer*.

**Figure 12: Impact on typical industrial customer in Greater Adelaide region**

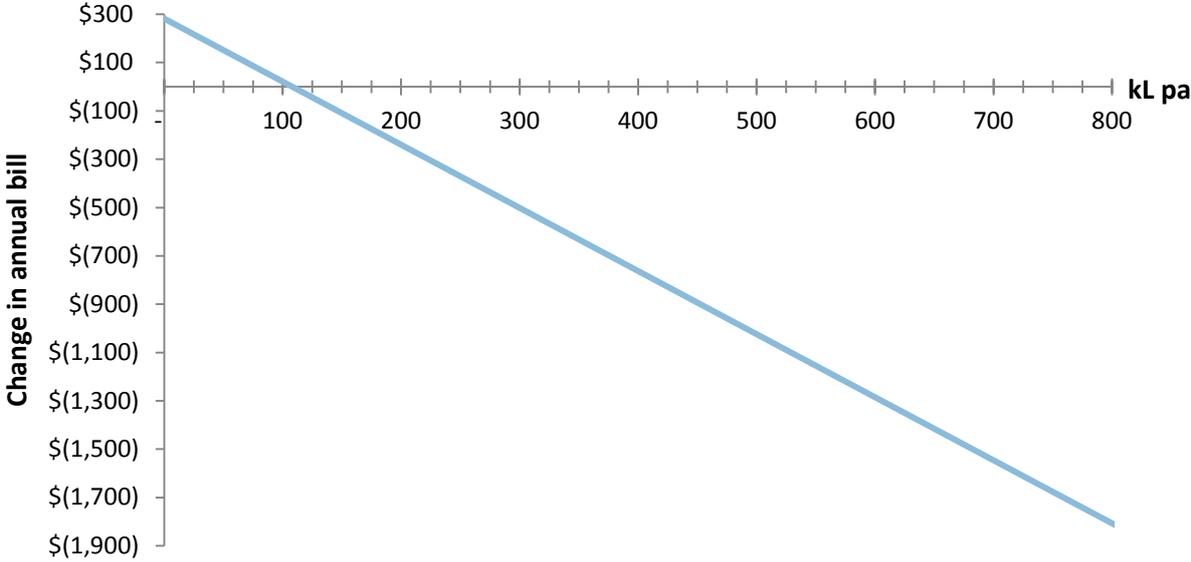


Figure 12 indicates that a typical industrial customer using more than 108kL per annum should see a decrease in their annual bill, while those using less than 108kL per annum would see an increase.

**Case Study 3**

A1 Pty Ltd is a water-intensive producer with a 100mm water connection using 50,000kL per annum. A1’s current annual water bill is \$161,775. A1 is considering investing in expensive machinery which will reduce its water needs by 30% (and its annual bill to \$113,325).

Under the recommended cost-reflective pricing, A1’s annual water charges, for the same use, would total \$52,067. At this price, A1 is likely to not make the investment in the machinery.

### 3.4 Commercial customers

Commercial customers make up 3 per cent of all customers in the Greater Adelaide region. Figure 13 shows the degree to which these customers are impacted by the recommendations.

**Figure 13: Commercial customer impact in Greater Adelaide region**

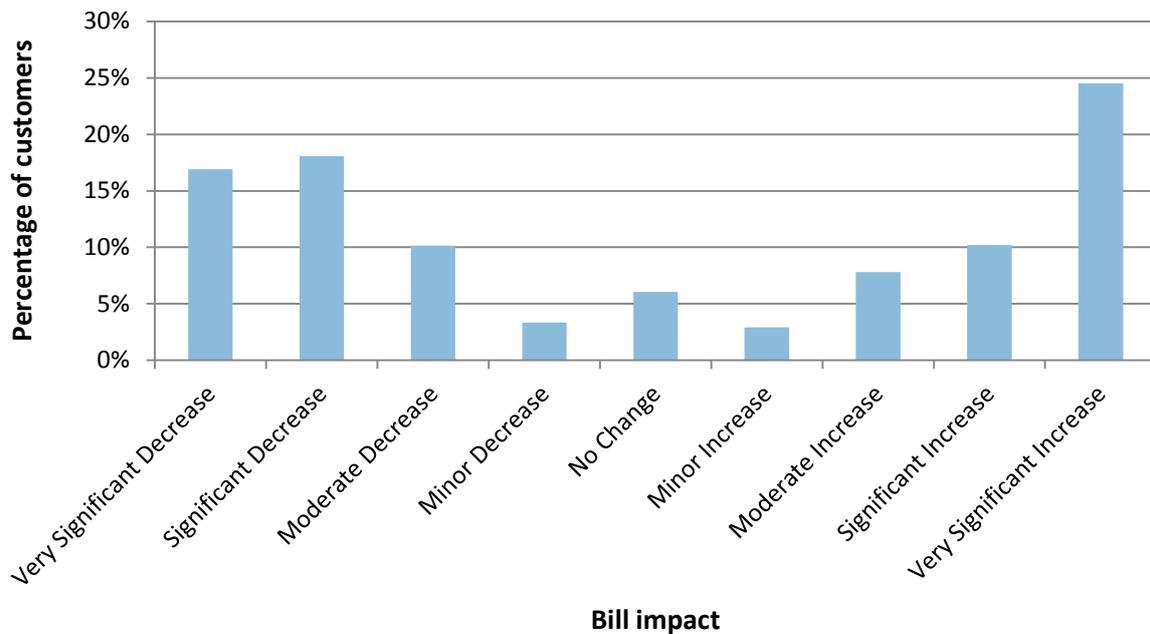


Figure 13 indicates that it is likely that 48 per cent of commercial customers would see their annual bill decrease and 45 per cent would see their bill increase. Furthermore, it is likely that 50 per cent of commercial customers would see their bill decrease by more than \$50, while 47 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan sewerage network
- ▲ has an average property value of \$670,000.

The below figure (Figure 14) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 14: Impact on typical commercial customer in Greater Adelaide region**

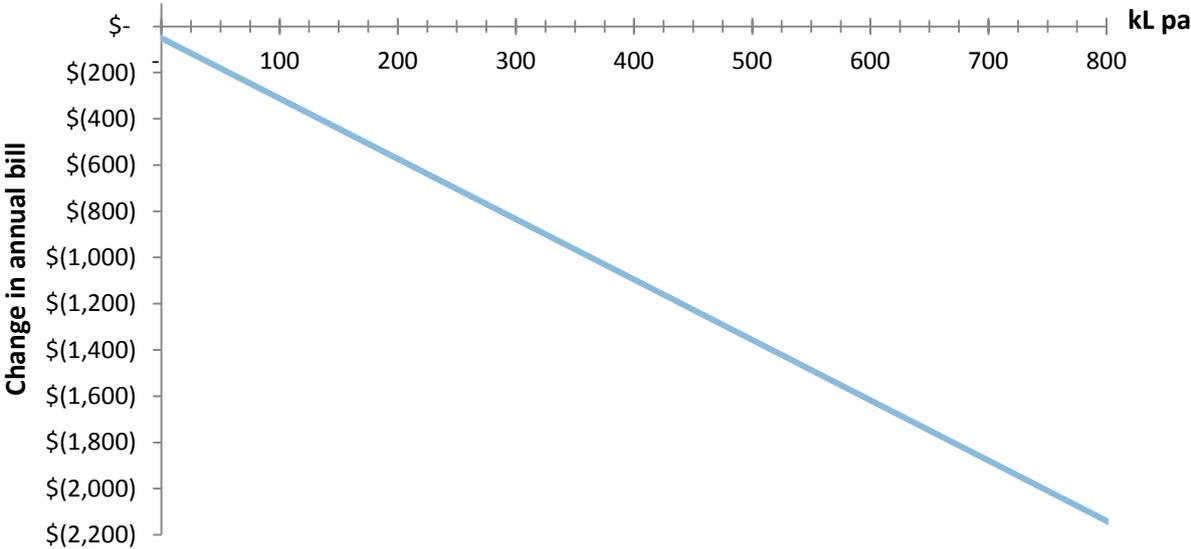


Figure 14 indicates that a typical commercial customer using any volume of water should see a decrease in their annual bill.

**Case Study 4:**

Bill runs a newsagency in a local shopping complex at Parafield Gardens. He is considering opening another newsagency in a complex in Mawson Lakes. When considering the lease documentation for his new shop, Bill notes an \$1,000 increase in his expected water and sewerage costs, despite being liable for the same share (7%) of the site’s bill.

Bill investigates and finds that the shopping complexes are of similar size and both have five water connections (three 40mm and two 20mm). Annual usage at both sites is also comparable at 7,000kL. While the Parafield Gardens site is valued at \$8m, the Mawson Lakes site is valued at \$17m. The current annual water and sewerage bill is \$39,346 at Parafield Gardens and \$58,174 at Mawson Lakes. There is no evidence to suggest the costs to provide water and sewerage services to each site would differ. As the rent is also higher for the Mawson Lakes shop, but he doesn’t expect higher sales, Bill reconsiders his calculations before committing to the new shop.

Under the Inquiry’s recommended charging, the annual water and sewerage bill would be the same at both sites and would reduce to \$16,139. If Bill were to go ahead with the Mawson Lakes newsagency, his total water and sewerage costs would be 68% lower under the recommended pricing approach than they are currently.

### 3.5 Concession customers

Concession customers make up 19 per cent of all customers in the Greater Adelaide region. Figure 15 shows the degree to which these customers are impacted by the recommendations.

**Figure 15: Concession customer impact in Greater Adelaide region**

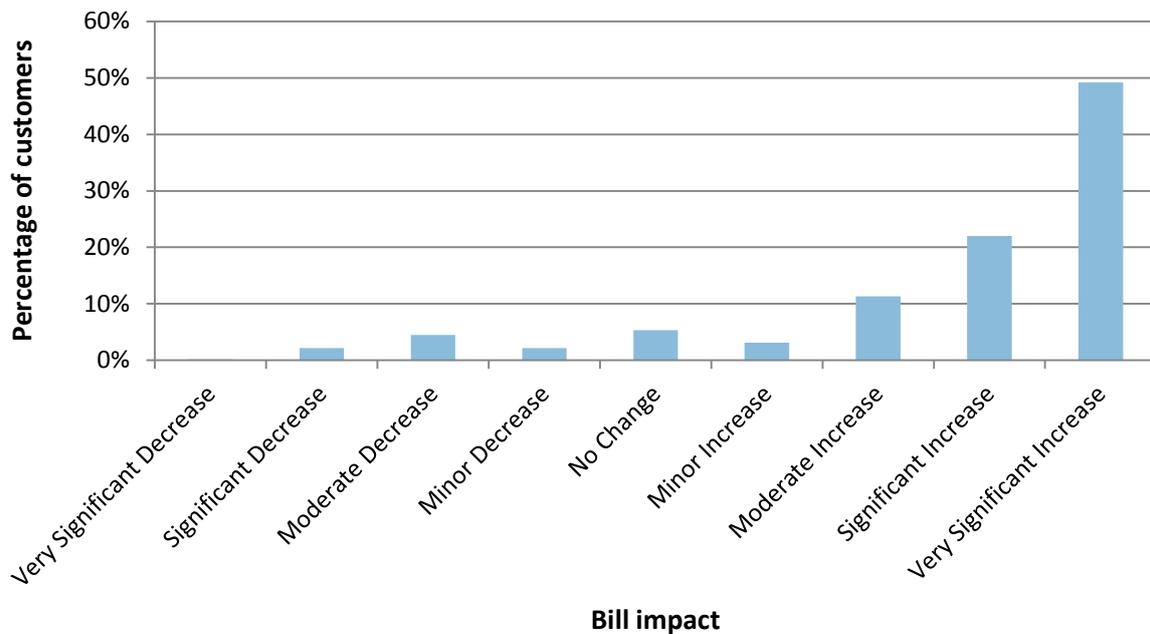


Figure 15 indicates that it is likely that 9 per cent of concession customers would see their annual bill decrease and 86 per cent would see their bill increase. Furthermore, it is likely that 9 per cent of concession customers would see their bill decrease by more than \$50, while 86 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan sewerage network
- ▲ has an average property value of \$370,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 16) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 16: Impact on typical concession customer in Greater Adelaide region**

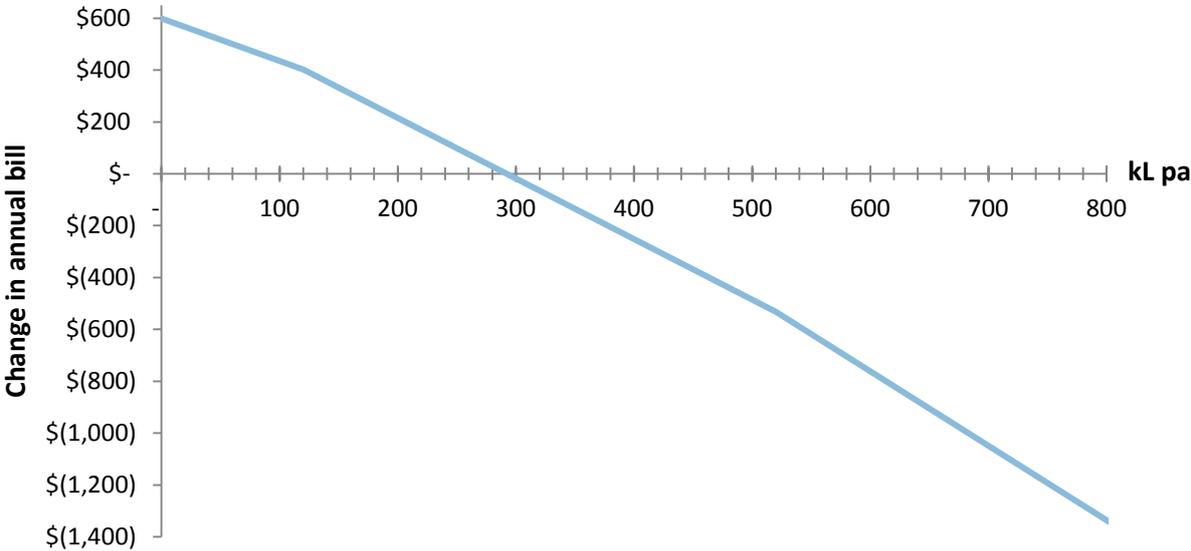


Figure 16 indicates that a typical concession customer using more than 316kL per annum should see a decrease in their annual bill, while those using less than 316kL would see an increase.

**Case Study 5:**

Bob and Kerry have been living in their three-bedroom home at Semaphore for over 40 years. They are both retired and receiving a pension. Their property is currently valued at \$650,000. Bob has reduced his gardening effort in recent years in an attempt to reduce his water costs. This has seen their usage drop from 180kL to 150kL per year. Bob and Jill’s combined annual water and sewerage bill dropped from \$1,228 to \$1,160 (under current charges), saving them \$68 per year.

Moving to the Inquiry’s recommended charging, Bob and Jill would now face a combined annual water and sewerage bill of \$1,138 (based on 150kL usage). After receiving their first bill, Bob decides he will spend more time gardening again. Bob and Jill’s annual water use returns to 180kL a year. Their bill increases by \$25 to \$1,157.

**Case Study 6:**

Mario and Sophia are pensioners living in a family home in the outer suburbs of Adelaide. They use 150kL of water a year and their home has a capital value of \$350,000. In 2013/14 their total water and sewerage bill, less their concession discounts, was \$781.38. Under the recommended prices, their bill would be \$1,138.00. This is an increase of 46%, although they use the same amount of water.

### 3.6 Exempt customers

Exempt customers make up 0.41 per cent of all customers in the Greater Adelaide region. Figure 17 shows the degree to which these customers are impacted by the recommendations.

**Figure 17: Exempt customer impact in Greater Adelaide region**

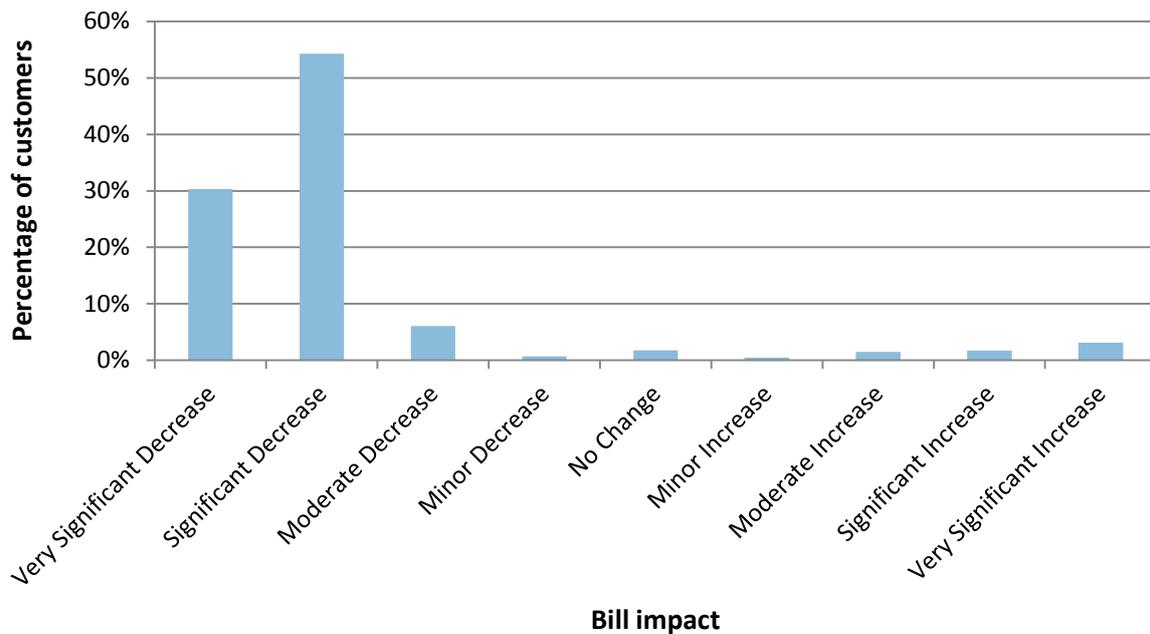


Figure 17 indicates that it is likely that 91 per cent of exempt customers would see their annual bill decrease and 7 per cent would see their bill increase. Furthermore, it is likely that 92 per cent of exempt customers would see their bill decrease by more than \$50, while 7 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical exempt customer?**

For the purposes of this analysis, a *typical exempt customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan sewerage network
- ▲ has an average property value of \$650,000
- ▲ is categorised as an exempt customer by SA Water.

The below figure (Figure 18) illustrates the impact of the recommendations on a *typical exempt customer*.

**Figure 18: Impact on typical exempt customer in Greater Adelaide region**

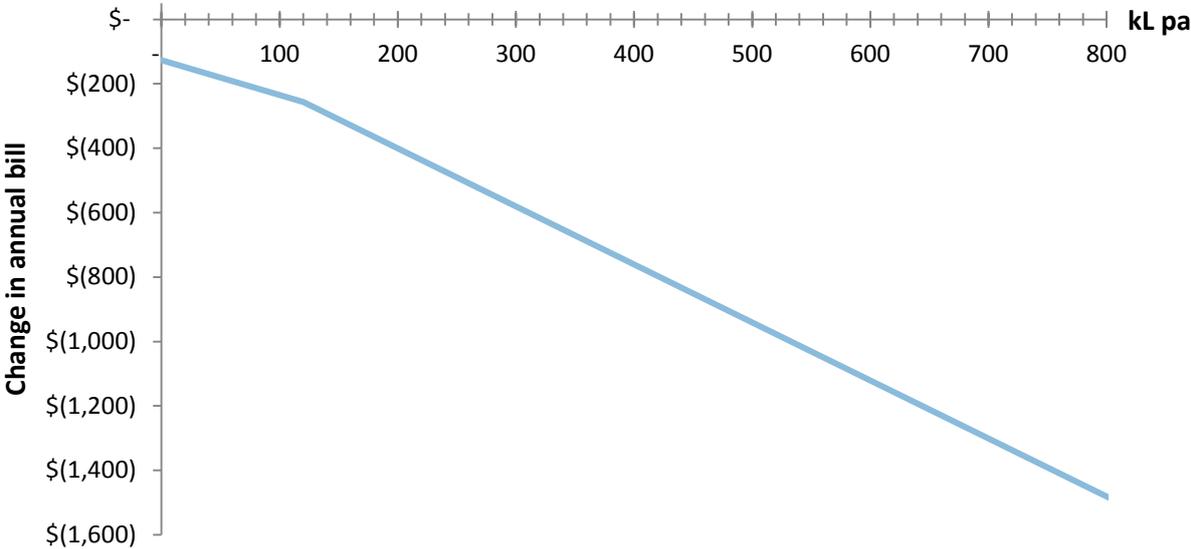


Figure 18 indicates that a typical exempt customer with any level of use should see a decrease in their annual bill.

## 4. EYRE REGION (EXCLUDING WEST COAST)

The Eyre region is made up of the geographical area of the Eyre Peninsula excluding the west coast as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 2 per cent of all customers, 2 per cent of all residential customers, 4 per cent of all industrial customers, 4 per cent of all commercial customers, 2 per cent of all concession customers and 1 per cent of all exempt customers.

### 4.1 All customers

Figure 19 shows the degree to which customers are impacted by the recommendations.

**Figure 19: Customer impact in Eyre region**

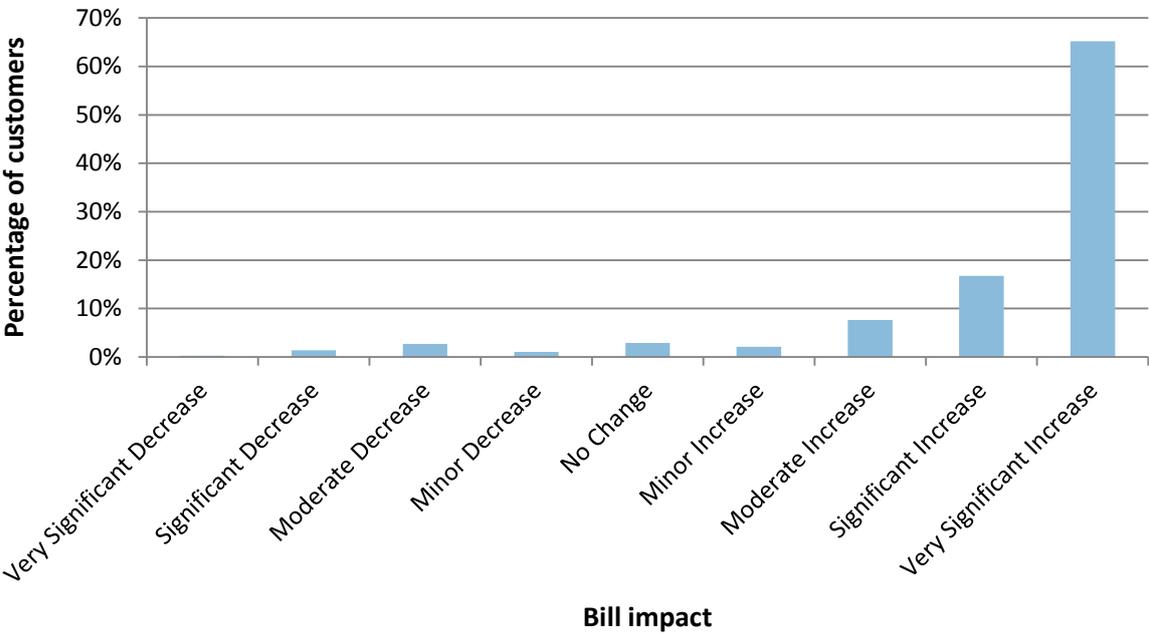


Figure 19 indicates that it is likely that 5 per cent of customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 6 per cent of customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

## 4.2 Residential customers

Residential customers make up 73 per cent of all customers in the Eyre region. Figure 20 shows the degree to which these customers are impacted by the recommendations.

**Figure 20: Residential customer impact in Eyre region**

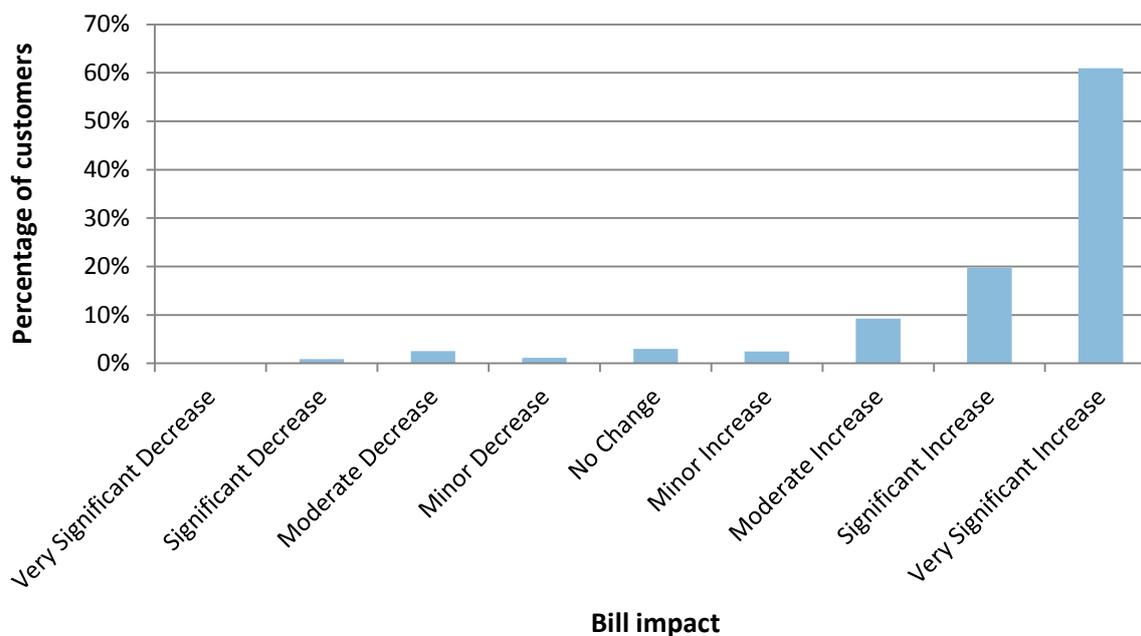


Figure 20 indicates that it is likely that 5 per cent of residential customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 5 per cent of residential customers would see their bill decrease by more than \$50, while 93 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only;
- ▲ is categorised as a residential customer by SA Water using land use codes;
- ▲ has a 100mm connection to SA Water’s country sewerage network; and
- ▲ has a property value of \$290,000.

The below figure (Figure 21) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 21: Impact on typical residential customer in Eyre region**

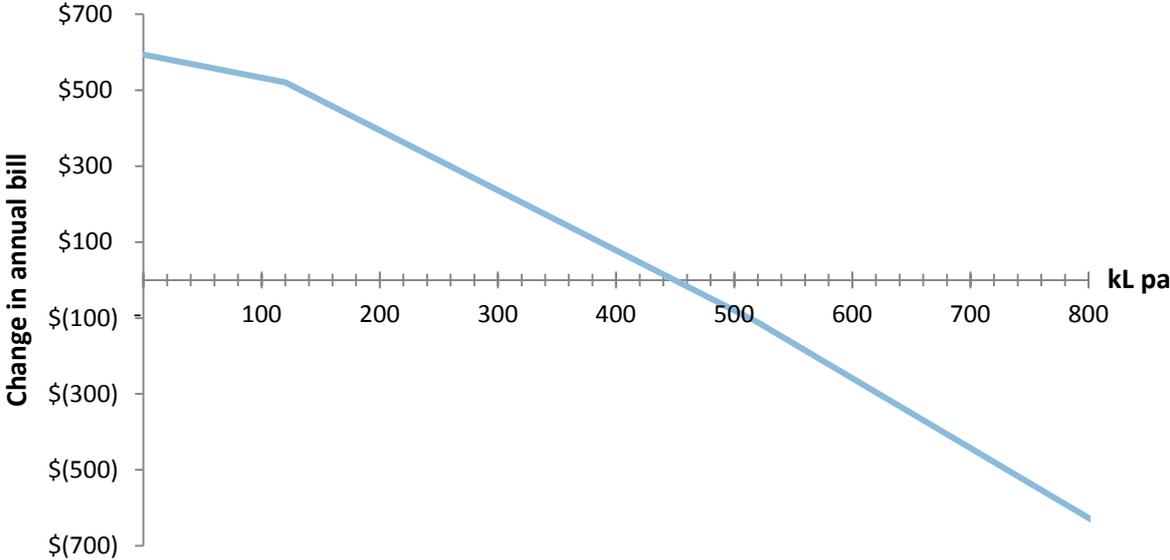


Figure 21 indicates that a typical residential customer using more than 450kL per annum should see a decrease in their annual bill, while those using less than 450kL would see an increase.

