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26 June 2013

SA Water Service Standards: Draft Decision
Essential Services Commission of SA
GPO Box 2605
Adelaide SA 5001

To whom it may concern,



Business SA is pleased to provide feedback to the Essential Services Commission of South Australia with regards to SA Water service standards performance for the regulatory period of 1 July 2013-30 June 2016.

Business SA is a current member of the SA Water Business Customer Advisory Group. The role of this group is to provide SA Water with the views of their business and commercial customers on the services it provides and to help SA Water to gain a better understanding of the needs and concerns of the business community in South Australia.

Business SA is South Australia's leading business membership organisation, representing thousands of businesses through direct membership and affiliated industry associations. We represent businesses across all industry sectors, ranging in size from micro-business to multi-national companies. Business SA advocates on behalf of business to propose legislative, regulatory and policy reforms and programs for sustainable economic growth in South Australia.

Business SA has reviewed the service standards and is pleased that a base level of service, through data collection and monitoring, is being established so that future movements can be accurately measured in the future.

Business SA is also pleased with the approach taken, the "best endeavours" method. Whilst all SA Water issues that customers have should be resolved as soon as possible, it is vital that where issues haven't been able to be resolved in a timely manner (within the service standards), that there is a mechanism for addressing how SA Water went about using their best endeavours to fix the issue.

It is unfortunate, as the Commission notes, that there is a misalignment between the service standards for metropolitan Adelaide and rural and regional

South Australia. Business SA would expect that in the future SA Water is able to deliver more comparable service standards to rural and regional South Australia as a major part of the State's economy is outside the metropolitan area.

Overall, Business SA is happy with the targets set, and we look forward to continued engagement with SA Water through the SA Water Business Customer Advisory Group.

We look forward to being involved in future consultation on this issue and other SA Water issues in the future. If you have any questions or would like further information please do not hesitate to contact, Rick Cairney, Director of Policy, phone: (08) 8300 0060.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nigel McBride', with a stylized flourish at the end.

Nigel McBride
Chief Executive Officer