

Essential Service Commission of SA
GPO Box 2605
Adelaide SA 5001
(sent by email)

REF: Water Retail Licence – Robusto Investments P/L

Dear Sir/Madam,

I am a resident of Mount Compass and currently a recipient of the water as mentioned in the application. This is a submission which relates to the criteria noted on your website.

At the outset we would like to congratulate Stephen Connor and his company in becoming the owner of the Fleurieu Golf Course and restaurant and wish him well in the application for the water retail licence. It is pleasing to see that he will transition the current staff as they have been a real asset to the running and maintenance of the golfing facilities. It's also pleasing to see the relevant qualifications of the new owner.

In relation to the application, my comments are as follows:

1. In relation to providing the supply of water to the current 165 properties and the proposed 60 plus new properties.
 - a. Can the applicant guarantee that the water supply is sufficient to be able to sustain the anticipated total of 225 plus properties at a pressure not less than that provided currently? What evidence can the applicant present to the commission to substantiate this?
 - b. What action will the applicant guarantee if the supply and pressures should fall below acceptable levels?
2. In relation to the quality of the water
 - a. In the past water quality has been of a high standard but from time to time it has suffered perhaps because of a need for regular maintenance and resulted in water with a very high sand content and with subsequent discolouration. What guarantees can the applicant provide that this will be minimised?
 - b. Does the applicant have any intention of adding chemicals to the water like disinfectants, fluoridation or for ph correction?
3. In relation to pricing
 - a. The previous licensee seemed to have a general policy of maintaining pricing on parity with what SAWater's general charges were but which were essentially below that level. In the applicant's proposal they mention pricing will be on '*an ongoing sustainability and viability of the business*' basis. Given that there is no opportunity for residents to access the town water supply owned and managed by others and thus there is little or no competition available, can the applicant guarantee that pricing will be maintained below SAWater's?

Finally, we trust that Stephen and his staff are prepared to be transparent in all of the dealings within the community in which they will be operating in and also prepared to liaise with the residents in relation to the proposed new housing development (which may include an alternative access?). Mount Compass is a wonderful community and everyone needs to be working together for the benefit of both residents and businesses.

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