### 4.3 Industrial customers

Industrial customers make up 3 per cent of all customers in the Eyre region. Figure 22 shows the degree to which these customers are impacted by the recommendations.

**Figure 22: Industrial customer impact in Eyre region**

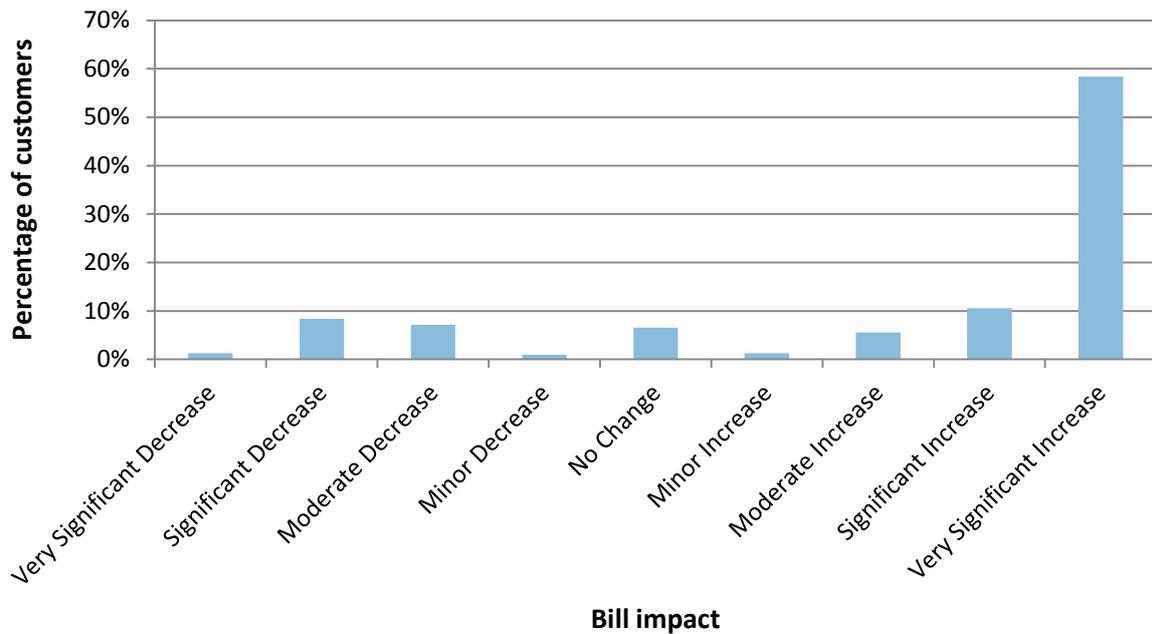


Figure 22 indicates that it is likely that 18 per cent of industrial customers would see their annual bill decrease and 76 per cent would see their bill increase. Furthermore, it is likely that 19 per cent of industrial customers would see their bill decrease by more than \$50, while 78 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical industrial customer?***

For the purposes of this analysis, a *typical industrial customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a non-residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$175,000.

The below figure (Figure 23) illustrates the impact of the recommendations on a *typical industrial customer*.

**Figure 23: Impact on typical industrial customer in Eyre region**

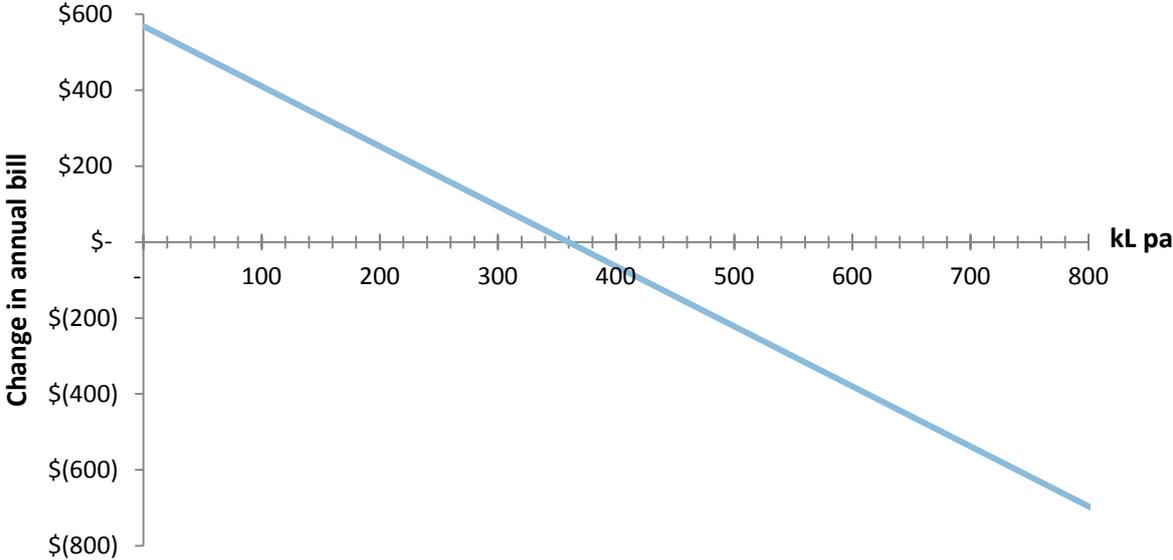


Figure 23 indicates that a typical industrial customer using more than 360kL per annum should see a decrease in their annual bill while those using less than 360kL would see an increase.

## 4.4 Commercial customers

Commercial customers make up 7 per cent of all customers in the Eyre region. Figure 24 shows the degree to which these customers are impacted by the recommendations.

**Figure 24: Commercial customer impact in Eyre region**

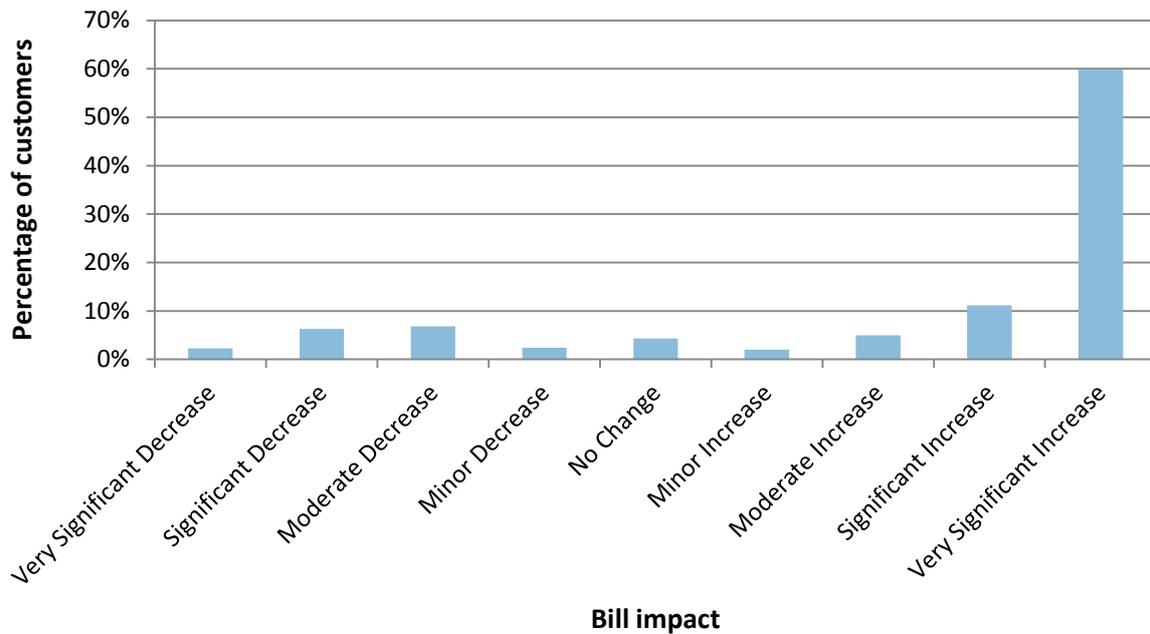


Figure 24 indicates that it is likely that 18 per cent of commercial customers would see their annual bill decrease and 78 per cent would see their bill increase. Furthermore, it is likely that 19 per cent of commercial customers would see their bill decrease by more than \$50, while 79 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$205,000.

The below figure (Figure 25) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 25: Impact on typical commercial customer in Eyre region**

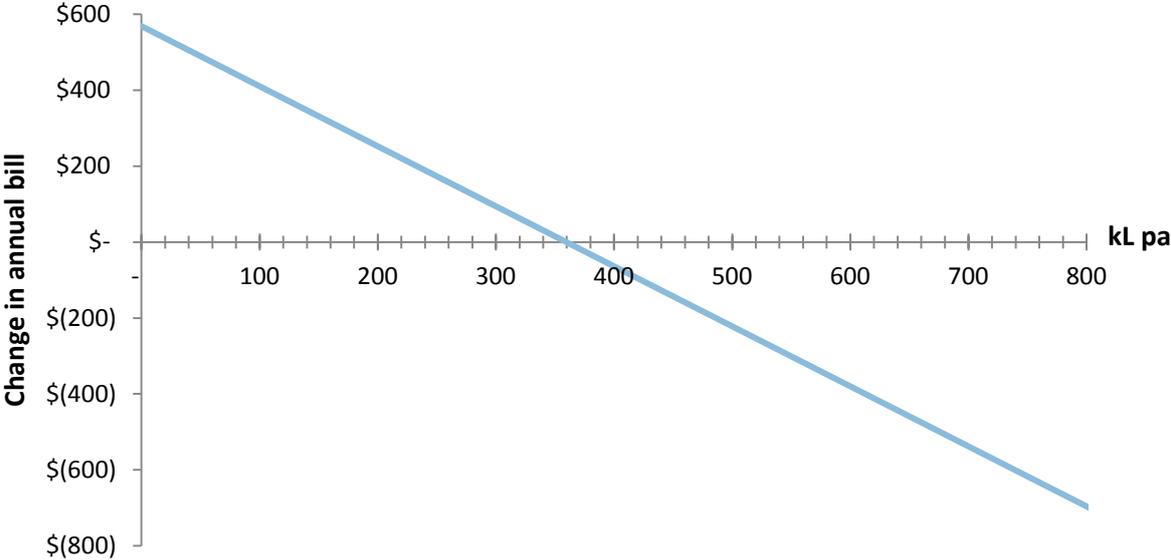


Figure 25 indicates that a typical commercial customer using more than 360kL per annum should see a decrease in their annual bill, while those using less than 360kL would see an increase.

## 4.5 Concession customers

Concession customers make up 17 per cent of all customers in the Eyre region. Figure 26 shows the degree in which these customers are impacted by the recommendations.

**Figure 26: Concession customer impact in Eyre region**

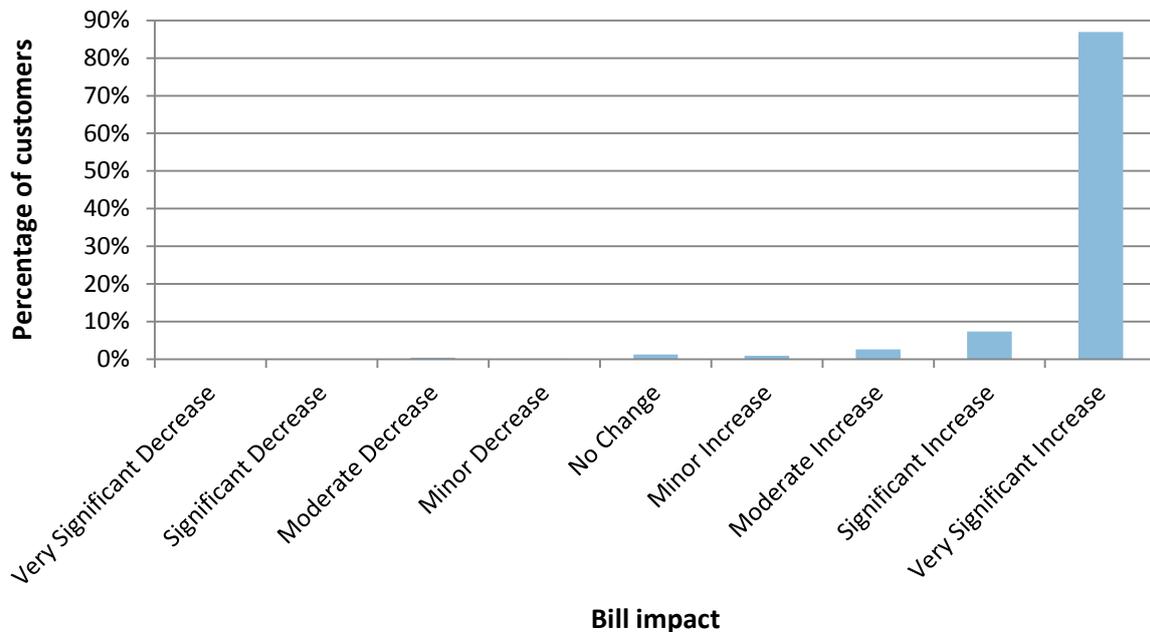


Figure 26 indicates that it is likely that 1 per cent of concession customers would see their annual bill decrease and 98 per cent would see their bill increase. Furthermore, it is likely that 1 per cent of concession customers would see their bill decrease by more than \$50, while 98 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$220,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 27) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 27: Impact on typical concession customer in Eyre region**

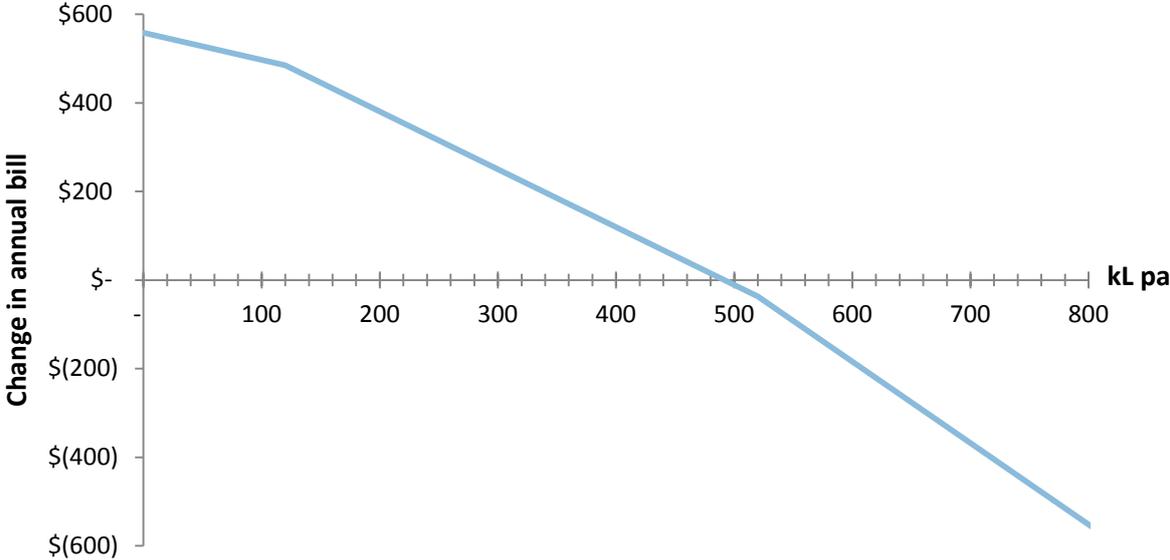


Figure 27 indicates that a typical concession customer using more than 497kL per annum should see a decrease in their annual bill, while those using less than 497kL would see an increase.

## 5. KANGAROO ISLAND REGION

The Kangaroo Island region is made up of the geographical area surrounding Kingscote as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 0.22 per cent of all customers, 0.21 per cent of all residential customers, 0.57 per cent of all industrial customers, 0.40 per cent of all commercial customers and 0.19 per cent of all concession customers.

### 5.1 All customers

Figure 28 shows the degree to which customers are impacted by the recommendations.

**Figure 28: Customer impact in Kangaroo Island region**

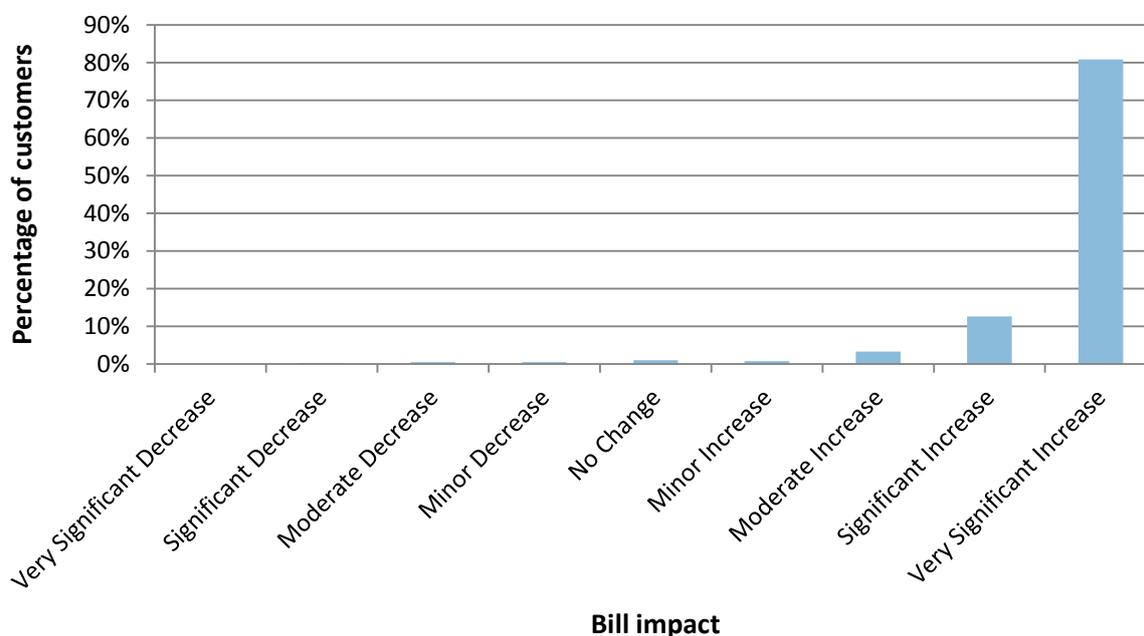


Figure 28 indicates that it is likely that 1 per cent of customers would see their annual bill decrease and 98 per cent would see their bill increase. Furthermore, it is likely that 2 per cent of customers would see their bill decrease by more than \$50, while 98 per cent would see their bill increase by more than \$50.

## 5.2 Residential customers

Residential customers make up 73 per cent of all customers in the Kangaroo Island region. Figure 29 shows the degree to which these customers are impacted by the recommendations.

**Figure 29: Residential customer impact in Kangaroo Island region**

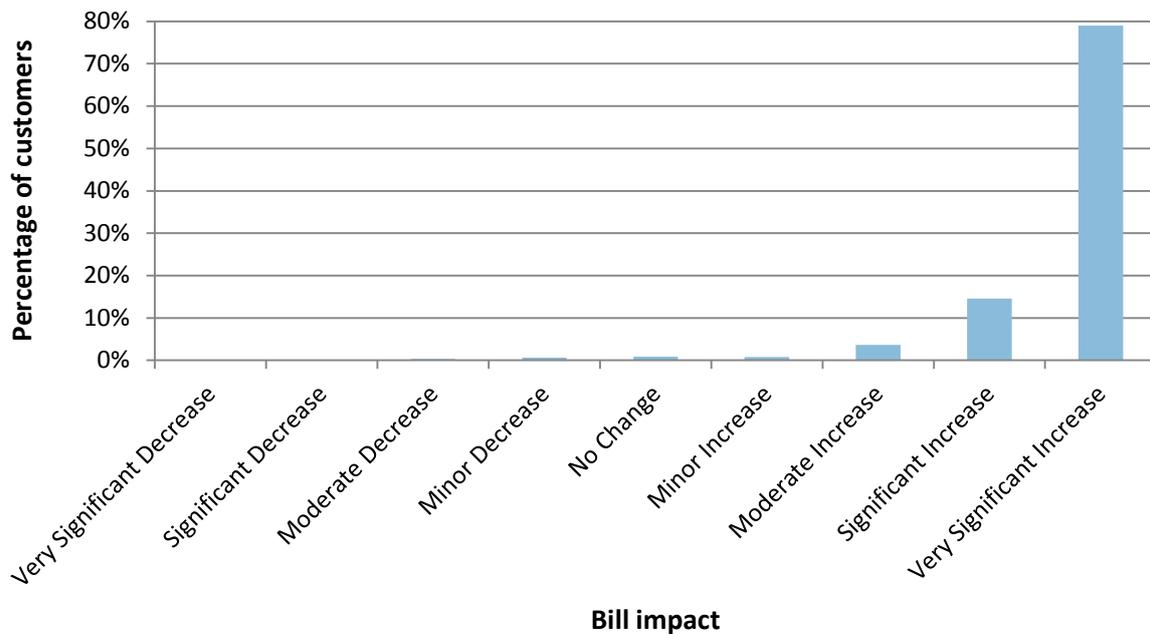


Figure 29 indicates that it is likely that 1 per cent of residential customers would see their annual bill decrease and 98 per cent would see their bill increase. Furthermore, it is likely that 1 per cent of residential customers would see their bill decrease by more than \$50, while 98 per cent would see their bill increase by more than \$50.

### **What does this mean to a typical residential customer?**

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has a property value of \$230,000.

The below figure (Figure 30) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 30: Impact on typical residential customer in Kangaroo Island region**

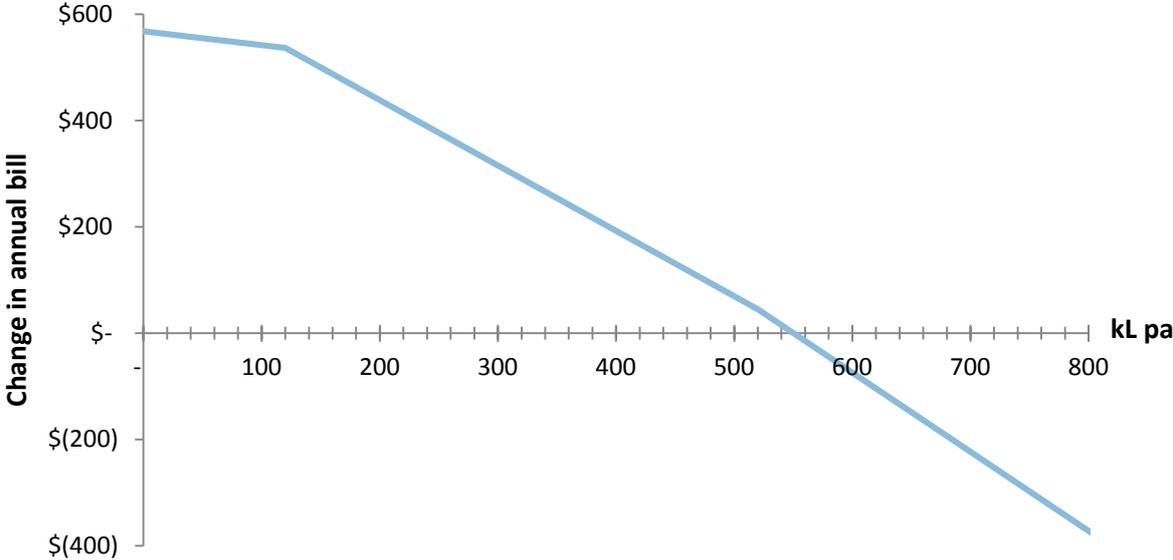


Figure 30 indicates that a typical residential customer using more than 550kL per annum should see a decrease in their annual bill, while those using less than 550kL would see an increase.

### 5.3 Concession customers

Concession customers make up 18 per cent of all customers in the Kangaroo Island region. Figure 31 shows the degree to which these customers are impacted by the recommendations.

**Figure 31: Concession customer impact in Kangaroo Island region**

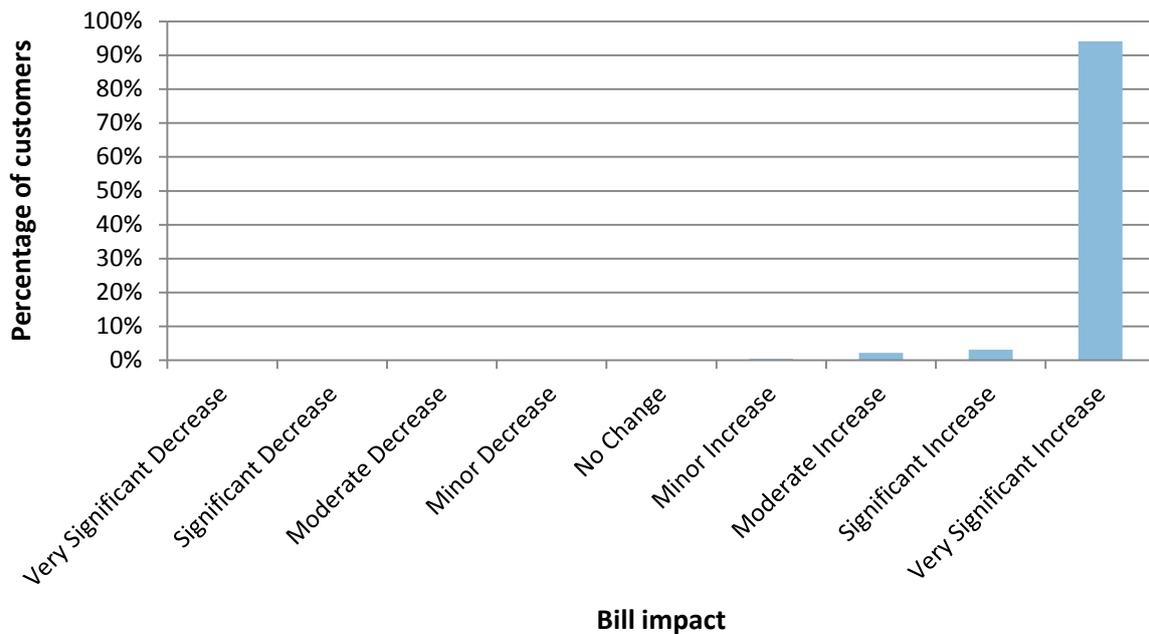


Figure 31 indicates that it is likely 100 per cent of concession customers would see their annual bill increase. Furthermore, it is likely that 100 per cent of concession customers would see their bill increase by more than \$50.

#### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$230,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 32) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 32: Impact on typical concession customer in Kangaroo Island region**

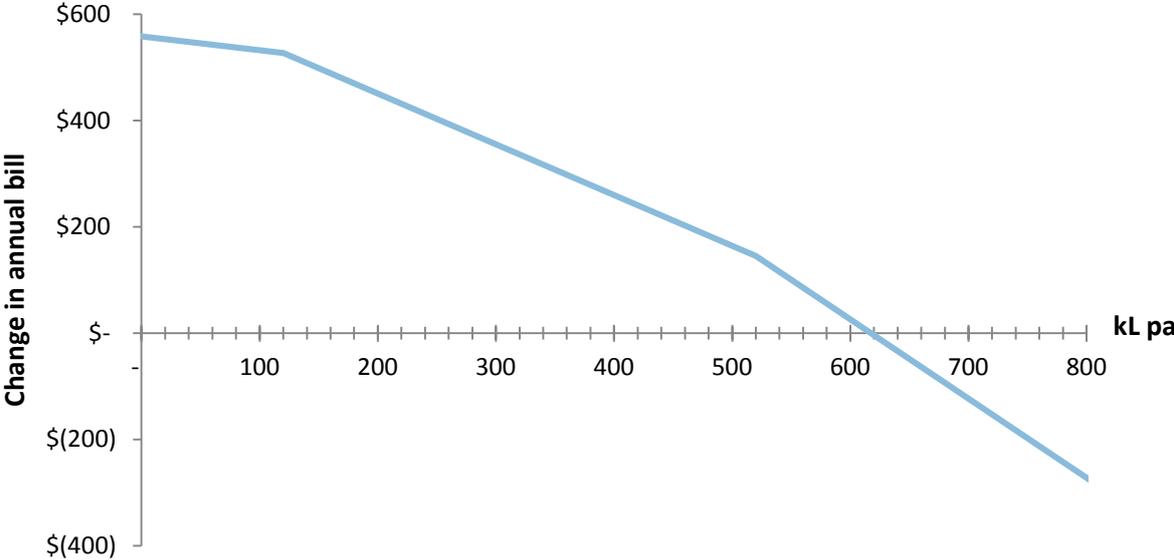


Figure 32 indicates that a typical concession customer using more than 617kL per annum should see a decrease in their annual bill, while those using less than 617kL would see an increase.

## 6. MOUNT PLEASANT REGION

The Mount Pleasant region is made up of the geographical area tracing north from Mt Pleasant as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 0.07 per cent of all customers, 0.06 per cent of all residential customers, 0.1 per cent of all industrial customers, 0.07 per cent of all commercial customers and 0.09 per cent of all concession customers.

### 6.1 All customers

Figure 33 shows the degree to which customers are impacted by the recommendations.

**Figure 33: Customer impact in Mount Pleasant region**

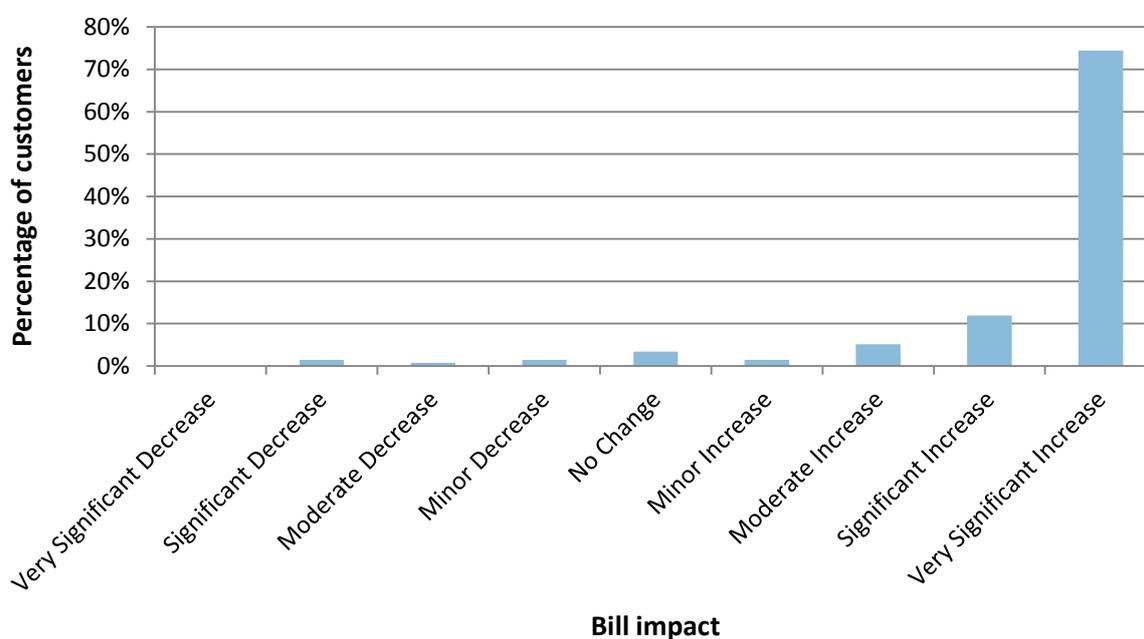


Figure 33 indicates that it is likely that 4 per cent of customers would see their annual bill decrease and 93 per cent would see their bill increase. Furthermore, it is likely that 4 per cent of customers would see their bill decrease by more than \$50, while 93 per cent would see their bill increase by more than \$50.

## 6.2 Residential customers

Residential customers make up 69 per cent of all customers in the Mount Pleasant region. Figure 34 shows the degree to which these customers are impacted by the recommendations.

**Figure 34: Residential customer impact in Mount Pleasant region**

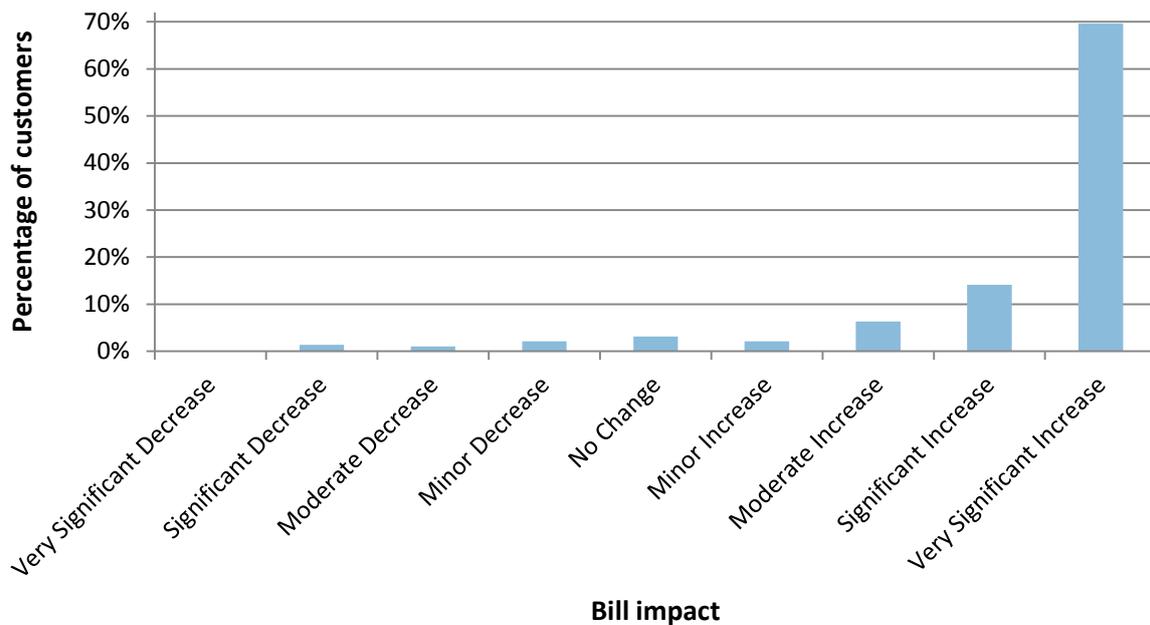


Figure 34 indicates that it is likely that 5 per cent of residential customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 5 per cent of residential customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only;
- ▲ is categorised as a residential customer by SA Water using land use codes;
- ▲ is not connected to SA Water’s sewerage network; and
- ▲ has a property value of \$255,000.

The below figure (Figure 35) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 35: Impact on typical residential customer in Mount Pleasant region**

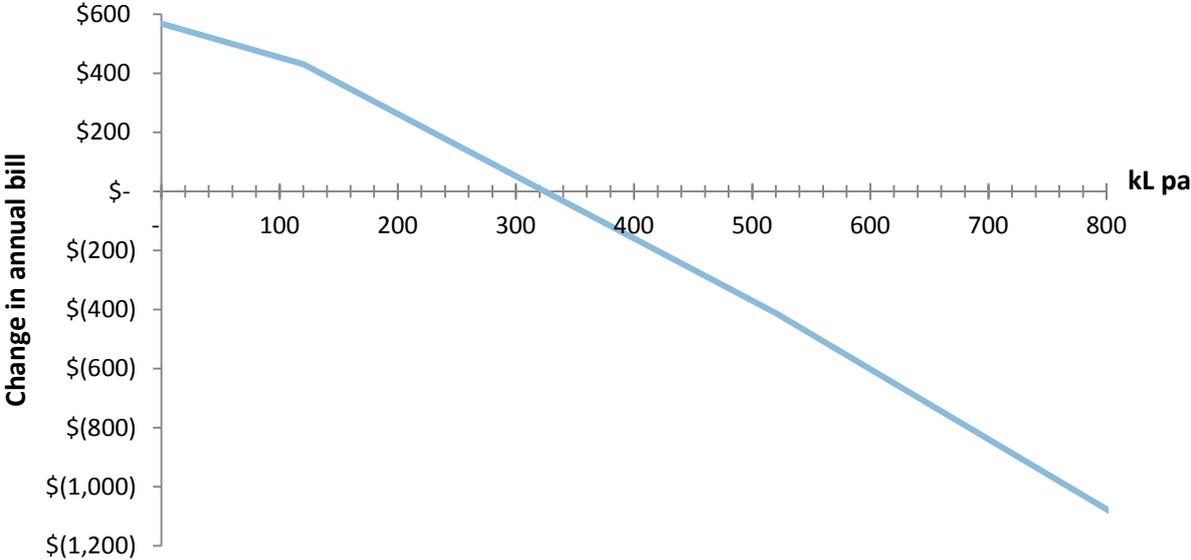


Figure 35 indicates that a typical residential customer using more than 324kL per annum should see a decrease in their annual bill, while those using less than 324kL would see an increase.

### 6.3 Concession customers

Concession customers make up 26 per cent of all customers in the Mount Pleasant region. Figure 36 shows the degree to which these customers are impacted by the recommendations.

**Figure 36: Concession customer impact in Mount Pleasant region**

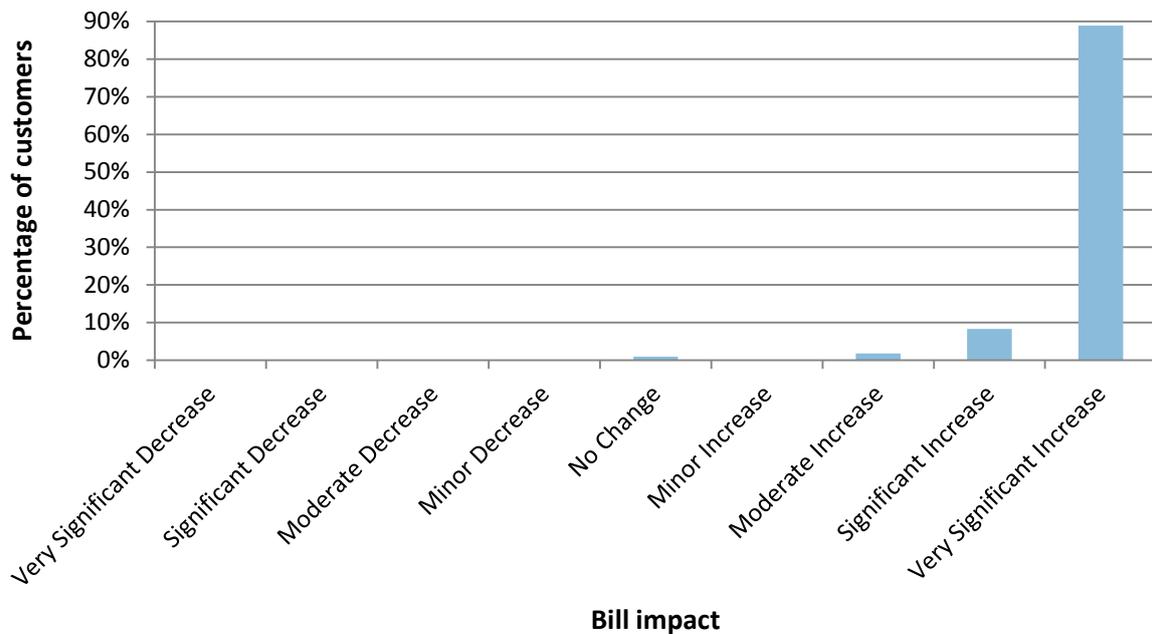


Figure 36 indicates that it is likely 99 per cent of customers would see their annual bill increase. Furthermore, it is likely that 99 per cent of customers would see their bill increase by more than \$50.

#### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$260,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 37) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 37: Impact on typical concession customer in Mount Pleasant region**

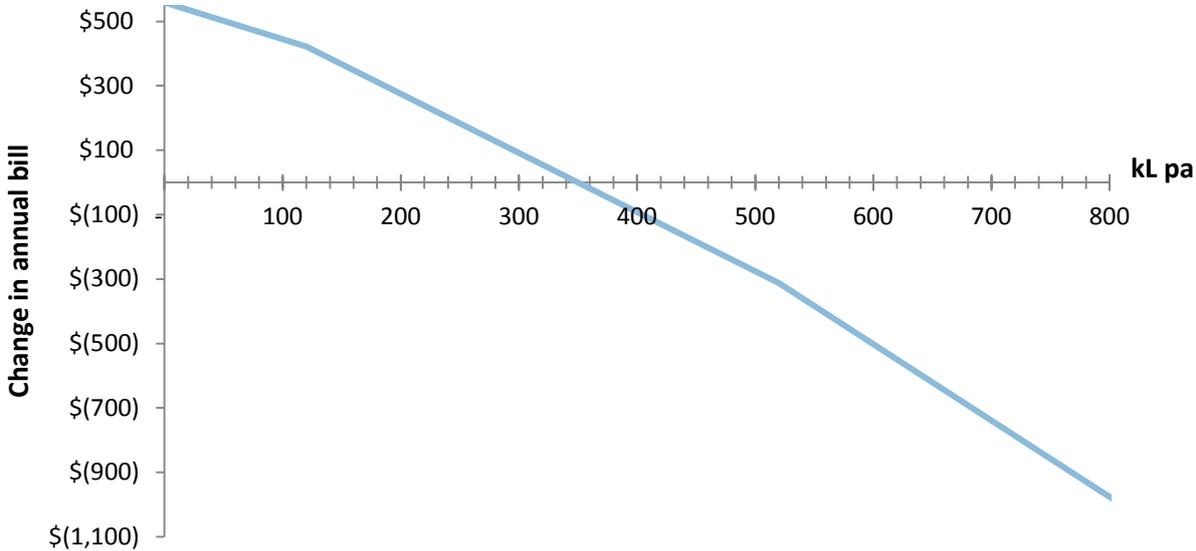


Figure 37 indicates that a typical concession customer using more than 372kL per annum should see a decrease in their annual bill, while those using less than 372kL would see an increase.

## 7. MYPONGA REGION

The Myponga region is made up of the geographical area south of Greater Adelaide, covering Willunga, Yankalilla and Victor Harbor as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 6 per cent of all customers, 6 per cent of all residential customers, 10 per cent of all industrial customers, 4 per cent of all commercial customers, 6 per cent of all concession customers and 2 per cent of all exempt customers.

### 7.1 All customers

Figure 38 shows the degree to which customers are impacted by the recommendations.

**Figure 38: Customer impact in Myponga region**

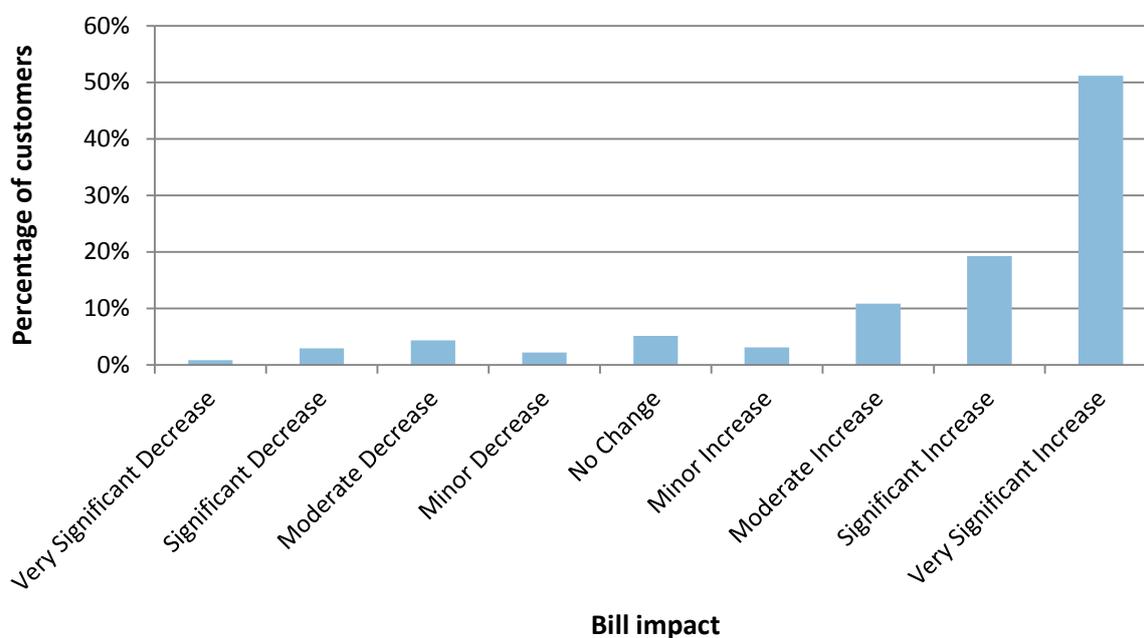


Figure 38 indicates that it is likely that 10 per cent of customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of customers would see their bill decrease by more than \$50, while 85 per cent would see their bill increase by more than \$50.

## 7.2 Residential customers

Residential customers make up 75 per cent of all customers in the Myponga region. Figure 39 shows the degree to which these customers are impacted by the recommendations.

**Figure 39: Residential customer impact in Myponga region**

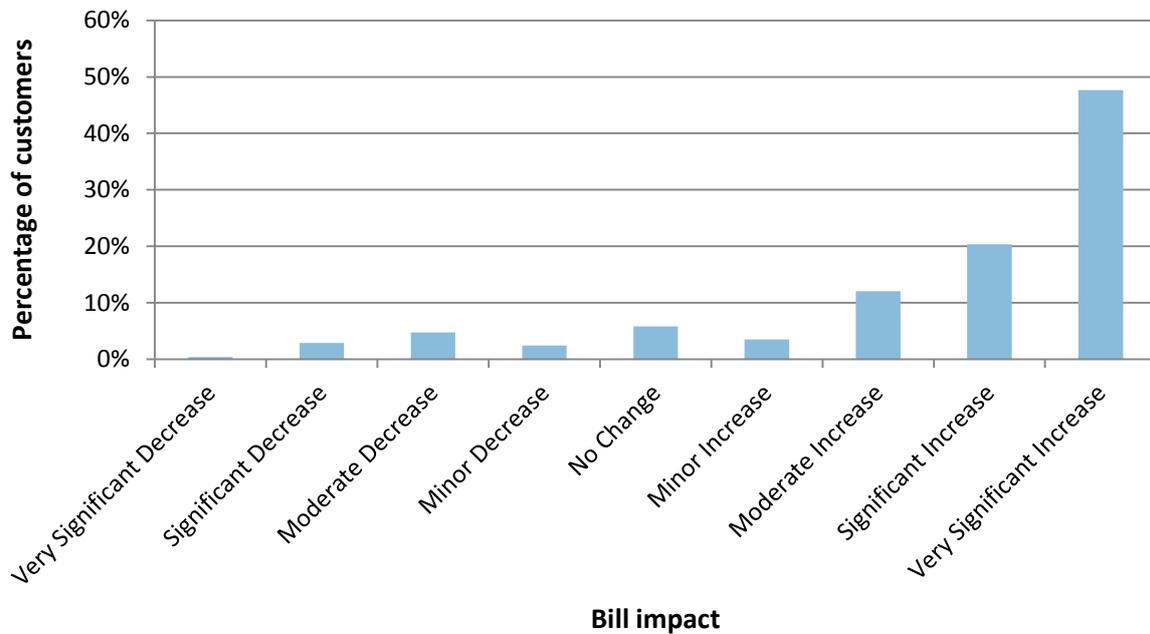


Figure 39 indicates that it is likely that 11 per cent of residential customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of residential customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan (66 per cent) or country (34 per cent) sewerage network
- ▲ has a property value of \$340,000.

The below figure (Figure 40) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 40: Impact on typical residential customer in Myponga region**

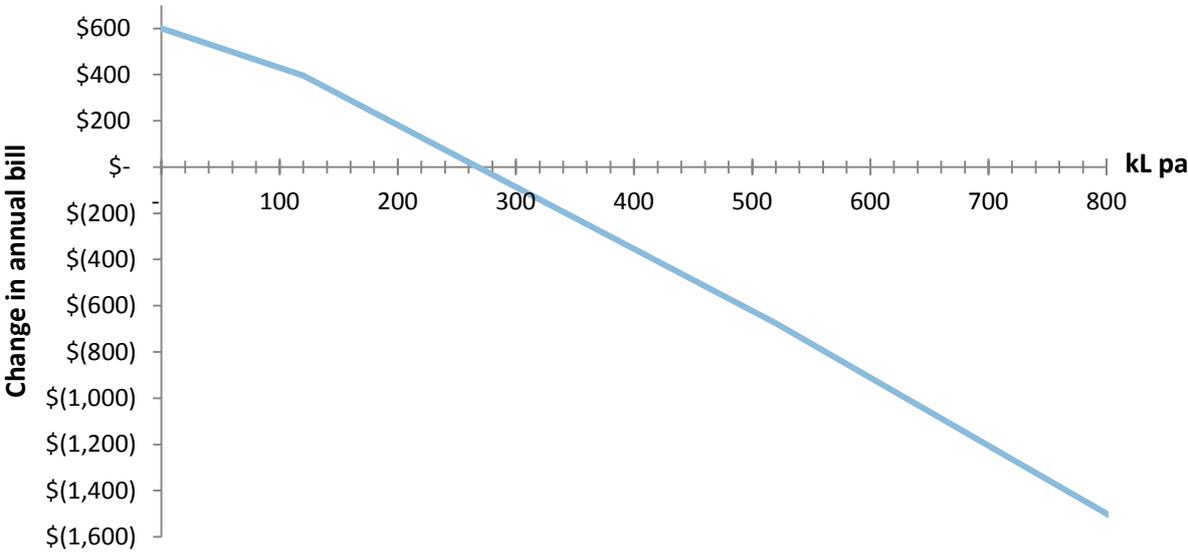


Figure 40 indicates that a typical residential customer using more than 267kL per annum should see a decrease in their annual bill, while those using less than 267kL would see an increase.

### 7.3 Concession customers

Concession customers make up 21 per cent of all customers in the Myponga region. Figure 41 shows the degree to which these customers are impacted by the recommendations.

**Figure 41: Concession customer impact in Myponga region**

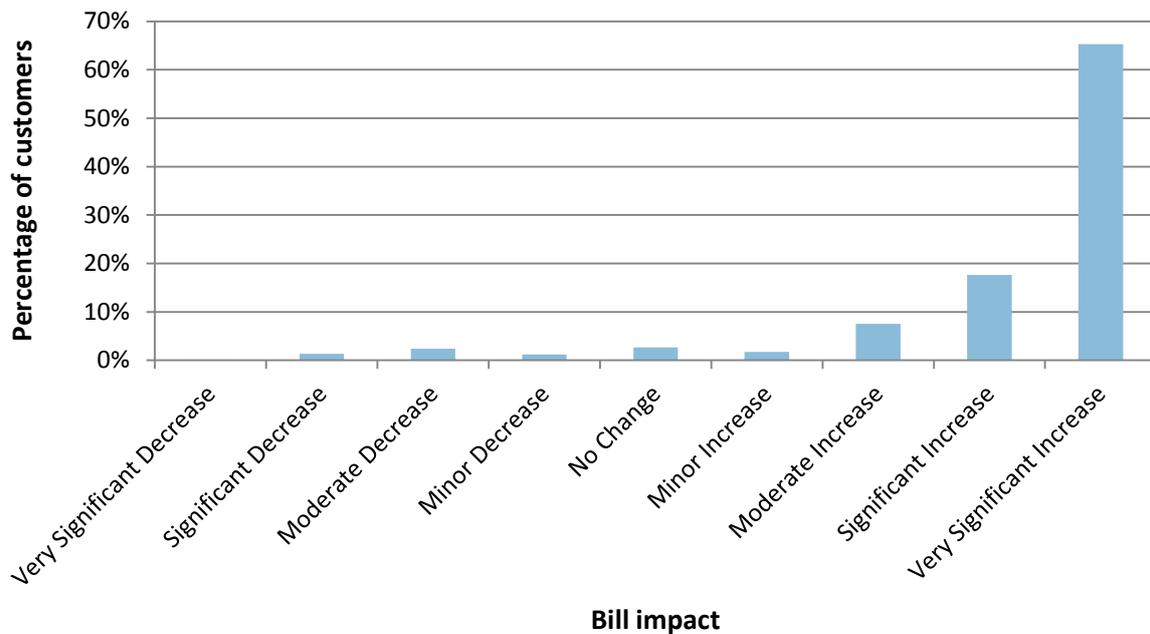


Figure 41 indicates that it is likely that 5 per cent of concession customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 5 per cent of concession customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s metropolitan (66 per cent) or country (34 per cent) sewerage network
- ▲ has a property value of \$310,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 42) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 42: Impact on typical concession customer in Myponga region**

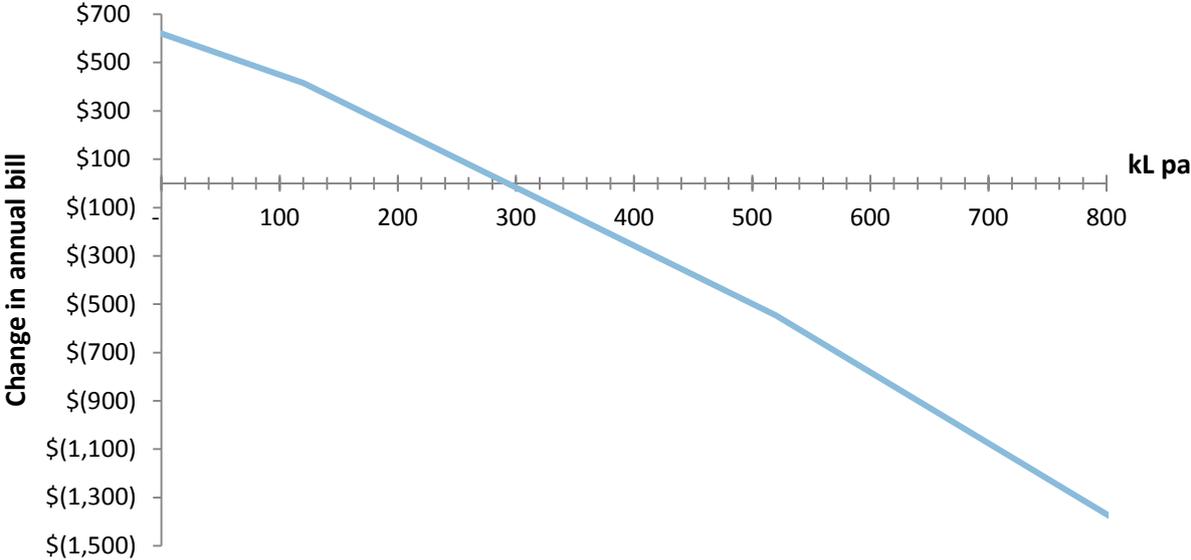


Figure 42 indicates that a typical concession customer using more than 316kL per annum should see a decrease in their annual bill, while those using less than 316kL would see an increase.

## 8. NORTHERN REGION

The Northern region is made up of the geographical area north of the Yorke Peninsula, extending west to Whyalla as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 5 per cent of all customers, 5 per cent of all residential customers, 7 per cent of all industrial customers, 7 per cent of all commercial customers, 6 per cent of all concession customers and 3 per cent of all exempt customers.

### 8.1 All customers

Figure 43 shows the degree to which customers are impacted by the recommendations.

**Figure 43: Customer impact in Northern region**

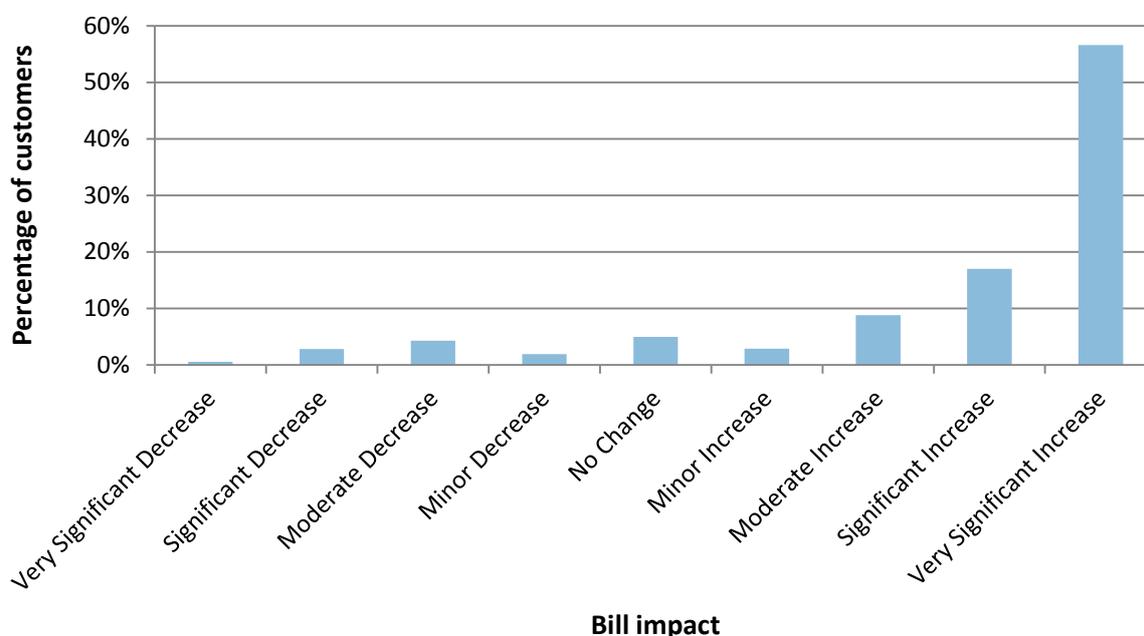


Figure 43 indicates that it is likely that 10 per cent of customers would see their annual bill decrease and 85 per cent would see their bill increase. Furthermore, it is likely that 10 per cent of customers would see their bill decrease by more than \$50, while 86 per cent would see their bill increase by more than \$50.

## 8.2 Residential customers

Residential customers make up 72 per cent of all customers in the Northern region. Figure 44 shows the degree to which these customers are impacted by the recommendations.

**Figure 44: Residential customer impact in Northern region**

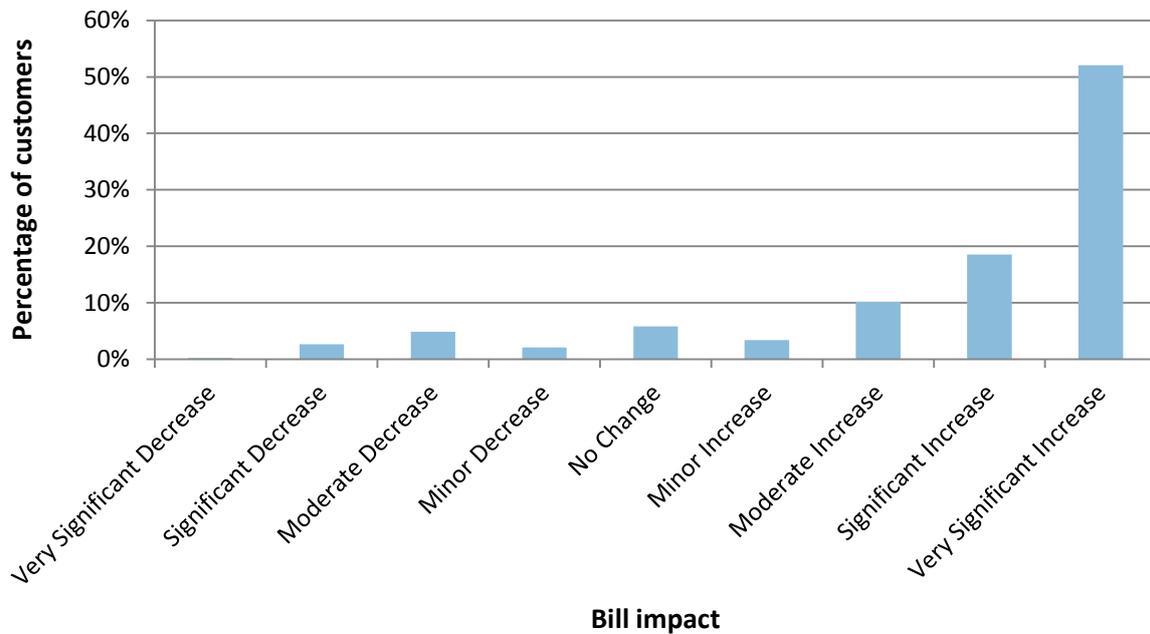


Figure 44 indicates that it is likely that 10 per cent of residential customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of residential customers would see their bill decrease by more than \$50, while 85 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s country sewerage network
- ▲ has a property value of \$185,000.

The below figure (Figure 45) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 45: Impact on typical residential customer in Northern region**

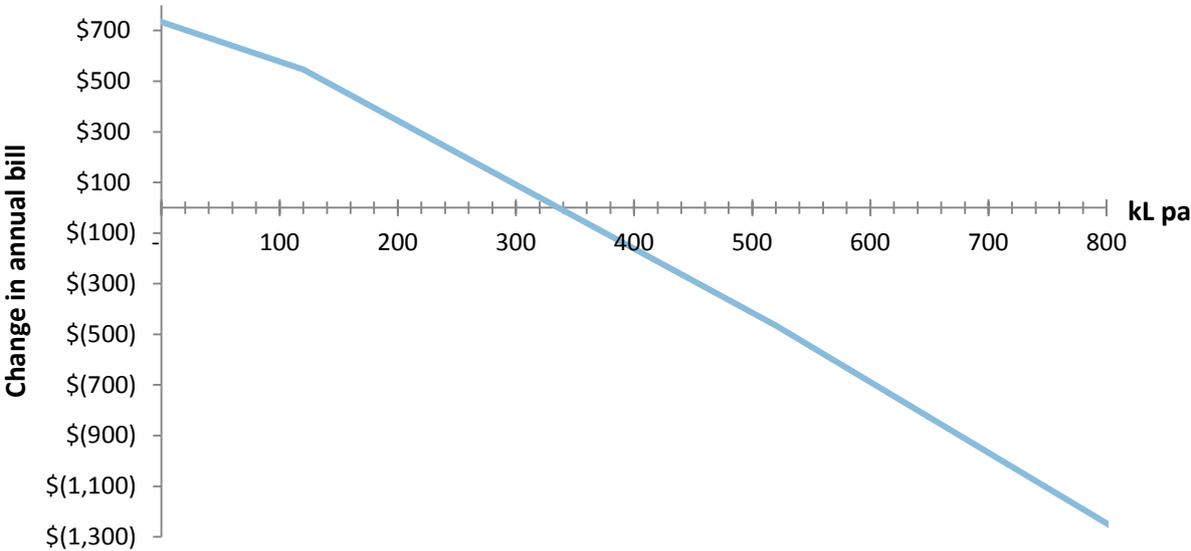


Figure 45 indicates that a typical residential customer using more than 336kL per annum should see a decrease in their annual bill, while those using less than 336kL would see an increase.

### 8.3 Commercial customers

Commercial customers make up 4 per cent of all customers in the Northern region. Figure 46 shows the degree to which these customers are impacted by the recommendations.

**Figure 46: Commercial customer impact in Northern region**

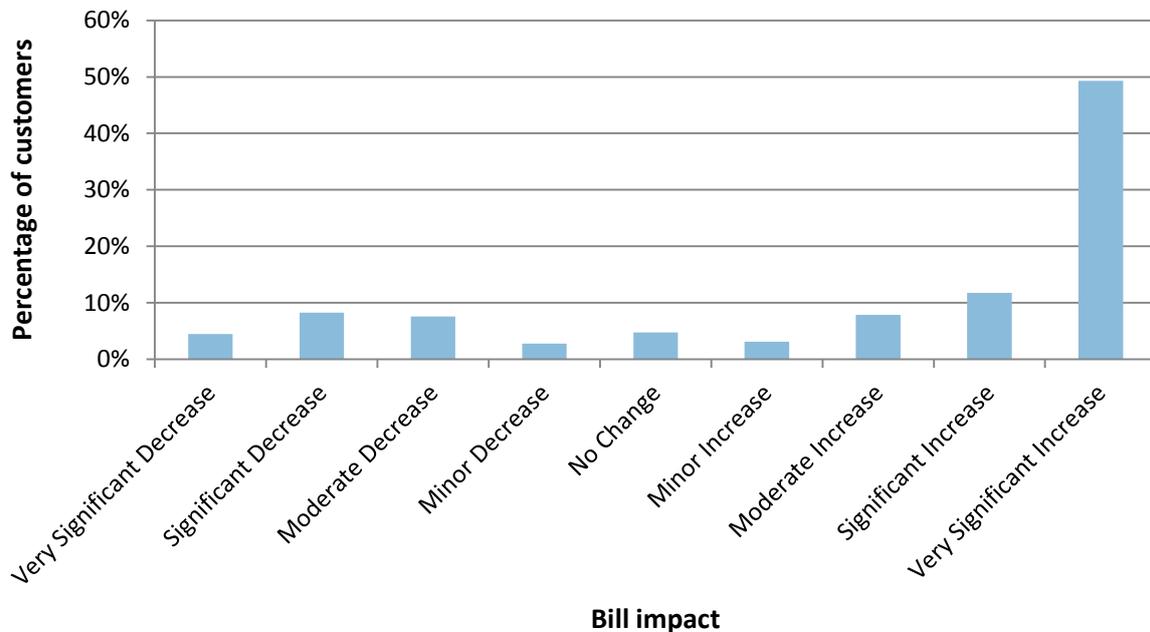


Figure 46 indicates that it is likely that 23 per cent of commercial customers would see their annual bill decrease and 72 per cent would see their bill increase. Furthermore, it is likely that 24 per cent of commercial customers would see their bill decrease by more than \$50, while 73 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s country sewerage network
- ▲ has an average property value of \$325,000.

The below figure (Figure 47) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 47: Impact on typical commercial customer in Northern region**

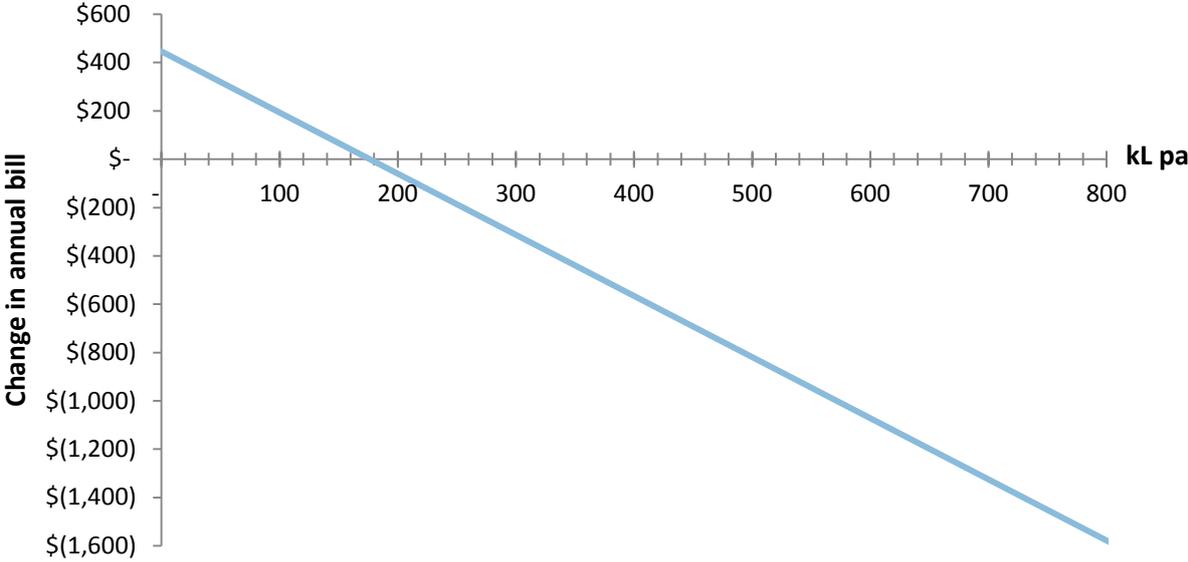


Figure 47 indicates that a typical commercial customer using more than 176kL per annum should see a decrease in their annual bill, while those using less than 176kL would see an increase.

## 8.4 Concession customers

Concession customers make up 22 per cent of all customers in the Northern region. Figure 48 shows the degree to which these customers are impacted by the recommendations.

**Figure 48: Concession customer impact in Northern region**

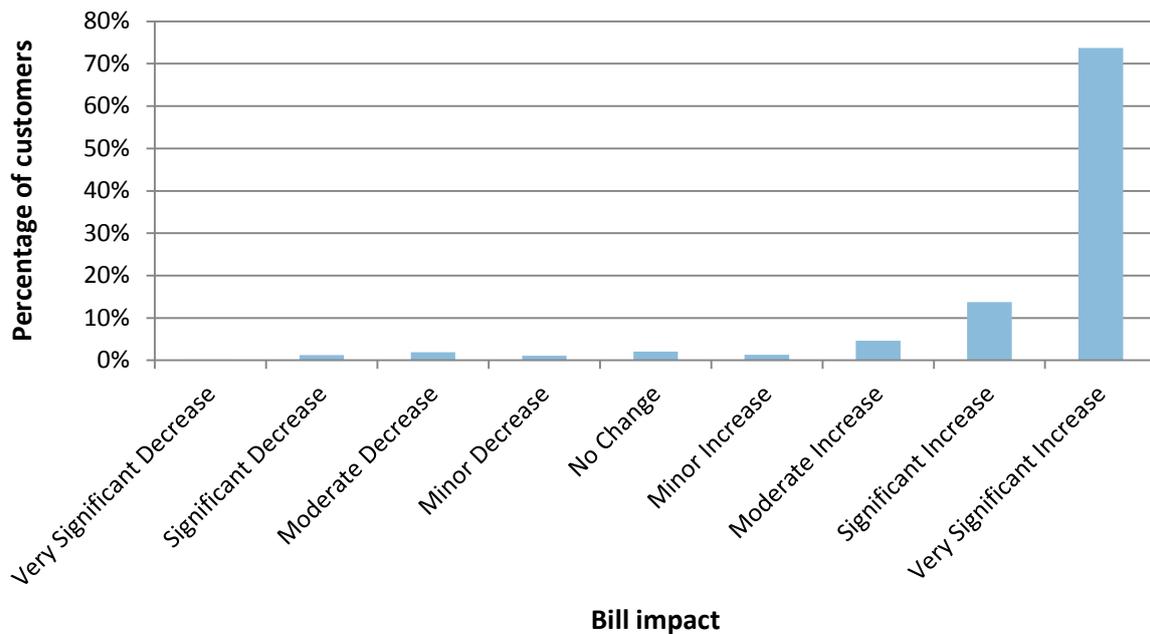


Figure 48 indicates that it is likely that 4 per cent of concession customers would see their annual bill decrease and 93 per cent would see their bill increase. Furthermore, it is likely that 5 per cent of concession customers would see their bill decrease by more than \$50, while 94 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s county sewerage network
- ▲ has an average property value of \$180,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 49) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 49: Impact on typical concession customer in Northern region**

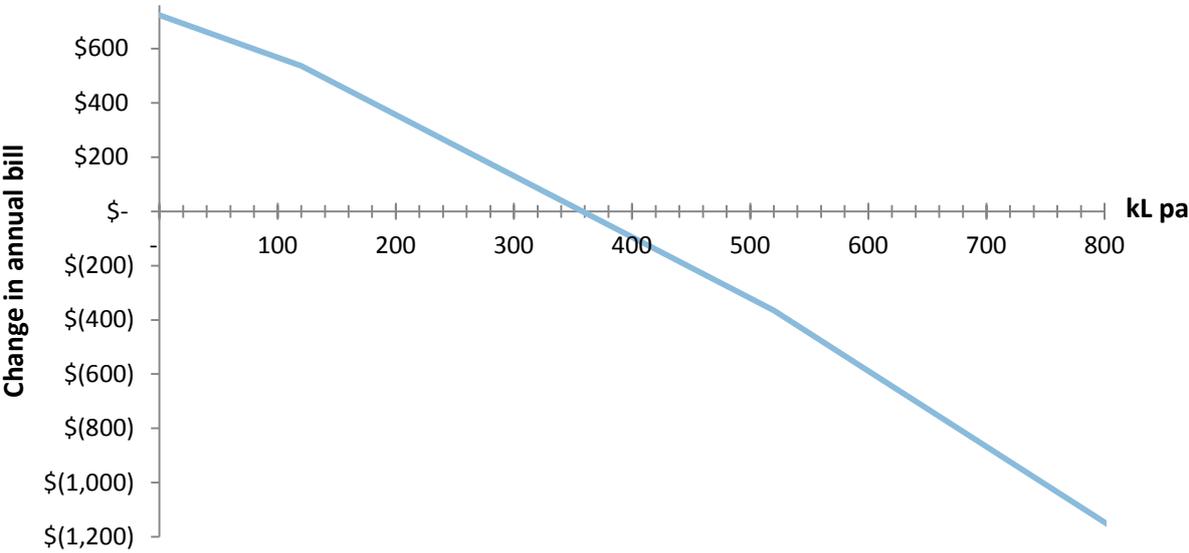


Figure 49 indicates that a typical concession customer using more than 376kL per annum should see a decrease in their annual bill, while those using less than 376kL would see an increase.

## 9. OTHER DISCONNECTED REGION

The Other Disconnected region is made up of various geographical areas of the state using localised water sources, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 0.4 per cent of all customers, 0.4 per cent of all residential customers, 1.2 per cent of all industrial customers, 0.5 per cent of all commercial customers and 0.4 per cent of all concession customers.

### 9.1 All customers

Figure 50 shows the degree to which customers are impacted by the recommendations.

**Figure 50: Customer impact in Other Disconnected region**

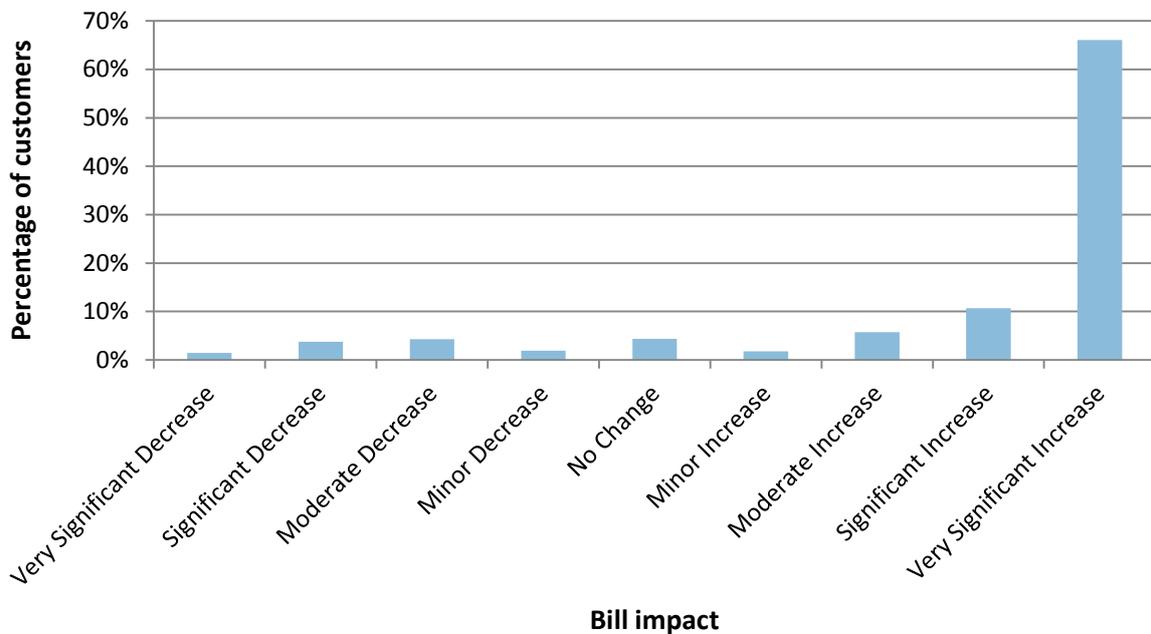


Figure 50 indicates that it is likely that 11 per cent of customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

## 9.2 Residential customers

Residential customers make up 70 per cent of all customers in the Other Disconnected region. Figure 51 shows the degree to which these customers are impacted by the recommendations.

**Figure 51: Residential customer impact in Other Disconnected region**

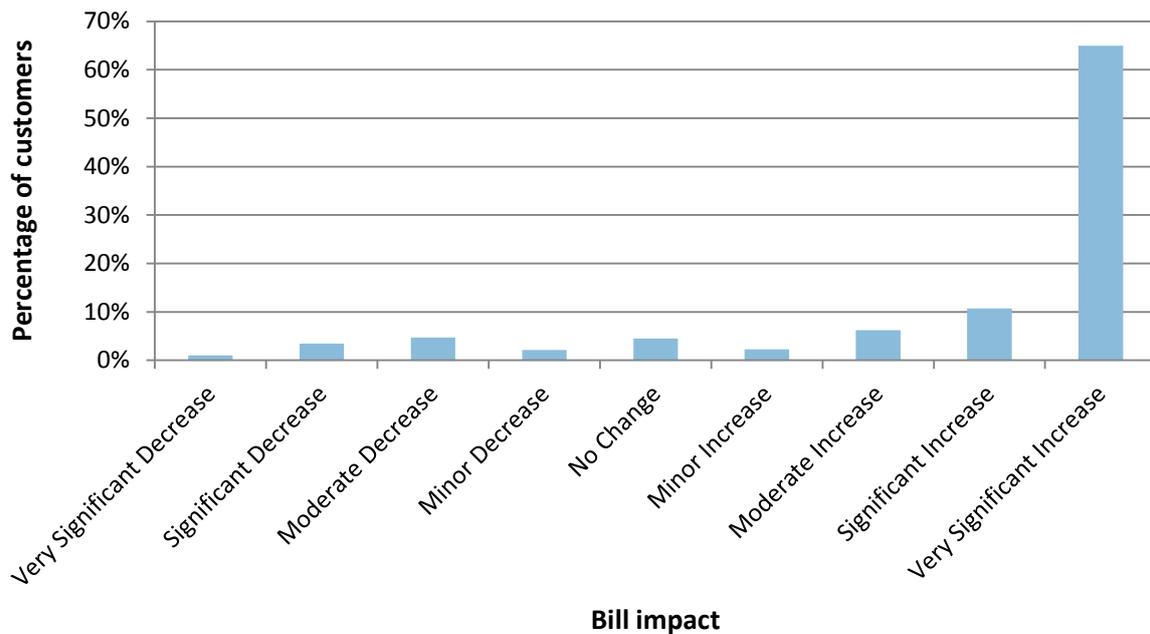


Figure 51 indicates that it is likely that 11 per cent of residential customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of residential customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has a property value of \$240,000.

The below figure (Figure 52) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 52: Impact on typical residential customer in Other Disconnected region**

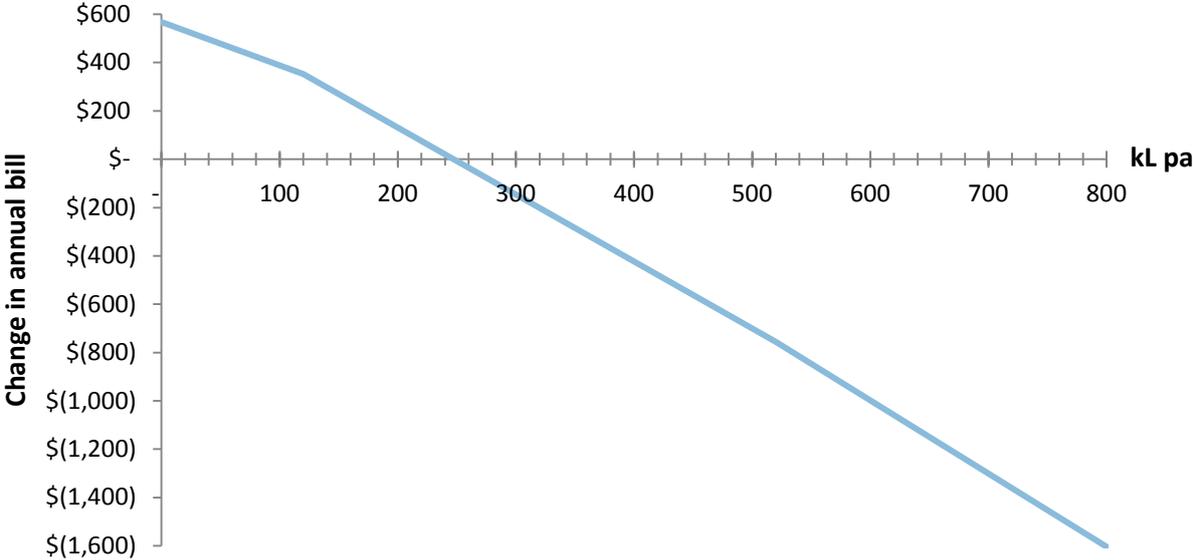


Figure 52 indicates that a typical residential customer using more than 247kL per annum should see a decrease in their annual bill, while those using less than 247kL would see an increase.

### 9.3 Concession customers

Concession customers make up 22 per cent of all customers in the Other Disconnected region. Figure 53 shows the degree to which these customers are impacted by the recommendations.

**Figure 53: Concession customer impact in Other Disconnected region**

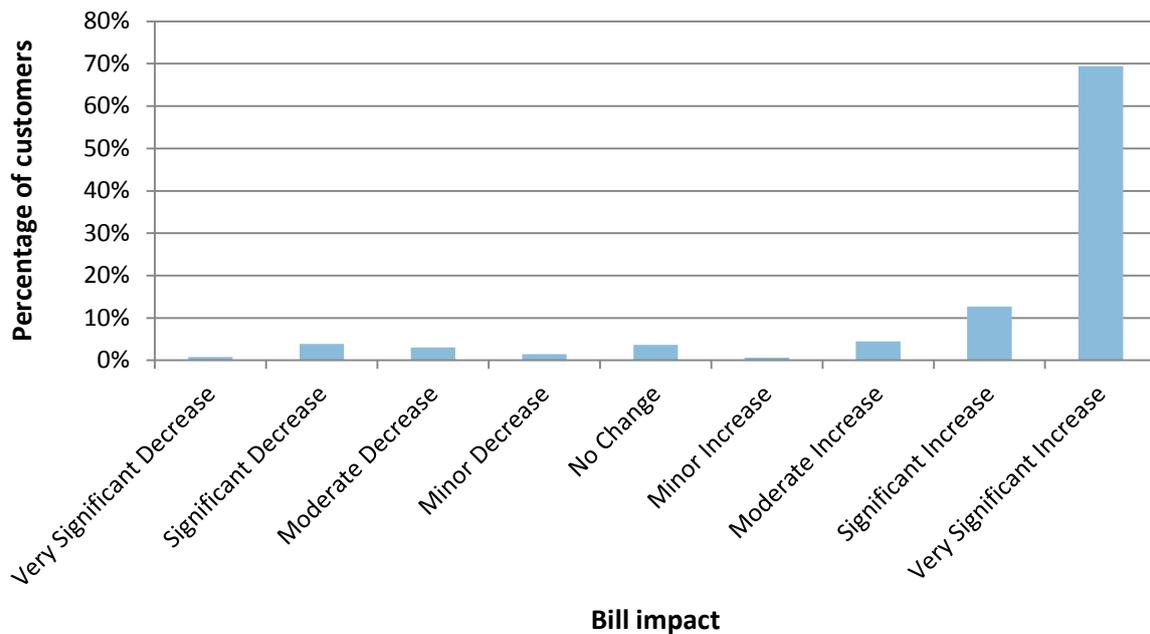


Figure 53 indicates that it is likely that 9 per cent of concession customers would see their annual bill decrease and 87 per cent would see their bill increase. Furthermore, it is likely that 9 per cent of concession customers would see their bill decrease by more than \$50, while 87 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$215,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 54) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 54: Impact on typical concession customer in Other Disconnected region**

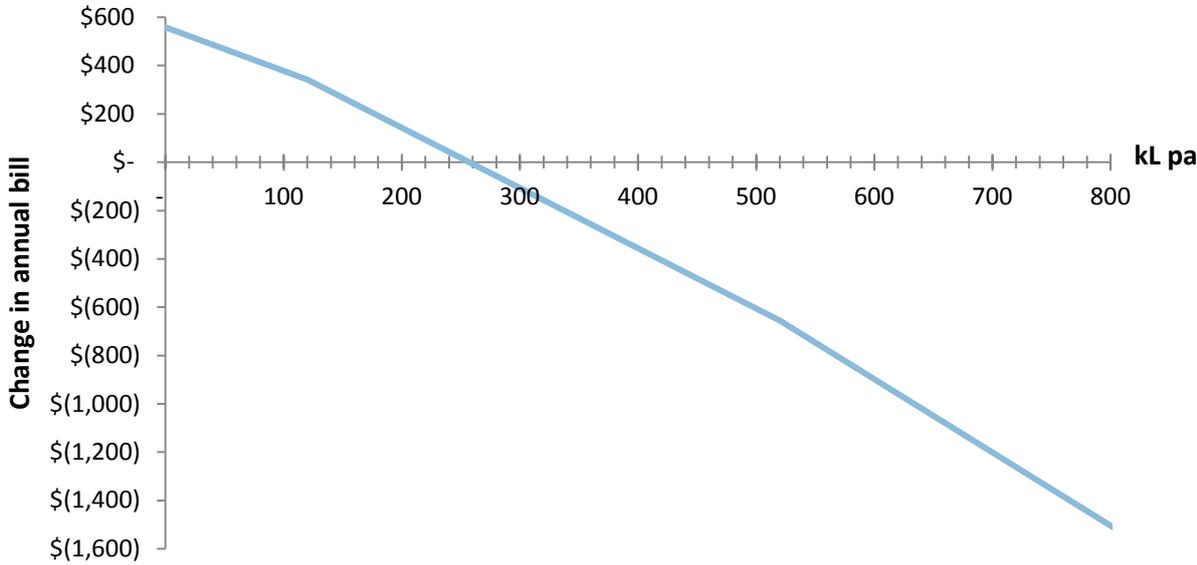


Figure 54 indicates that a typical concession customer using more than 283kL per annum should see a decrease in their annual bill, while those using less than 283kL would see an increase.

## 10. RIVER MURRAY TOWNS REGION

The River Murray Towns region is made up of the geographical area in the east of the state, along the River Murray, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 3 per cent of all customers, 2 per cent of all residential customers, 5 per cent of all industrial customers, 4 per cent of all commercial customers, 3 per cent of all concession customers and 2 per cent of all exempt customers.

### 10.1 All customers

Figure 55 shows the degree to which customers are impacted by the recommendations.

**Figure 55: Customer impact in River Murray Towns region**

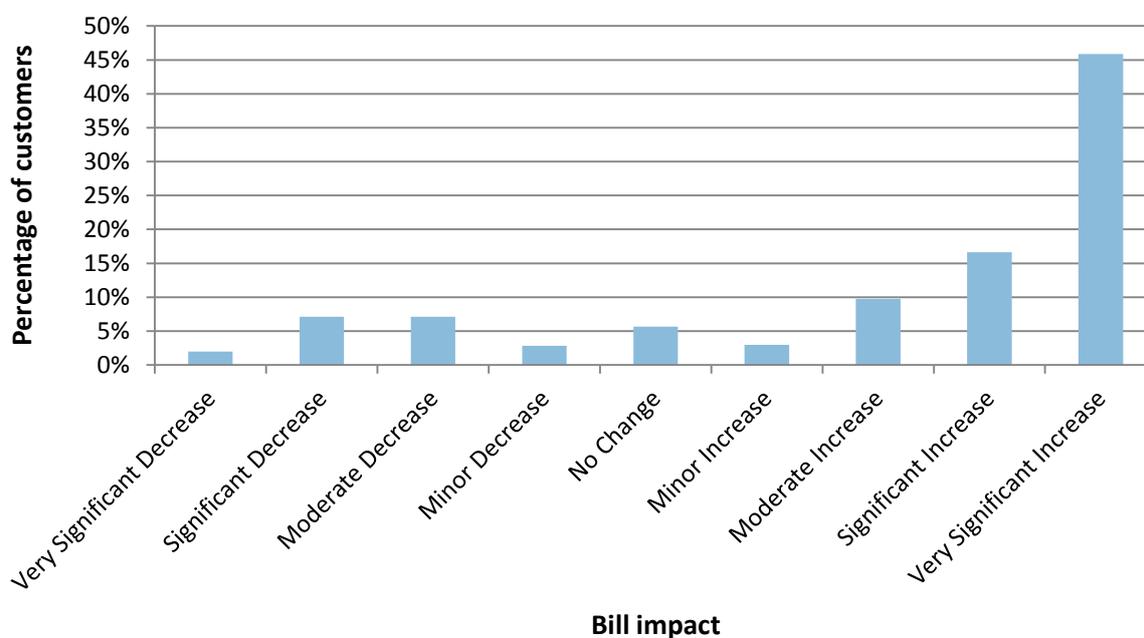


Figure 55 indicates that it is likely that 19 per cent of customers would see their annual bill decrease and 75 per cent would see their bill increase. Furthermore, it is likely that 19 per cent of customers would see their bill decrease by more than \$50, while 75 per cent would see their bill increase by more than \$50.

## 10.2 Residential customers

Residential customers make up 69 per cent of all customers in the River Murray Towns region. Figure 56 shows the degree to which these customers are impacted by the recommendations.

**Figure 56: Residential customer impact in River Murray Towns region**

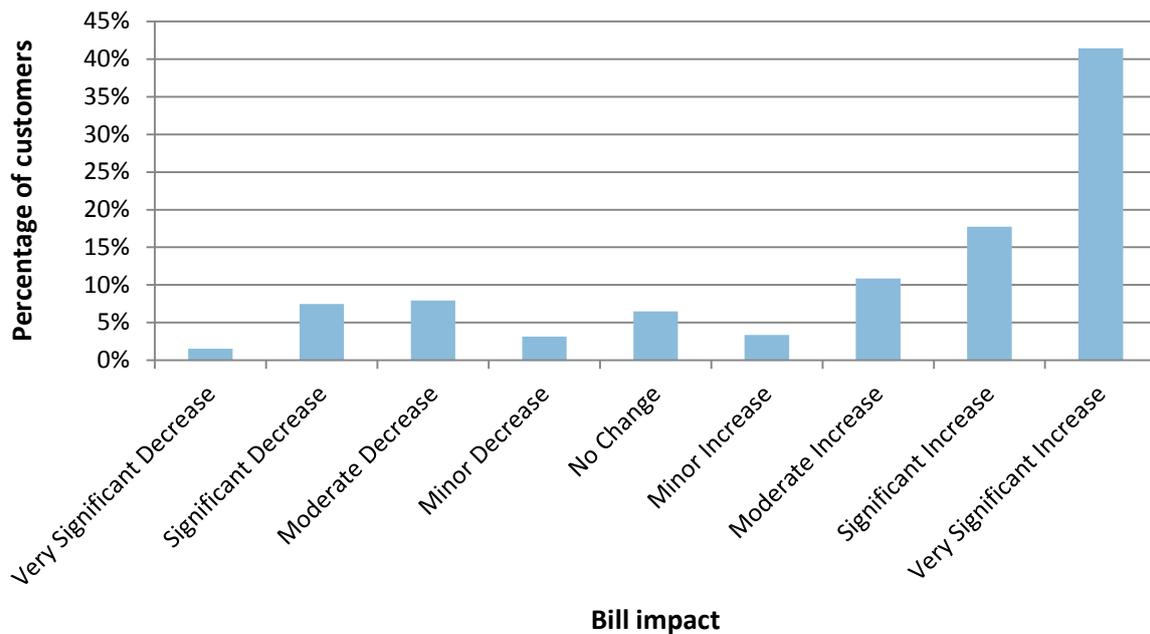


Figure 56 indicates that it is likely that 20 per cent of residential customers would see their annual bill decrease and 73 per cent would see their bill increase. Furthermore, it is likely that 20 per cent of residential customers would see their bill decrease by more than \$50, while 73 per cent would see their bill increase by more than \$50.

### **What does this mean to a typical residential customer?**

For the purposes of this analysis, a *typical residential customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has a property value of \$195,000.

The below figure (Figure 57) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 57: Impact on typical residential customer in River Murray Towns region**

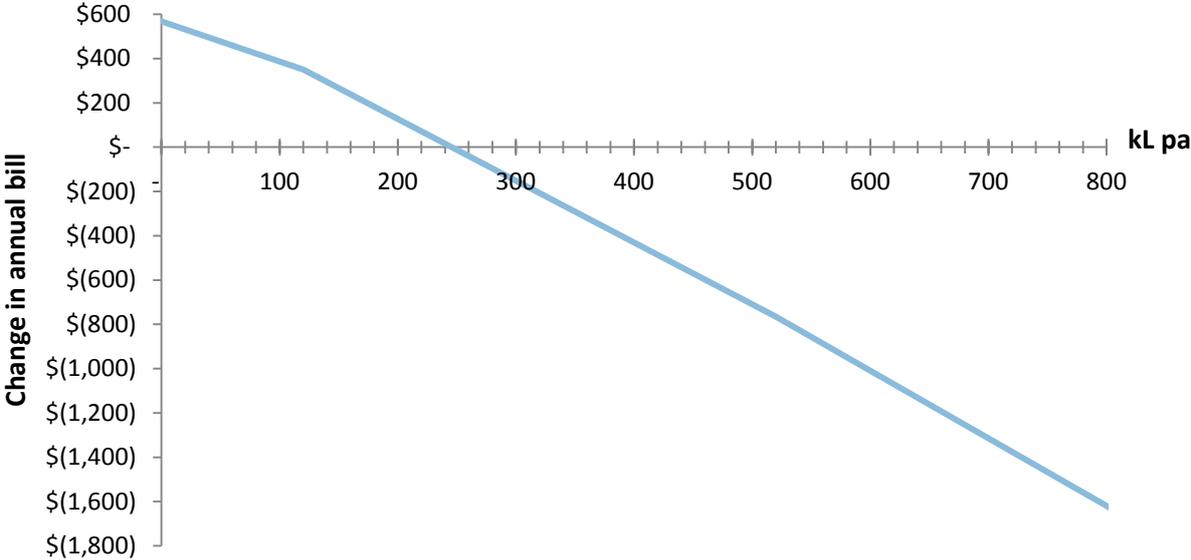


Figure 57 indicates that a typical residential customer using more than 245kL per annum should see a decrease in their annual bill, while those using less than 245kL would see an increase.

### 10.3 Industrial customers

Industrial customers make up 2 per cent of all customers in the River Murray Towns region. Figure 58 shows the degree in which these customers are impacted by the recommendations.

**Figure 58: Industrial customer impact in River Murray Towns region**

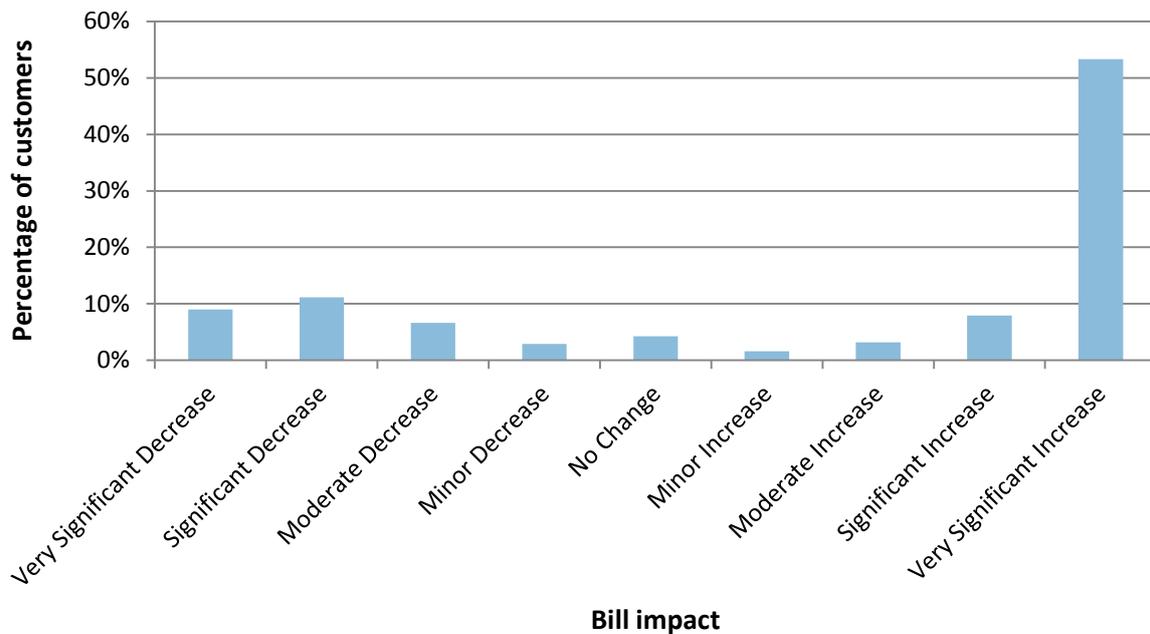


Figure 58 indicates that it is likely that 30 per cent of industrial customers would see their annual bill decrease and 66 per cent would see their bill increase. Furthermore, it is likely that 30 per cent of industrial customers would see their bill decrease by more than \$50, while 67 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical industrial customer?***

For the purposes of this analysis, a *typical industrial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a non-residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$215,000.

The below figure (Figure 59) illustrates the impact of the recommendations on a *typical industrial customer*.

**Figure 59: Impact on typical industrial customer in River Murray Towns region**

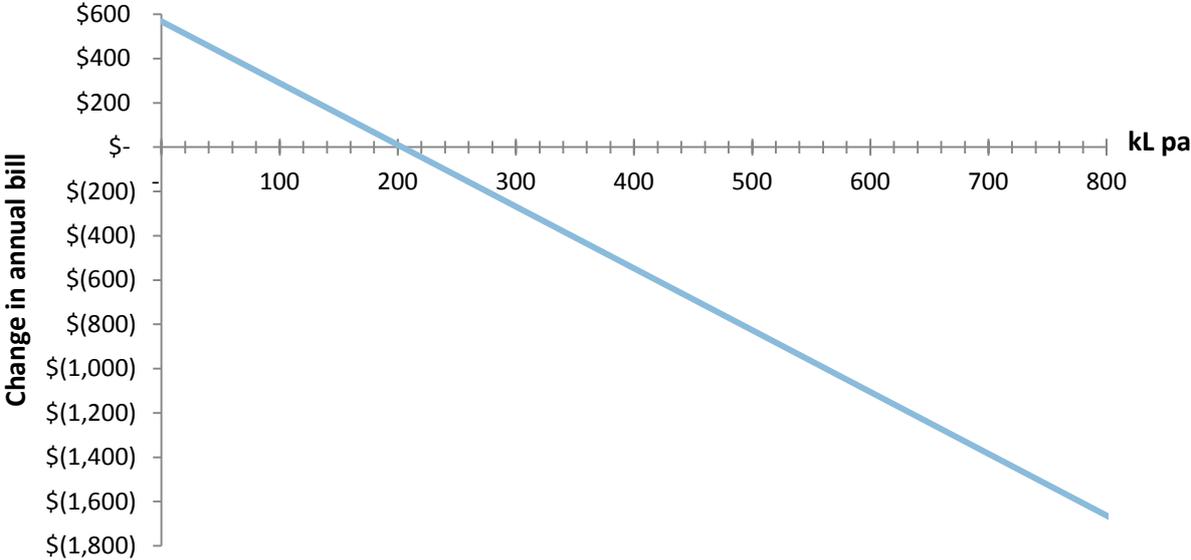


Figure 59 indicates that a typical industrial customer using more than 204kL per annum should see a decrease in their annual bill, while those using less than 204kL would see an increase.

## 10.4 Commercial customers

Commercial customers make up 5 per cent of all customers in the River Murray Towns region. Figure 60 shows the degree to which these customers are impacted by the recommendations.

**Figure 60: Commercial customer impact in River Murray Towns region**

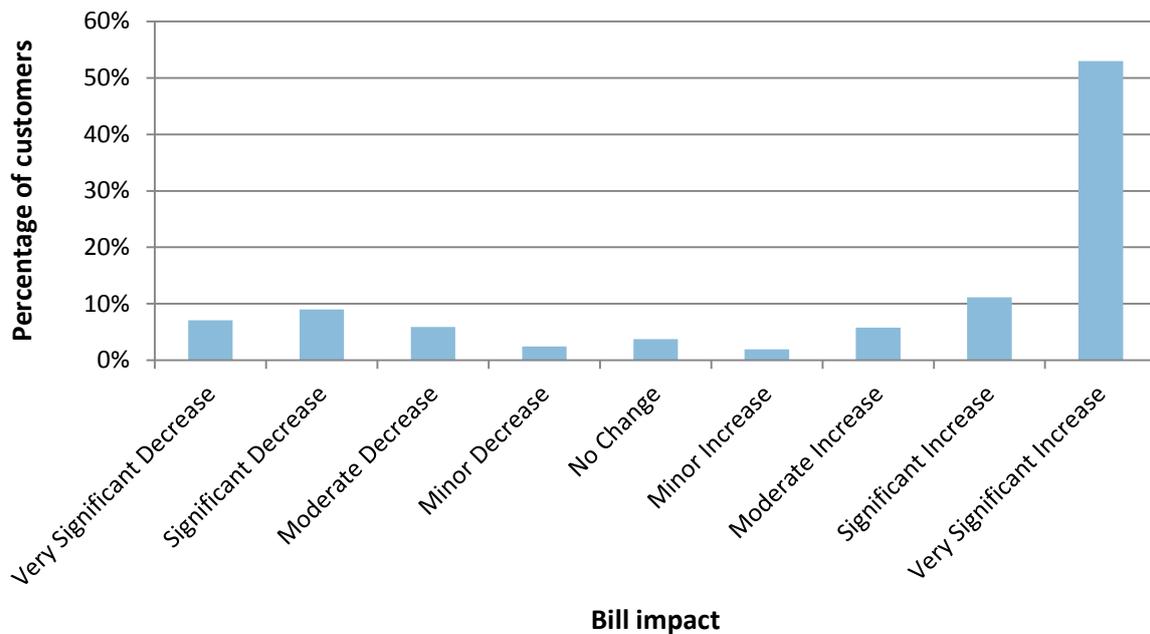


Figure 60 indicates that it is likely that 24 per cent of commercial customers would see their annual bill decrease and 72 per cent would see their bill increase. Furthermore, it is likely that 25 per cent of commercial customers would see their bill decrease by more than \$50, while 72 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$245,000.

The below figure (Figure 61) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 61: Impact on typical commercial customer in River Murray Towns region**

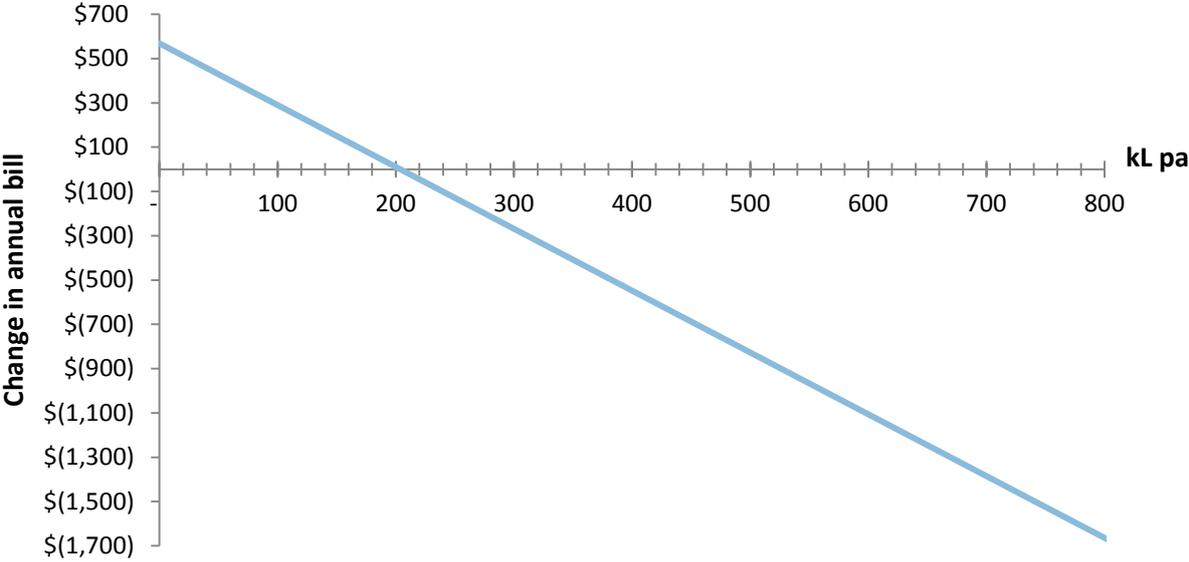


Figure 61 indicates that a typical commercial customer using more than 204kL per annum should see a decrease in their annual bill, while those using less than 204kL would see an increase.

## 10.5 Concession customers

Concession customers make up 23 per cent of all customers in the River Murray Towns region. Figure 62 shows the degree to which these customers are impacted by the recommendations.

**Figure 62: Concession customer impact in River Murray Towns region**

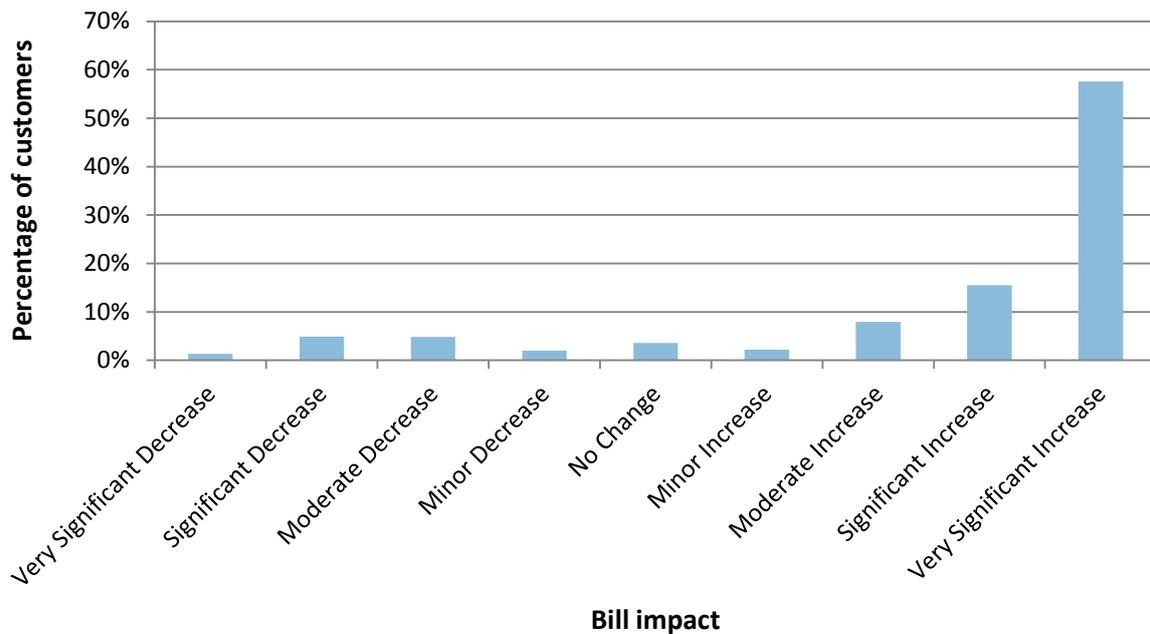


Figure 62 indicates that it is likely that 13 per cent of concession customers would see their annual bill decrease and 83 per cent would see their bill increase. Furthermore, it is likely that 13 per cent of concession customers would see their bill decrease by more than \$50, while 83 per cent would see their bill increase by more than \$50.

### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$195,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 63) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 63: Impact on typical concession customer in River Murray Towns region**

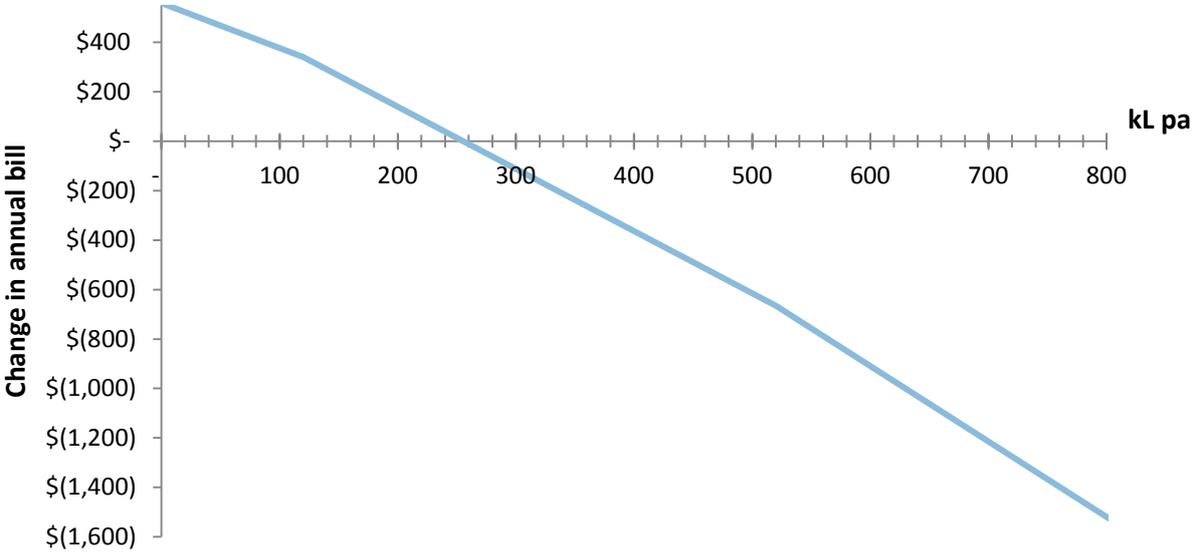


Figure 63 indicates that a typical concession customer using more than 281kL per annum should see a decrease in their annual bill, while those using less than 281kL would see an increase.

## 11. SOUTH EAST REGION

The South East region is made up of the geographical area from the south east coastline, north to Bordertown as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 4 per cent of all customers, 4 per cent of all residential customers, 6 per cent of all industrial customers, 6 per cent of all commercial customers, 3 per cent of all concession customers and 3 per cent of all exempt customers.

### 11.1 All customers

Figure 64 shows the degree to which customers are impacted by the recommendations.

**Figure 64: Customer impact in South East region**

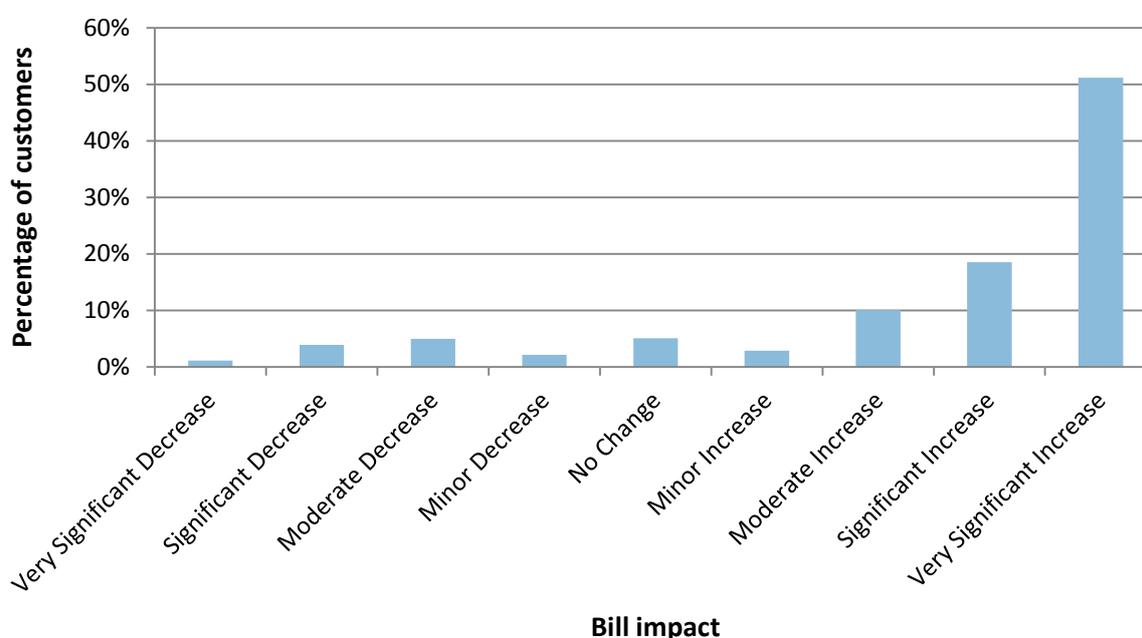


Figure 64 indicates that it is likely that 12 per cent of customers would see their annual bill decrease and 83 per cent would see their bill increase. Furthermore, it is likely that 13 per cent of customers would see their bill decrease by more than \$50, while 83 per cent would see their bill increase by more than \$50.

## 11.2 Residential customers

Residential customers make up 74 per cent of all customers in the South East region. Figure 65 shows the degree to which these customers are impacted by the recommendations.

**Figure 65: Residential customer impact in South East region**

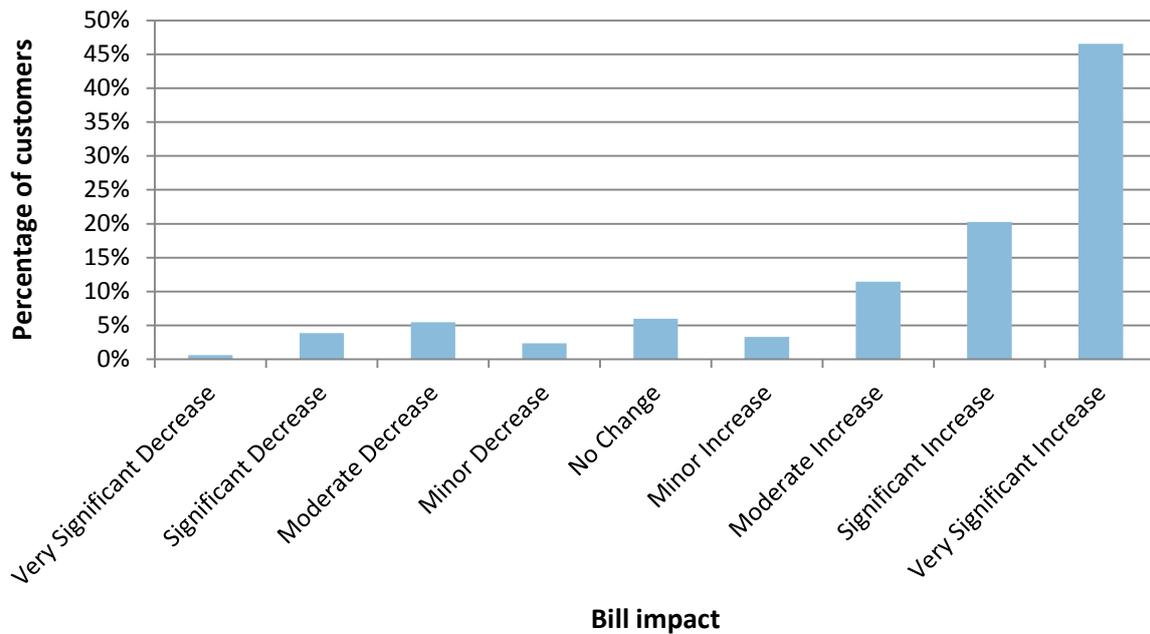


Figure 65 indicates that it is likely that 12 per cent of residential customers would see their annual bill decrease and 82 per cent would see their bill increase. Furthermore, it is likely that 13 per cent of residential customers would see their bill decrease by more than \$50, while 82 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s country sewerage network
- ▲ has a property value of \$205,000.

The below figure (Figure 66) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 66: Impact on typical residential customer in South East region**

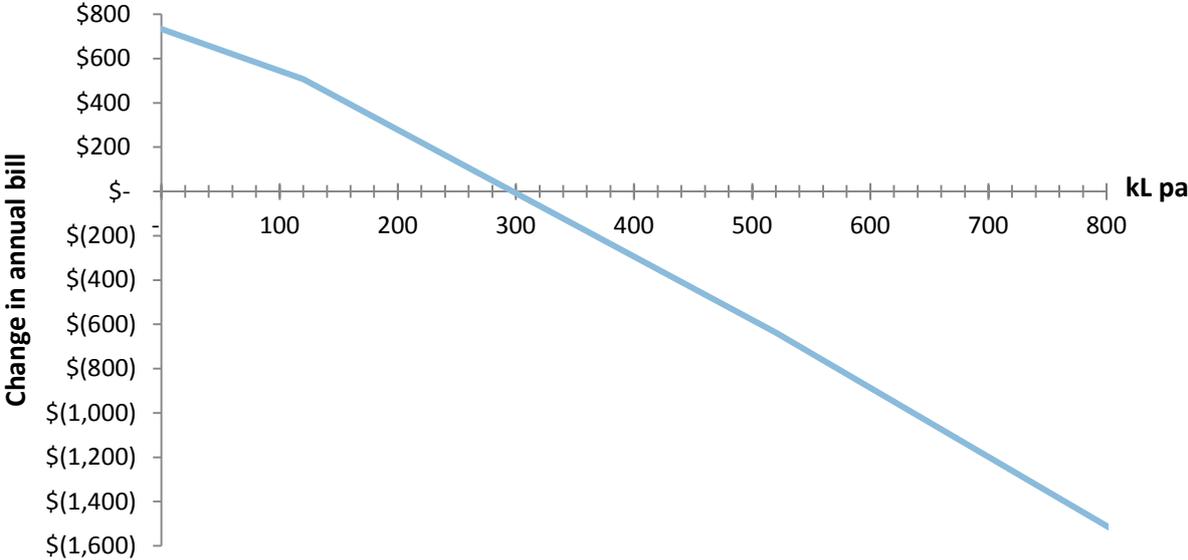


Figure 66 indicates that a typical residential customer using more than 297kL per annum should see a decrease in their annual bill, while those using less than 297kL would see an increase.

### 11.3 Industrial customers

Industrial customers make up 2 per cent of all customers in the South East region. Figure 67 shows the degree to which these customers are impacted by the recommendations.

**Figure 67: Industrial customer impact in South East region**

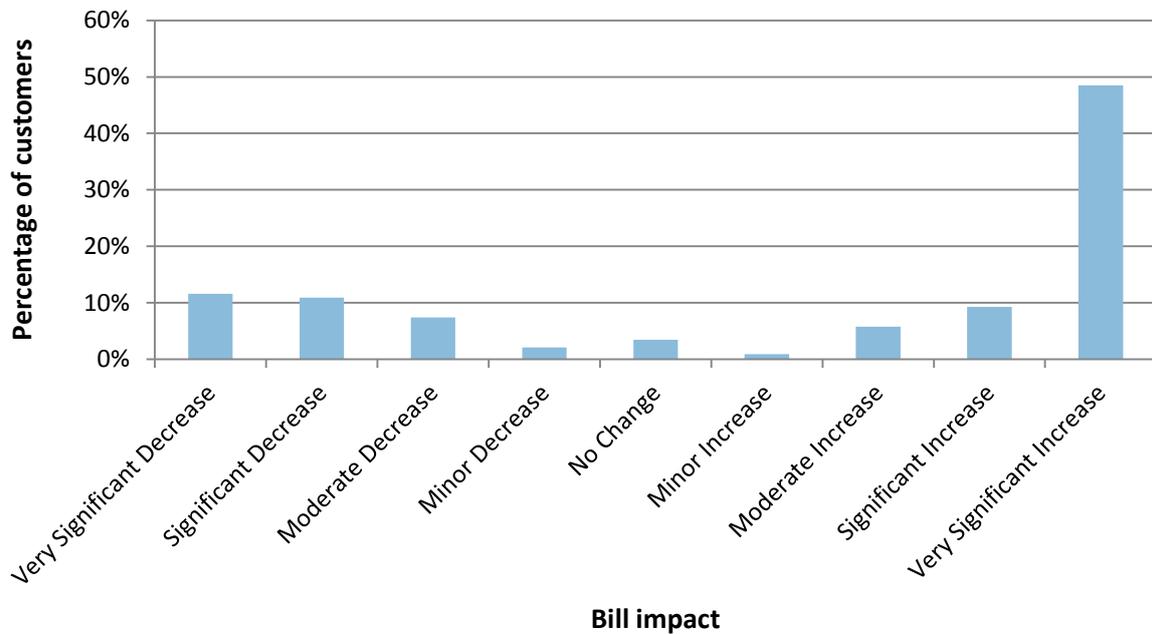


Figure 67 indicates that it is likely that 32 per cent of industrial customers would see their annual bill decrease and 65 per cent would see their bill increase. Furthermore, it is likely that 33 per cent of industrial customers would see their bill decrease by more than \$50, while 65 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical industrial customer?***

For the purposes of this analysis, a *typical industrial customer* as a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a non-residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$260,000.

The below figure (Figure 68) illustrates the impact of the recommendations on a *typical industrial customer*.

**Figure 68: Impact on typical industrial customer in South East region**

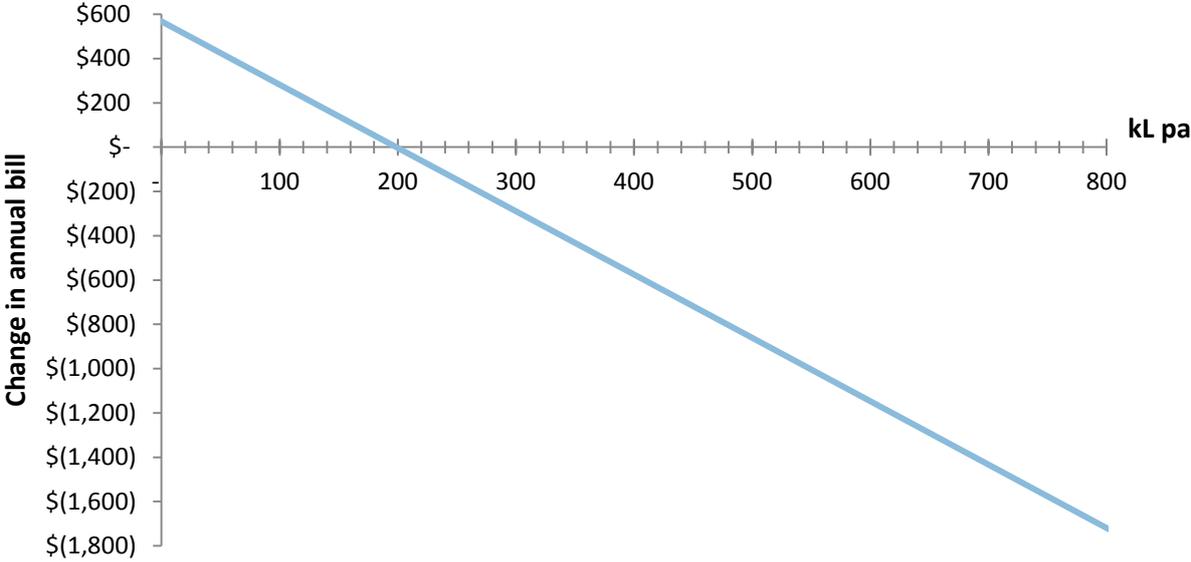


Figure 68 indicates that a typical industrial customer using more than 199kL per annum should see a decrease in their annual bill, while those using less than 199kL would see an increase.

## 11.4 Commercial customers

Commercial customers make up 6 per cent of all customers in the South East region. Figure 69 shows the degree to which these customers are impacted by the recommendations.

**Figure 69: Commercial customer impact in South East region**

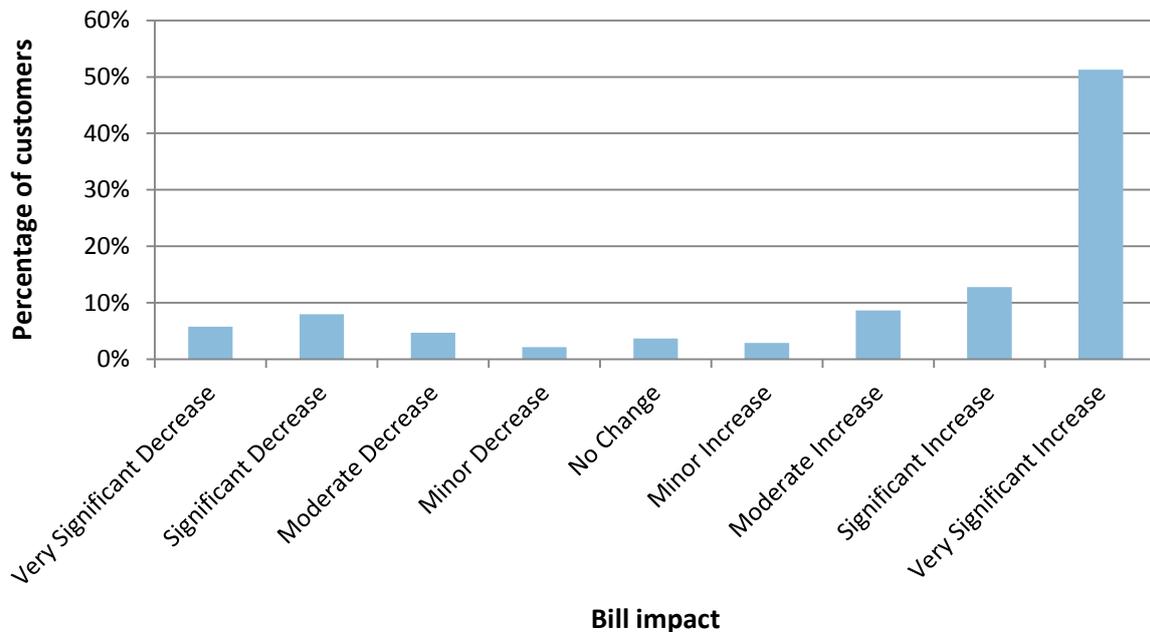


Figure 69 indicates that it is likely that 21 per cent of commercial customers would see their annual bill decrease and 76 per cent would see their bill increase. Furthermore, it is likely that 21 per cent of commercial customers would see their bill decrease by more than \$50, while 76 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s country sewerage network
- ▲ has an average property value of \$280,000.

The below figure (Figure 70) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 70: Impact on typical commercial customer in South East region**

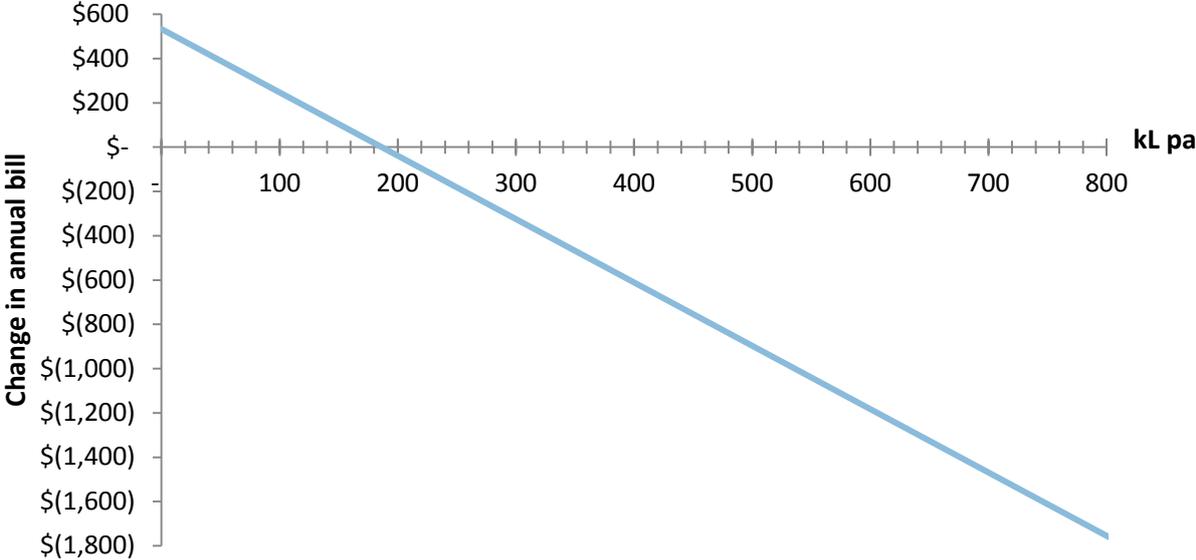


Figure 70 indicates that a typical commercial customer using more than 186kL per annum should see a decrease in their annual bill, while those using less than 186kL would see an increase.

## 11.5 Concession customers

Concession customers make up 18 per cent of all customers in the South East region. Figure 71 shows the degree to which these customers are impacted by the recommendations.

**Figure 71: Concession customer impact in South East region**

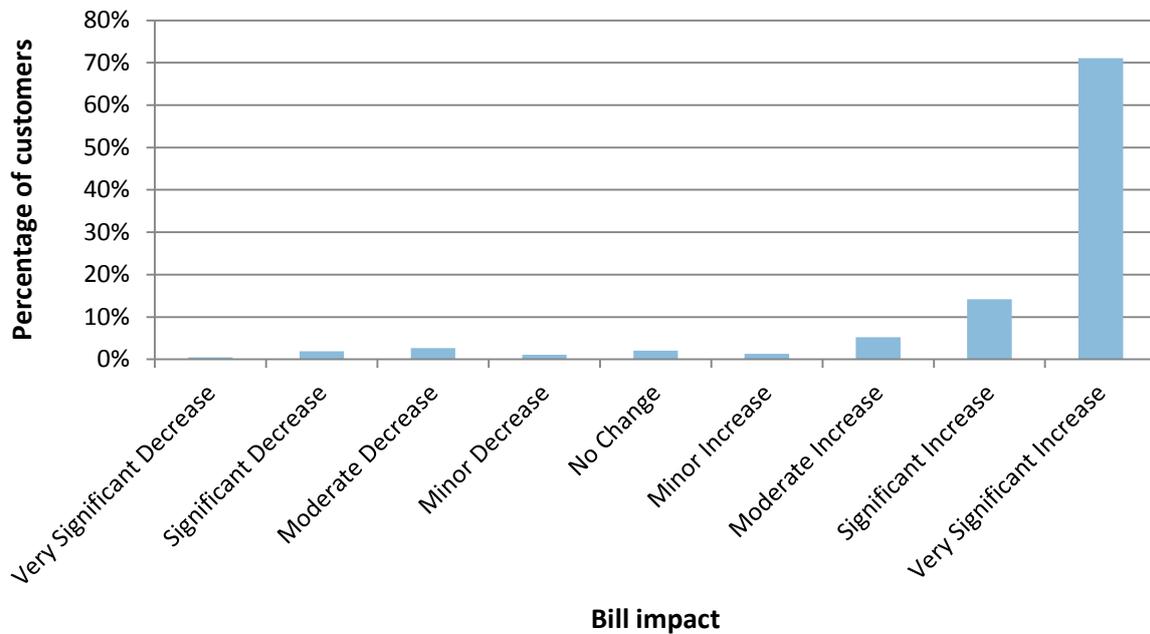


Figure 71 indicates that it is likely that 6 per cent of concession customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 6 per cent of concession customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ has a 100mm connection to SA Water’s country sewerage network
- ▲ has an average property value of \$190,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 72) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 72: Impact on typical concession customer in South East region**

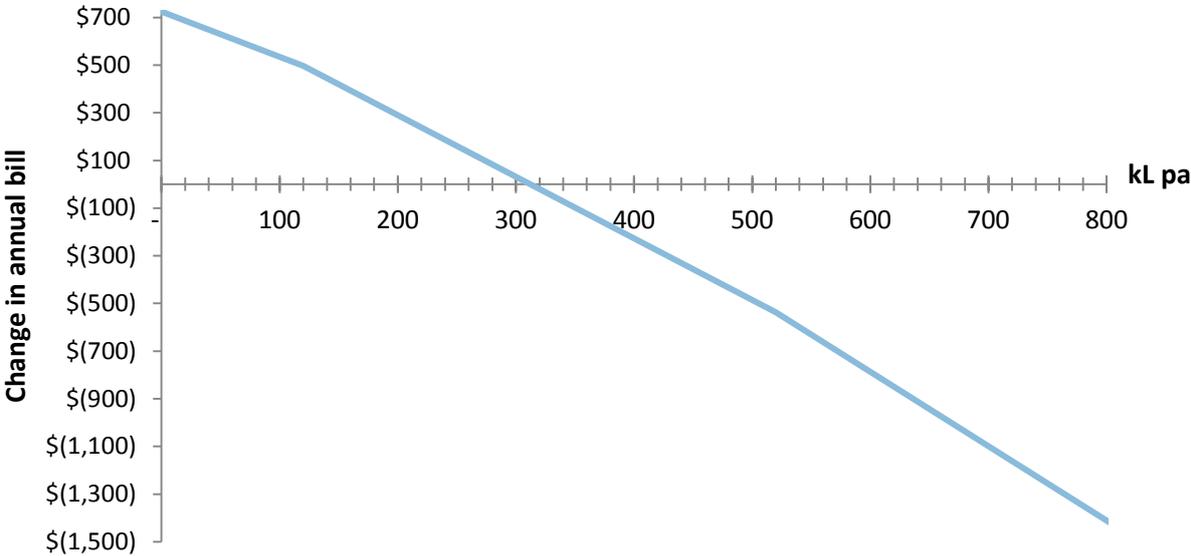


Figure 72 indicates that a typical concession customer using more than 332kL per annum should see a decrease in their annual bill, while those using less than 332kL would see an increase.

## 12. SWAN REACH TO PASKEVILLE REGION

The Swan Reach to Paskeville region is made up of the geographical area just north of Greater Adelaide, extending east to the River Murray and west to the top of the Yorke Peninsula, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 2 per cent of all customers, 2 per cent of all residential customers, 5 per cent of all industrial customers, 3 per cent of all commercial customers and 2 per cent of all concession customers.

### 12.1 All customers

Figure 73 shows the degree to which customers are impacted by the recommendations.

**Figure 73: Customer impact in Swan Reach to Paskeville region**

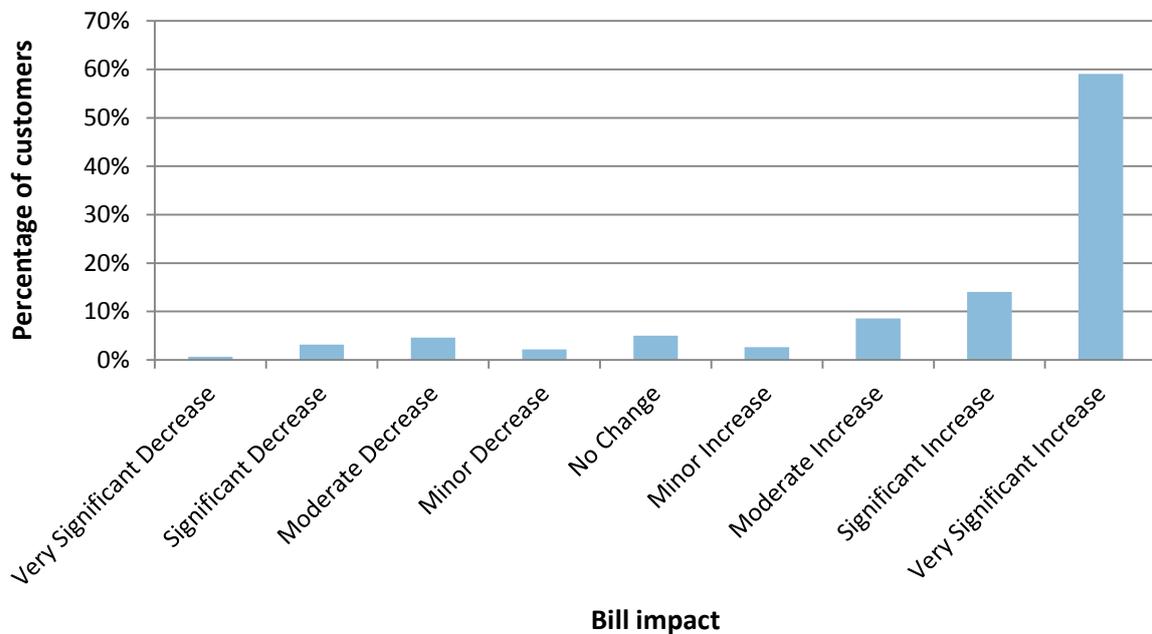


Figure 73 indicates that it is likely that 11 per cent of customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

## 12.2 Residential customers

Residential customers make up 70 per cent of all customers in the Swan Reach to Paskeville region. Figure 74 shows the degree to which these customers are impacted by the recommendations.

**Figure 74: Residential customer impact in Swan Reach to Paskeville region**

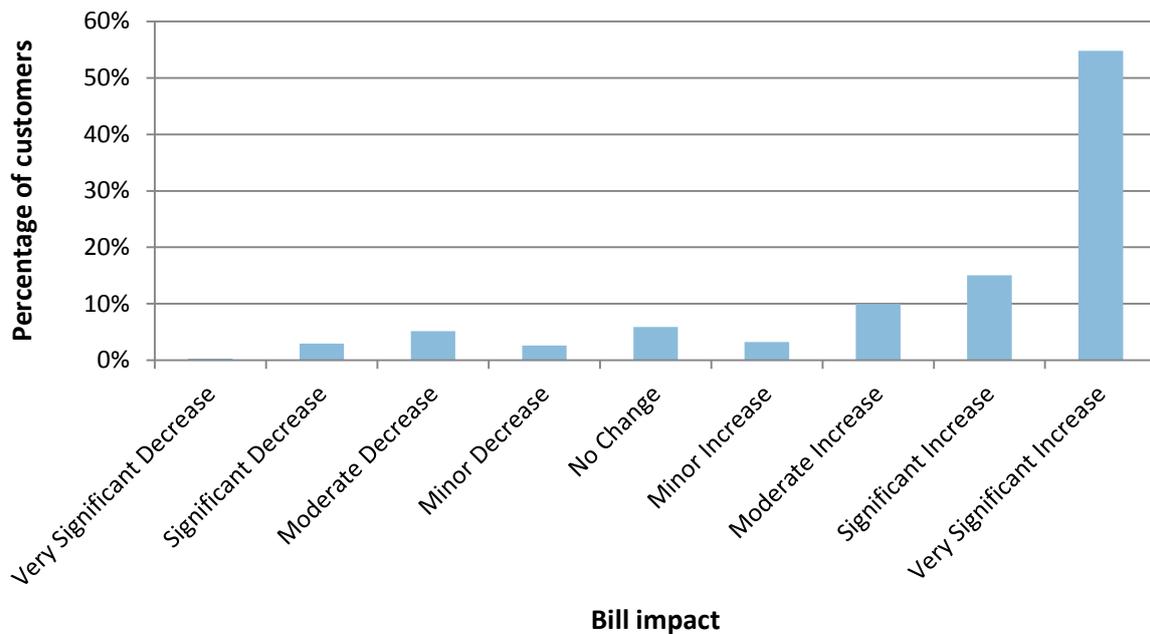


Figure 74 indicates that it is likely that 11 per cent of residential customers would see their annual bill decrease and 83 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of residential customers would see their bill decrease by more than \$50, while 83 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network, and
- ▲ has a property value of \$280,000.

The below figure (Figure 75) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 75: Impact on typical residential customer in Swan Reach to Paskeville region**

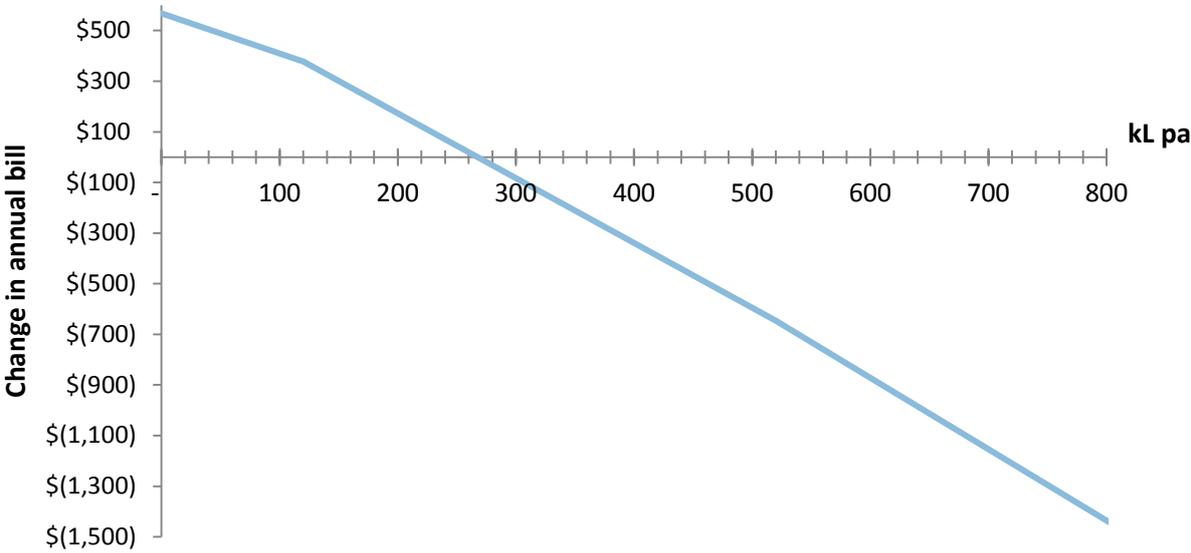


Figure 75 indicates that a typical residential customer using more than 267kL per annum should see a decrease in their annual bill, while those using less than 267kL would see an increase.

### 12.3 Industrial customers

Industrial customers make up 3 per cent of all customers in the Swan Reach to Paskeville region. Figure 76 shows the degree to which these customers are impacted by the recommendations.

**Figure 76: Industrial customer impact in Swan Reach to Paskeville region**

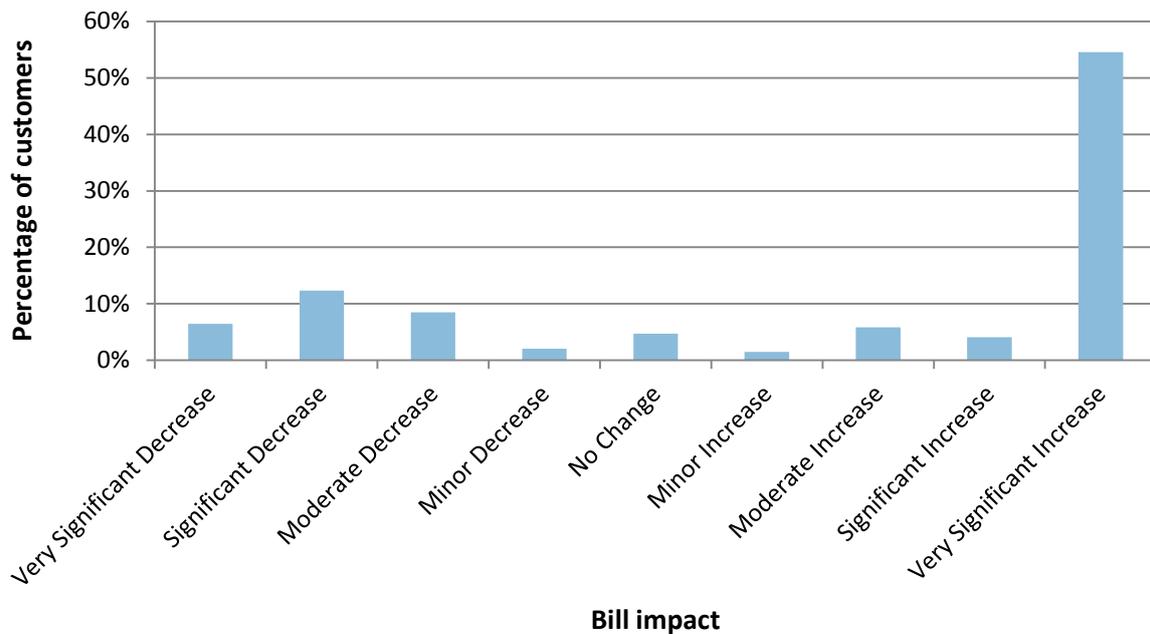


Figure 76 indicates that it is likely that 29 per cent of industrial customers would see their annual bill decrease and 66 per cent would see their bill increase. Furthermore, it is likely that 30 per cent of industrial customers would see their bill decrease by more than \$50, while 66 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical industrial customer?**

For the purposes of this analysis, a *typical industrial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a non-residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$280,000.

The below figure (Figure 77) illustrates the impact of the recommendations on a *typical industrial customer*.

**Figure 77: Impact on typical industrial customer in Swan Reach to Paskeville region**

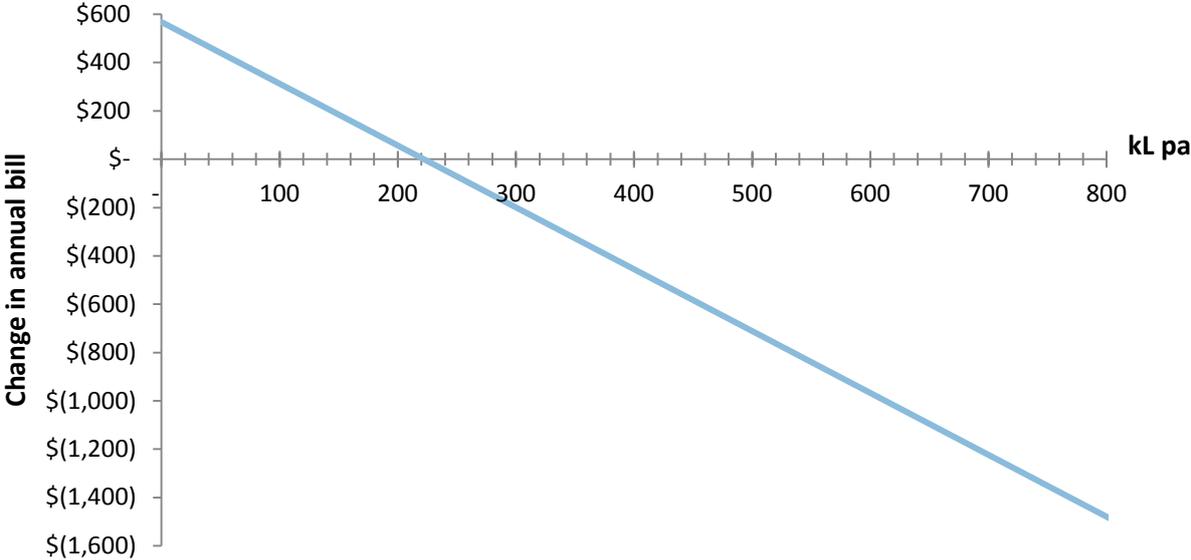


Figure 77 indicates that a typical industrial customer using more than 222kL per annum should see a decrease in their annual bill, while those using less than 222kL would see an increase.

## 12.4 Commercial customers

Commercial customers make up 4 per cent of all customers in the Swan Reach to Paskeville region. Figure 78 shows the degree to which these customers are impacted by the recommendations.

**Figure 78: Commercial customer impact in Swan Reach to Paskeville region**

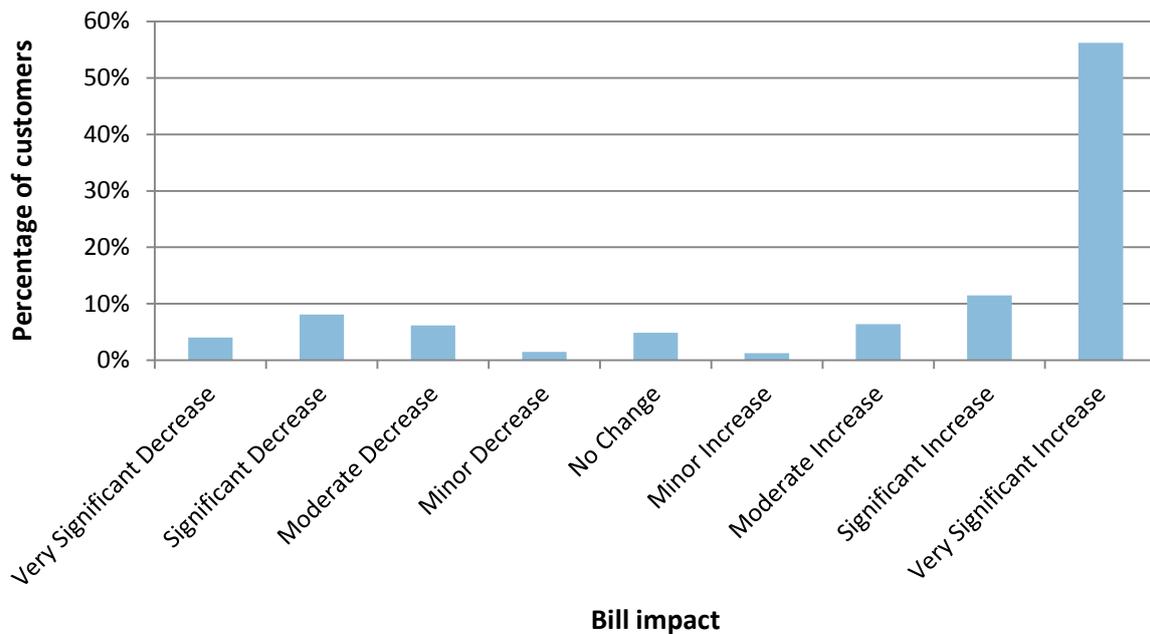


Figure 78 indicates that it is likely that 20 per cent of commercial customers would see their annual bill decrease and 75 per cent would see their bill increase. Furthermore, it is likely that 20 per cent of commercial customers would see their bill decrease by more than \$50, while 75 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$310,000.

The below figure (Figure 79) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 79: Impact on typical commercial customer in Swan Reach to Paskeville region**

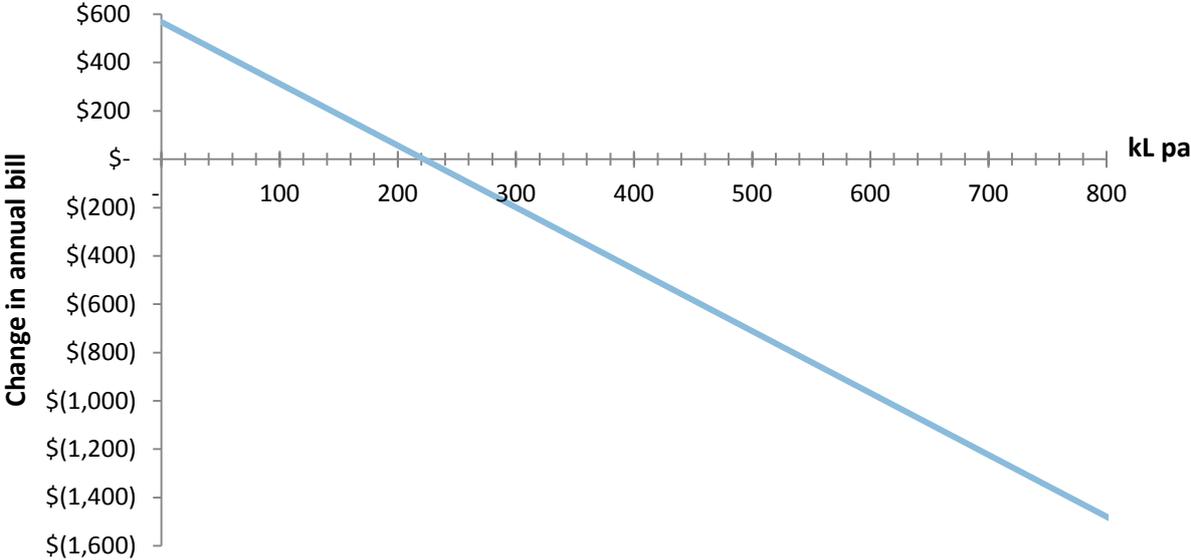


Figure 79 indicates that a typical commercial customer using more than 222kL per annum should see a decrease in their annual bill, while those using less than 222kL would see an increase.

## 12.5 Concession customers

Concession customers make up 23 per cent of all customers in the Swan Reach to Paskeville region. Figure 80 shows the degree to which these customers are impacted by the recommendations.

**Figure 80: Concession customer impact in Swan Reach to Paskeville region**

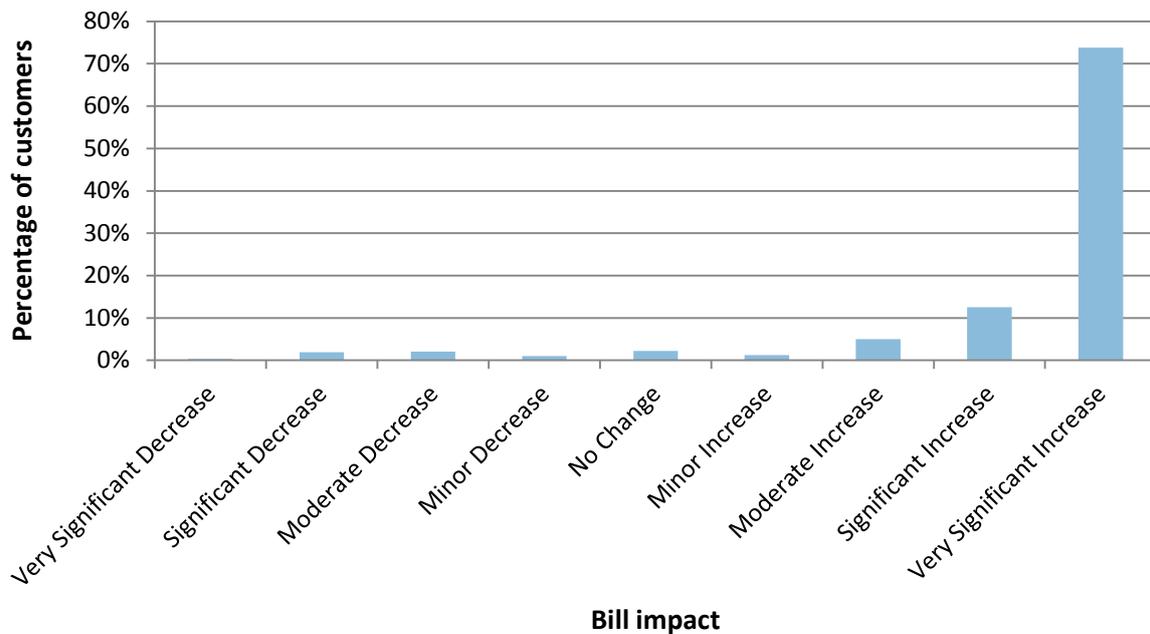


Figure 80 indicates that it is likely that 5 per cent of concession customers would see their annual bill decrease and 93 per cent would see their bill increase. Furthermore, it is likely that 5 per cent of concession customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$250,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 81) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 81: Impact on typical concession customer in Swan Reach to Paskeville region**

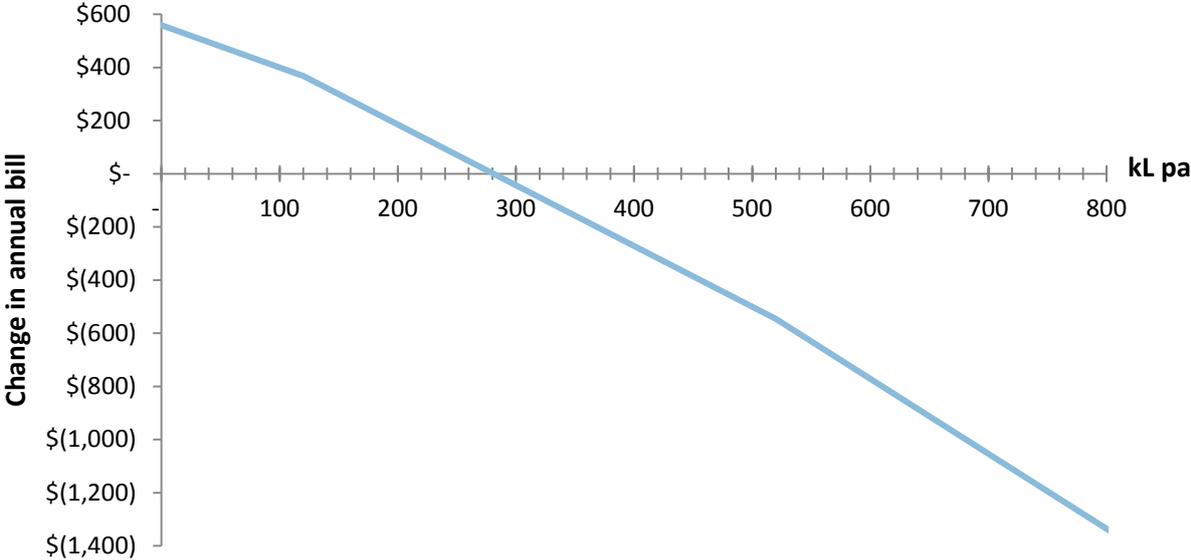


Figure 81 indicates that a typical concession customer using more than 306kL per annum should see a decrease in their annual bill, while those using less than 306kL would see an increase.

## 13. TAILEM BEND KEITH PIPELINE REGION

The Tailem Bend-Keith Pipeline region is made up of the geographical area east of Greater Adelaide and Myponga, and north of the South East, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 0.4 per cent of all customers, 0.3 per cent of all residential customers, 1 per cent of all industrial customers, 1 per cent of all commercial customers and 1 per cent of all concession customers.

### 13.1 All customers

Figure 82 shows the degree to which customers are impacted by the recommendations.

**Figure 82: Customer impact in Tailem Bend region**

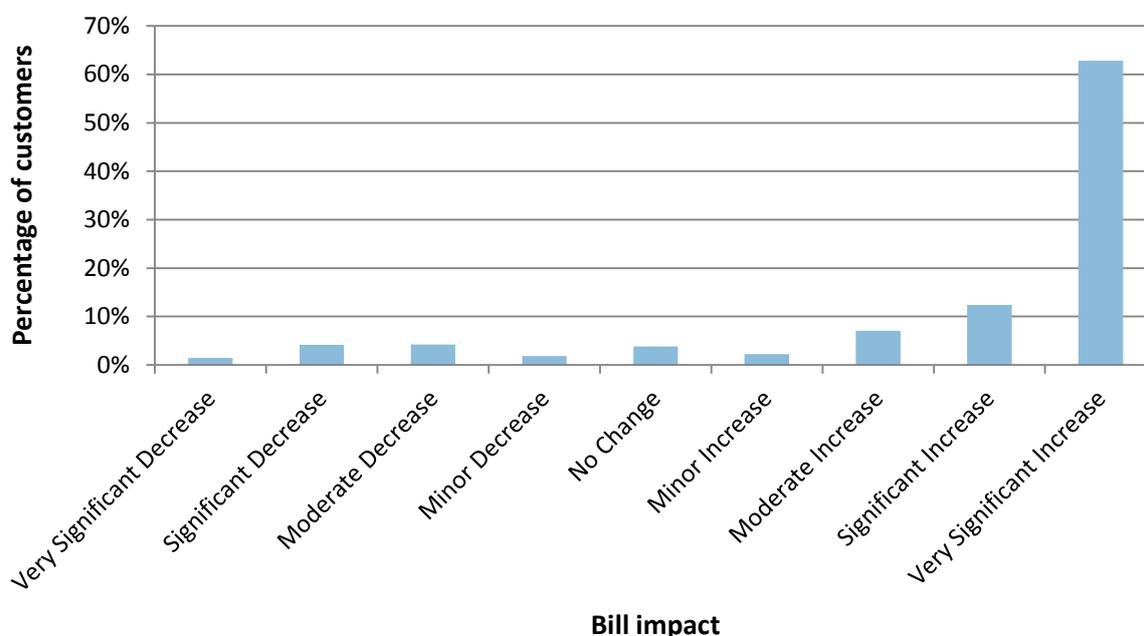


Figure 82 indicates that it is likely that 12 per cent of customers would see their annual bill decrease and 85 per cent would see their bill increase. Furthermore, it is likely that 12 per cent of customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

## 13.2 Residential customers

Residential customers make up 63 per cent of all customers in the Tailem Bend region. Figure 83 shows the degree to which these customers are impacted by the recommendations.

**Figure 83: Residential customer impact in Tailem Bend region**

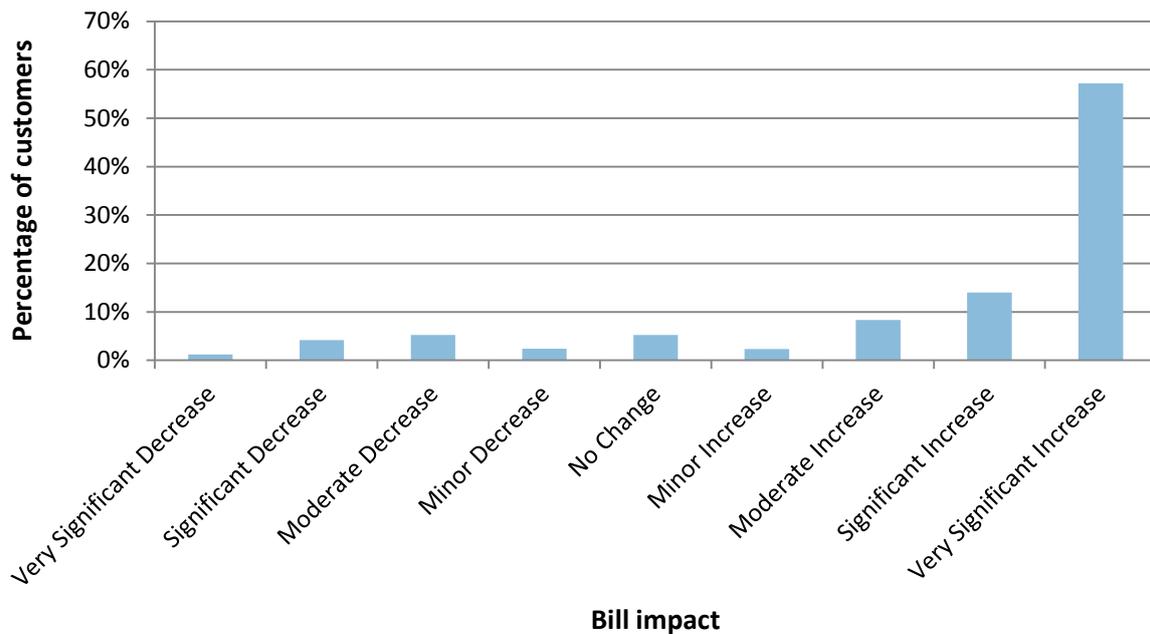


Figure 83 indicates that it is likely that 13 per cent of residential customers would see their annual bill decrease and 82 per cent would see their bill increase. Furthermore, it is likely that 13 per cent of residential customers would see their bill decrease by more than \$50, while 81 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has a property value of \$160,000.

The below figure (Figure 84) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 84: Impact on typical residential customer in Tailem Bend region**

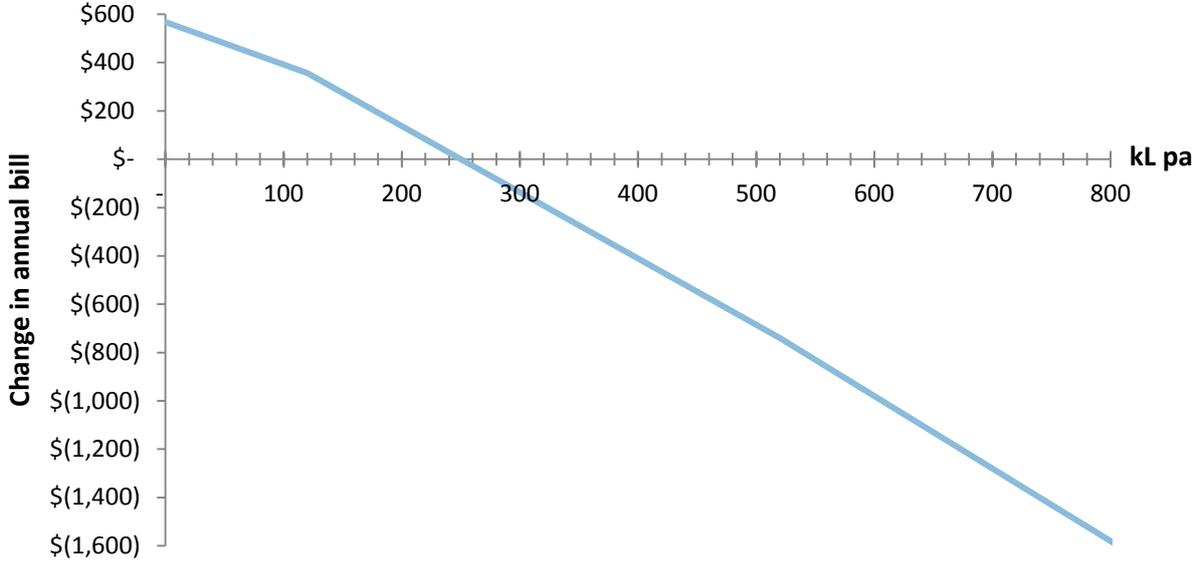


Figure 84 indicates that a typical residential customer using more than 250kL per annum should see a decrease in their annual bill, while those using less than 250kL would see an increase.

### 13.3 Commercial customers

Commercial customers make up 7 per cent of all customers in the Tailem Bend region. Figure 85 shows the degree to which these customers are impacted by the recommendations.

**Figure 85: Commercial customer impact in Tailem Bend region**

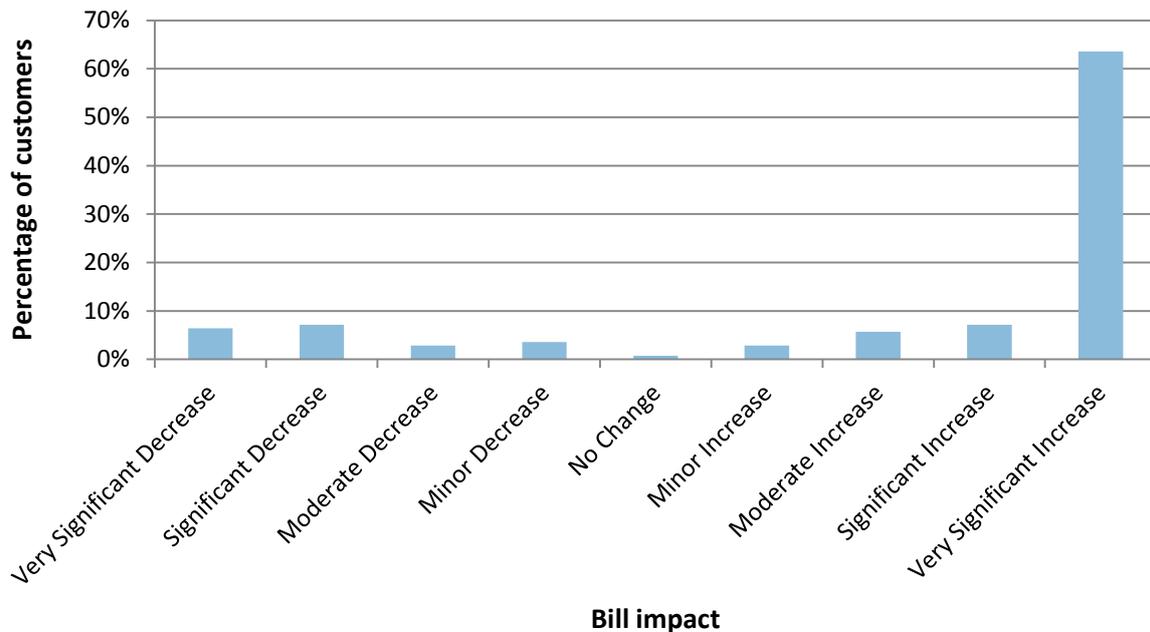


Figure 85 indicates that it is likely that 20 per cent of commercial customers would see their annual bill decrease and 79 per cent would see their bill increase. Furthermore, it is likely that 20 per cent of commercial customers would see their bill decrease by more than \$50, while 79 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$145,000.

The below figure (Figure 86) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 86: Impact on typical commercial customer in Taillem Bend region**

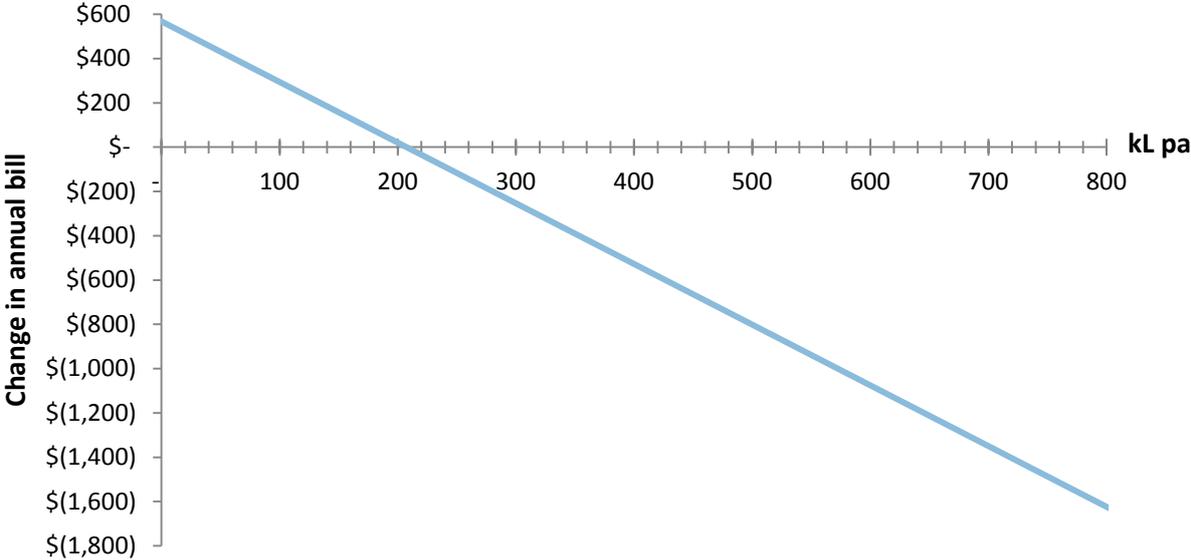


Figure 86 indicates that a typical commercial customer using more than 207kL per annum should see a decrease in their annual bill, while those using less than 207kL would see an increase.

### 13.4 Concession customers

Concession customers make up 27 per cent of all customers in the Tailem Bend region. Figure 87 shows the degree to which these customers are impacted by the recommendations.

**Figure 87: Concession customer impact in Tailem Bend region**

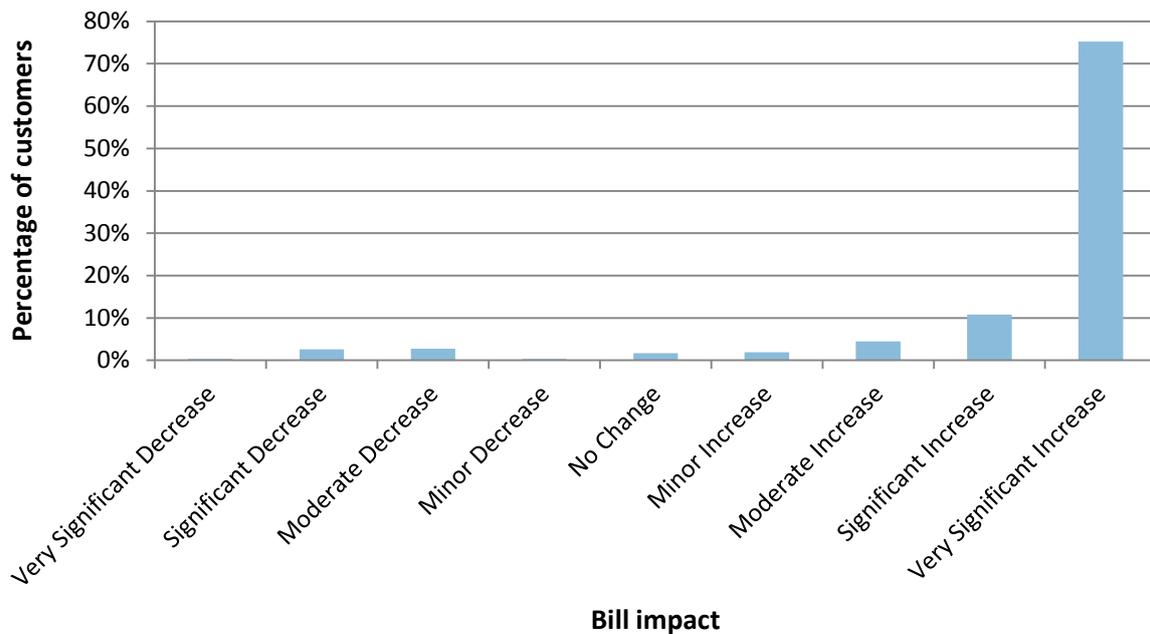


Figure 87 indicates that it is likely that 6 per cent of concession customers would see their annual bill decrease and 92 per cent would see their bill increase. Furthermore, it is likely that 6 per cent of concession customers would see their bill decrease by more than \$50, while 92 per cent would see their bill increase by more than \$50.

#### **What does this mean to a typical concession customer?**

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$150,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 88) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 88: Impact on typical concession customer in Tailem Bend region**

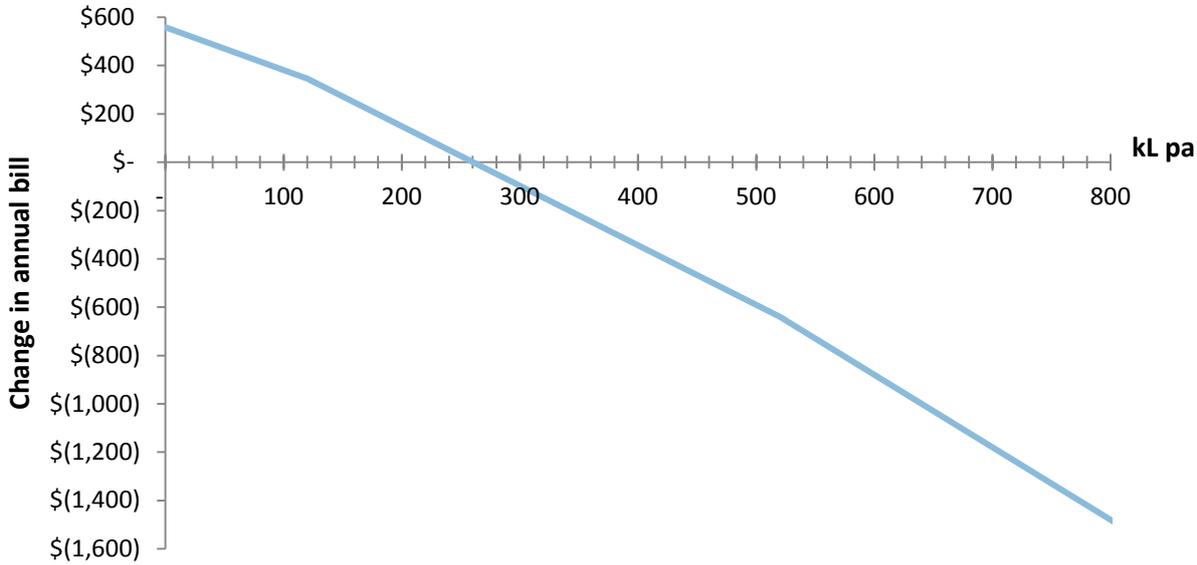


Figure 88 indicates that a typical concession customer using more than 286kL per annum should see a decrease in their annual bill, while those using less than 286kL would see an increase.

## 14. YORKE REGION

The Yorke region is made up of the geographical area of the Yorke Peninsula, excluding the western foot, as depicted in Figure 1. For a list of LGAs within this region, see Annexure A.

This region represents 2 per cent of all customers, 2 per cent of all residential customers, 2 per cent of all industrial customers, 2 per cent of all commercial customers and 3 per cent of all concession customers.

### 14.1 All customers

Figure 89 shows the degree to which customers are impacted by the recommendations.

**Figure 89: Customer impact in Yorke region**

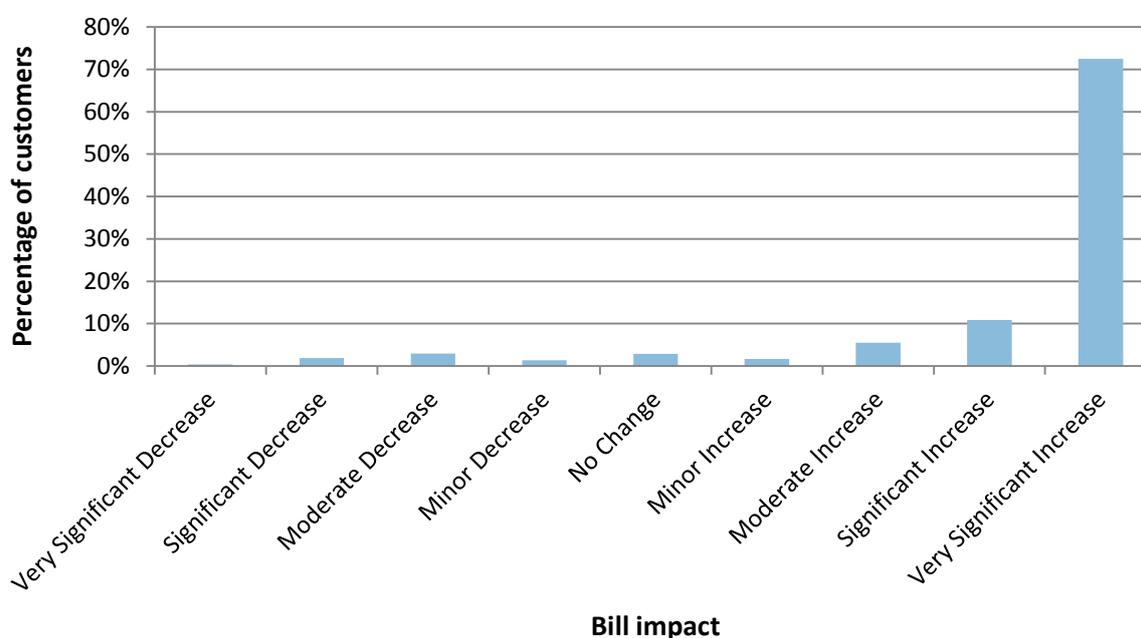


Figure 89 indicates that it is likely that 7 per cent of customers would see their annual bill decrease and 91 per cent would see their bill increase. Furthermore, it is likely that 7 per cent of customers would see their bill decrease by more than \$50, while 90 per cent would see their bill increase by more than \$50.

## 14.2 Residential customers

Residential customers make up 69 per cent of all customers in the Yorke region. Figure 90 shows the degree to which these customers are impacted by the recommendations.

**Figure 90: Residential customer impact in Yorke region**

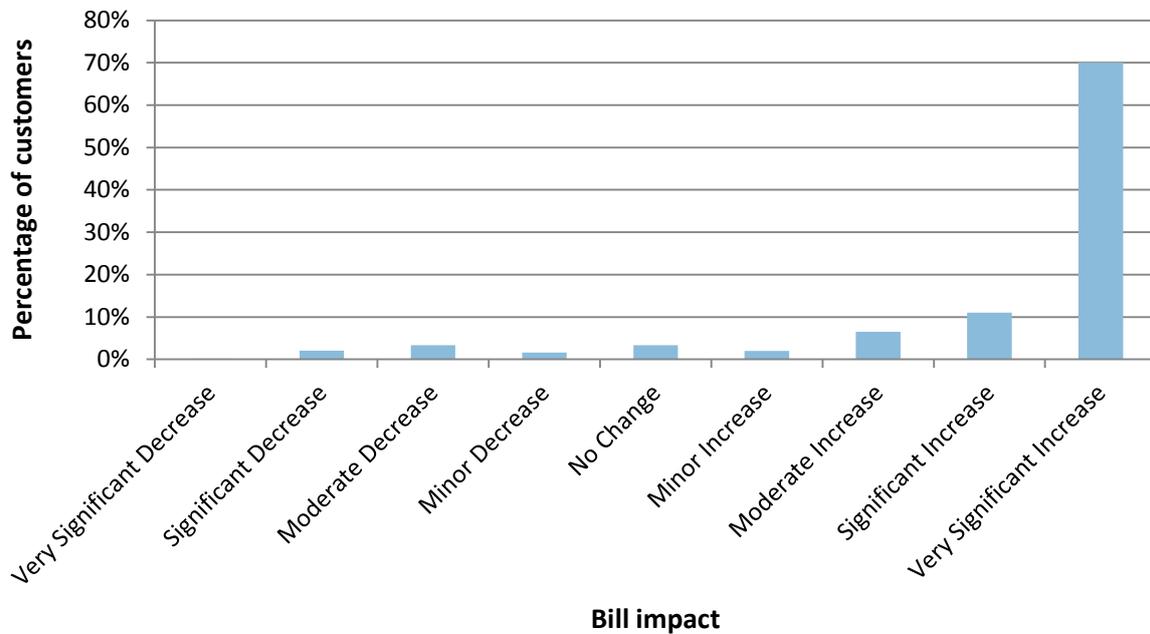


Figure 90 indicates that it is likely that 7 per cent of residential customers would see their annual bill decrease and 90 per cent would see their bill increase. Furthermore, it is likely that 7 per cent of residential customers would see their bill decrease by more than \$50, while 89 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical residential customer?***

For the purposes of this analysis, a *typical residential customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has a property value of \$285,000.

The below figure (Figure 91) illustrates the impact of the recommendations on a *typical residential customer*.

**Figure 91: Impact on typical residential customer in Yorke region**

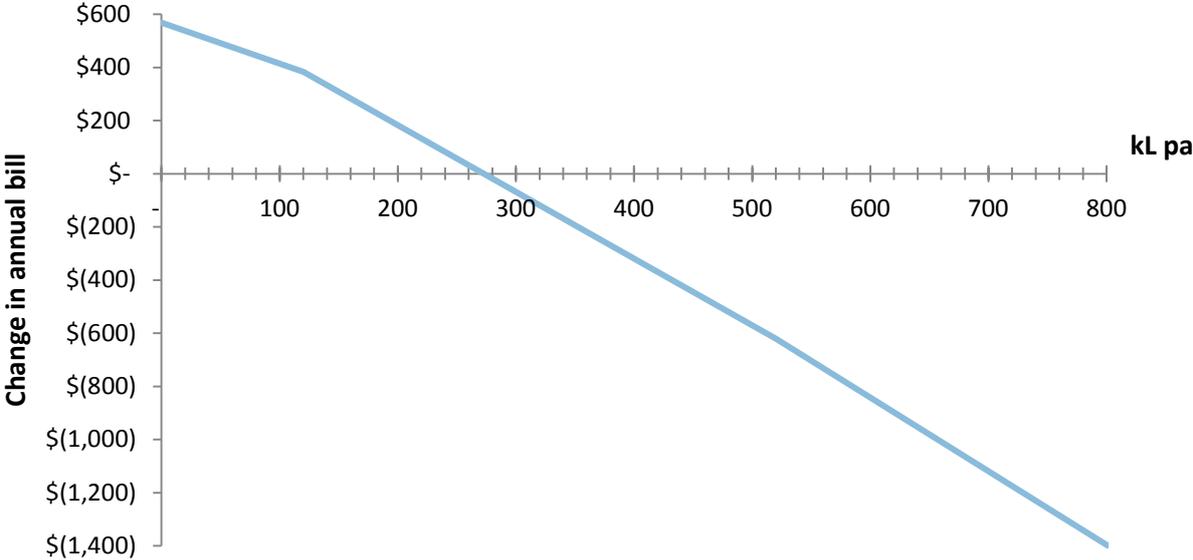


Figure 91 indicates that a typical residential customer using more than 273kL per annum should see a decrease in their annual bill, while those using less than 273kL would see an increase.

### 14.3 Commercial customers

Commercial customers make up 4 per cent of all customers in the Yorke region. Figure 92 shows the degree to which these customers are impacted by the recommendations.

**Figure 92: Commercial customer impact in Yorke region**

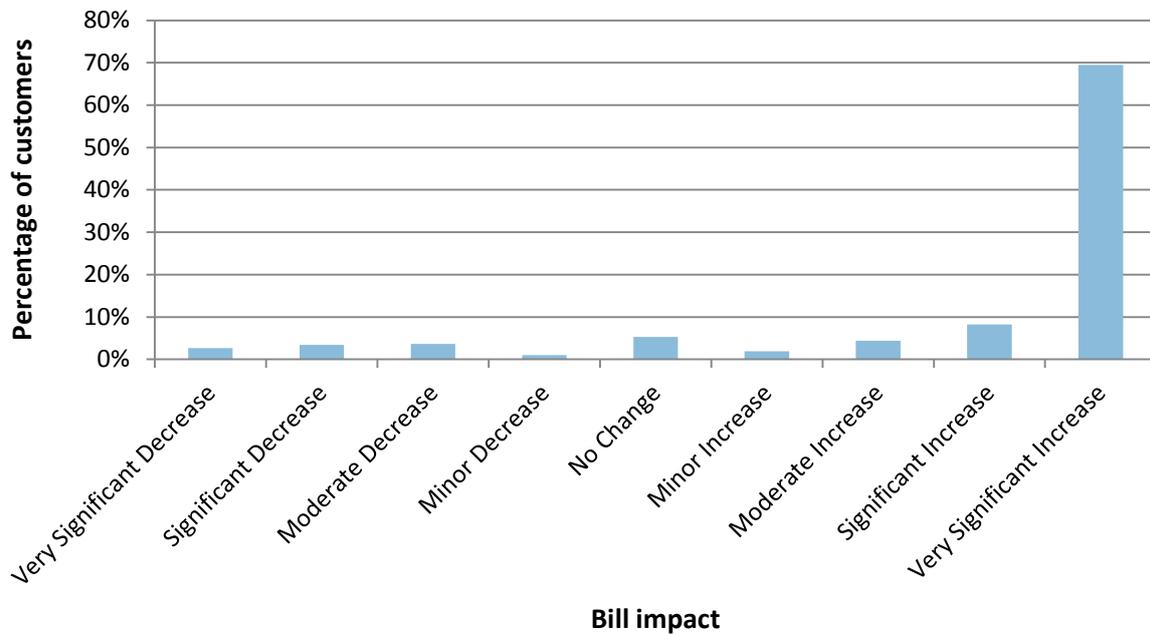


Figure 92 indicates that it is likely that 11 per cent of commercial customers would see their annual bill decrease and 84 per cent would see their bill increase. Furthermore, it is likely that 11 per cent of commercial customers would see their bill decrease by more than \$50, while 84 per cent would see their bill increase by more than \$50.

#### ***What does this mean to a typical commercial customer?***

For the purposes of this analysis, a *typical commercial customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a commercial customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$320,000.

The below figure (Figure 93) illustrates the impact of the recommendations on a *typical commercial customer*.

**Figure 93: Impact on typical commercial customer in Yorke region**

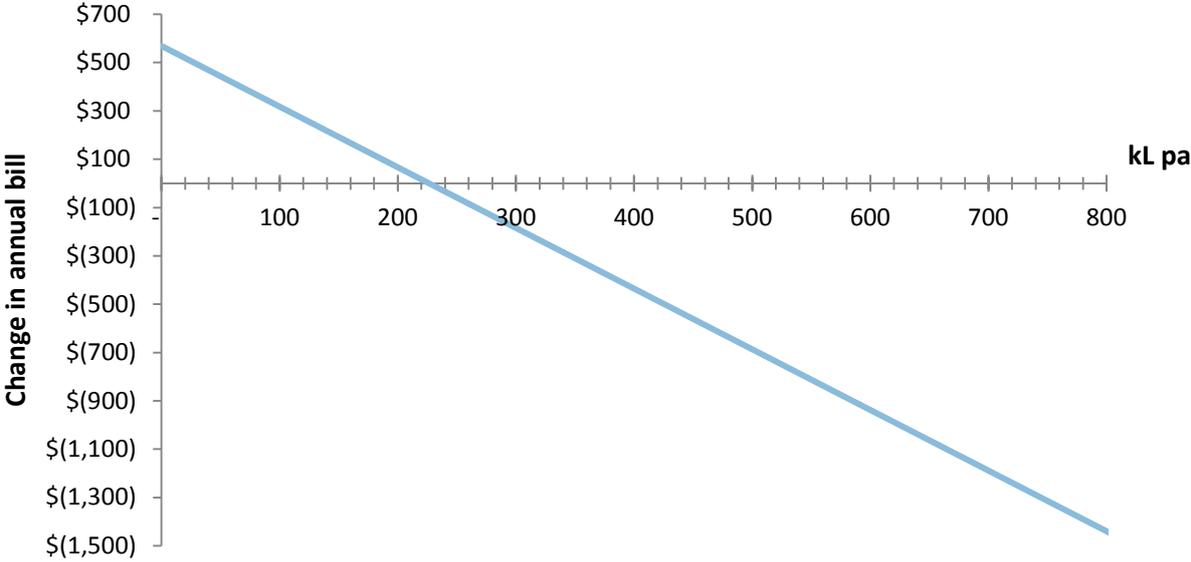


Figure 93 indicates that a typical commercial customer using more than 226kL per annum should see a decrease in their annual bill, while those using less than 226kL would see an increase.

## 14.4 Concession customers

Concession customers make up 26 per cent of all customers in the Yorke region. Figure 94 shows the degree to which these customers are impacted by the recommendations.

**Figure 94: Concession customer impact in Yorke region**

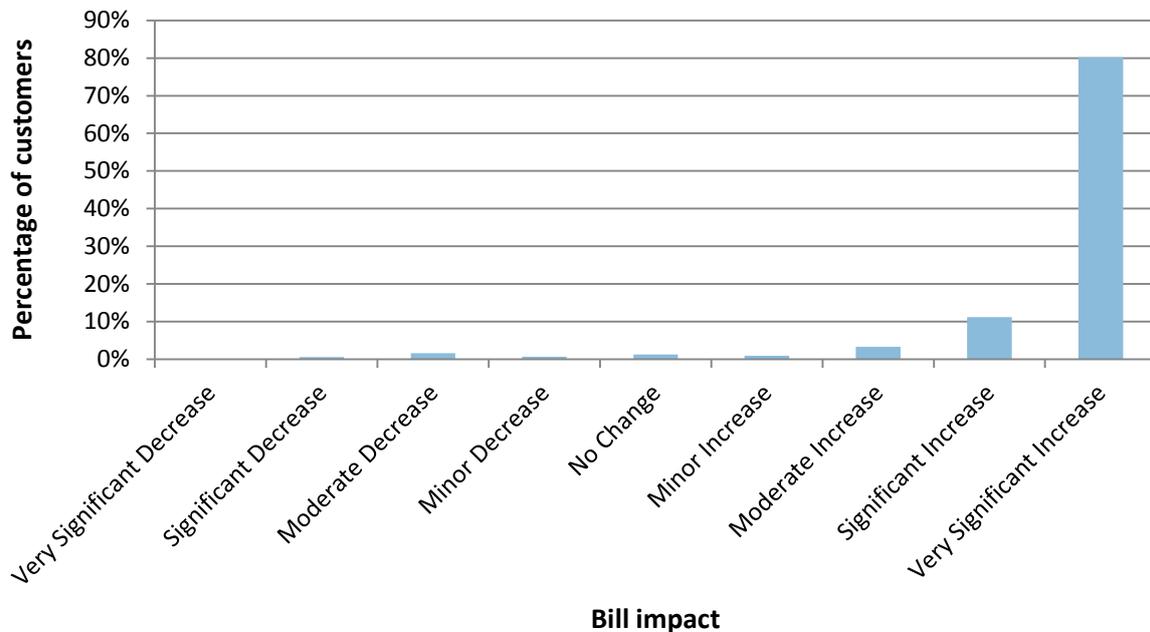


Figure 94 indicates that it is likely that 3 per cent of concession customers would see their annual bill decrease and 96 per cent would see their bill increase. Furthermore, it is likely that 3 per cent of concession customers would see their bill decrease by more than \$50, while 95 per cent would see their bill increase by more than \$50.

### ***What does this mean to a typical concession customer?***

For the purposes of this analysis, a *typical concession customer* is a customer that:

- ▲ has one standard 20mm water meter only
- ▲ is categorised as a residential customer by SA Water using land use codes
- ▲ is not connected to SA Water’s sewerage network
- ▲ has an average property value of \$255,000
- ▲ is categorised as a concession customer by SA Water.

The below figure (Figure 95) illustrates the impact of the recommendations on a *typical concession customer*.

**Figure 95: Impact on typical concession customer in Yorke region**

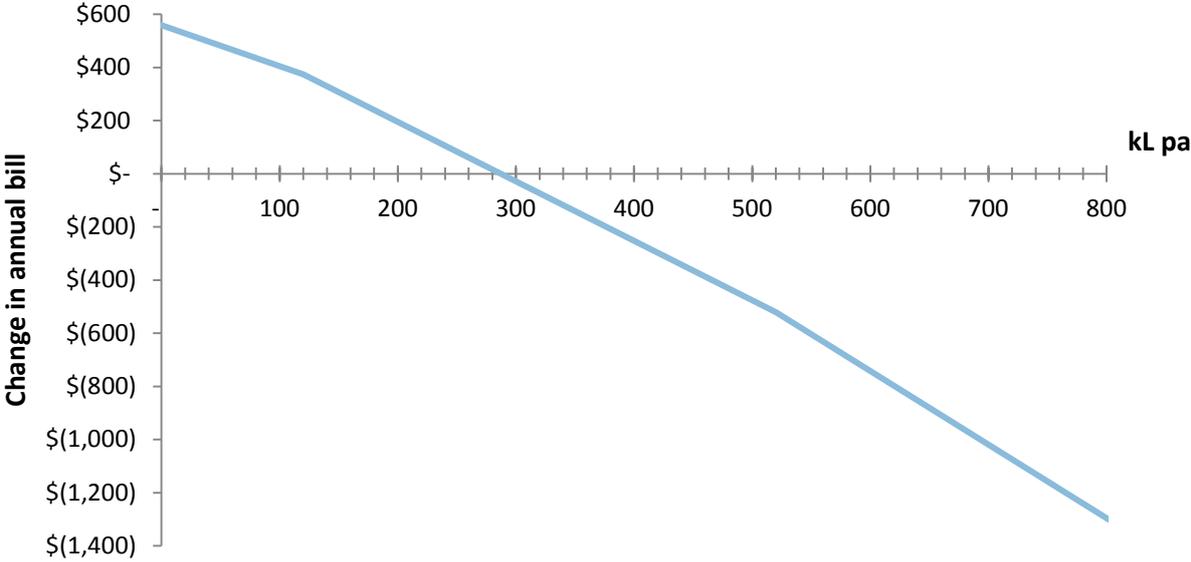


Figure 95 indicates that a typical concession customer using more than 313kL per annum should see a decrease in their annual bill, while those using less than 313kL would see an increase.

## 15. CONCLUSION

The analysis of the customer bill impacts in this appendix shows there would be varying impacts on customers across regions as they move to region-based water usage charges. The size of the bill impact to a particular customer is also dependent on:

- ▲ the property value (see Chapters 6 and 7 of the final Inquiry report)
- ▲ consumption (see the analysis for typical customers throughout this appendix).

## ANNEXURE A LRMC REGIONS AND LOCAL GOVERNMENT AREAS (LGAS)

LRMC REGION	LOCAL GOVERNMENT AREAS WITHIN* LRMC REGION
<b>Greater Adelaide</b>	Adelaide, Adelaide Hills, Alexandrina, Barossa, Burnside, Campbelltown, Charles Sturt, Clare and Gilbert Valleys, Gawler, Holdfast Bay, Light, Mallala, Marion, Mid Murray, Mitcham, Mount Barker, Murray Bridge, Norwood Payneham St Peters, Onkaparinga, Playford, Port Adelaide Enfield, Prospect, Salisbury, Tea Tree Gully, The Coorong, Unincorporated SA, Unley, Wakefield, Walkerville, West Torrens
<b>Myponga</b>	Victor Harbour, Alexandrina, Onkaparinga, Yankalilla
<b>Tailem Bend/Keith</b>	Karoonda East Murray, Kingston, Murray Bridge, Tatiara, The Coorong, Unincorporated SA
<b>Mount Pleasant</b>	Barossa, Mid Murray
<b>Swan Reach to Paskeville</b>	Adelaide Hills, Barossa, Barunga West, Clare and Gilbert Valleys, Copper Coast, Goyder, Light, Loxton Waikerie, Mid Murray, Wakefield, Yorke Peninsula
<b>River Murray Towns</b>	Alexandrina, Berri and Barmera, Karoonda East Murray, Loxton Waikerie, Mid Murray, Mildura, Murray Bridge, Renmark Paringa, The Coorong, Unincorporated SA
<b>Northern</b>	Barunga West, Clare and Gilbert Valleys, Copper Coast, Goyder, Mid Murray, Mount Remarkable, Northern Areas, Orroroo/Carrieton, Peterborough, Port Augusta, Port Pirie City and Districts, Unincorporated SA, Wakefield, Whyalla
<b>Yorke</b>	Barunga West, Copper Coast, Yorke Peninsula
<b>South East</b>	Grant, Kingston, Mount Gambier, Naracoorte and Lucindale, Robe, Southern Mallee, Tatiara, The Coorong, Wattle Range
<b>Eyre (Excluding West Coast)</b>	Ceduna, Cleve, Elliston, Franklin Harbour, Kimba, Lower Eyre Peninsula, Port Lincoln, Streaky Bay, Tumby Bay, Unincorporated SA, Wudinna
<b>Kangaroo Island</b>	Kangaroo Island
<b>Other Disconnected</b>	Elliston, Flinders Ranges, Goyder, Lower Eyre Peninsula, Mount Remarkable, Northern Areas, Orroroo/Carrieton, Peterborough, Port Augusta, Streaky Bay, Unincorporated SA, Wudinna, Yorke Peninsula

**\*Either partially or entirely**



The Essential Services Commission of South Australia

Level 1, 151 Pirie Street Adelaide SA 5000

GPO Box 2605 Adelaide SA 5001

T 08 8463 4444

E [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au) | W [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)

