



COMPASS SPRINGS PRICING POLICY STATEMENT

Robusto Investments Pty Ltd (trading as Compass Springs) (Compass Springs) acquired a drinking water business from Hillrise Investments Pty Ltd in 2016. At the time the water business served approximately 165 water customers in part of the Mount Compass SA township (adjacent the Mount Compass Golf Course).

The private water network was developed as part of a residential subdivision in parallel with development of the golf course in the late 1990's. The water network infrastructure that Compass Springs acquired was / is in fair to poor condition generally. Frequent maintenance and emergency repair work is required. Some significant infrastructure elements are near the end of their working life.

The customer water supply contracts established at the time of commencement of the business were tied to SA Water's pricing – with water supply rates being identical to SA Water's charges and water consumption rates that were limited to SA Water's tiered pricing plus 15%. This pricing structure had and has no relationship to the actual operating costs of the business. Perhaps as a consequence, the previous business operator spent very little on maintenance and made no provision for long term upgrade works despite the infrastructure being 25 - 30 years old at the time of sale.

When Compass Springs was issued its water retail license by ESCOSA it was required to change all of its customer contracts to a Standard Water Contract – a process that took two years to negotiate with ESCOSA. The new contracts took effect in September 2018 when published in the State Government Gazette.

Compass Springs reviewed its pricing in line with the National Water Initiative Pricing Principles (NWIPP) with a view to determining a price structure that would ensure the ongoing viability for the business and compliance with the Code, the Act and the Regulations.

A Pricing Submission was lodged in March 2017 with ESCOSA. Compass Springs sought to amend the pricing in line with the NWIPP.

ESCOSA delayed and disputed elements of the Pricing Submission and subsequent clarifications made by Compass Springs in its attempts to establish a NWIPP compliant pricing model that sustains the business.

Subsequent to the March 2017 Pricing Submission, over the ensuing 5 years, in response to various requests and rejections by ESCOSA, additional information was provided by Compass Springs to ESCOSA to support and clarify its Pricing Submission with a view to having ESCOSA confirm compliance with the NWIPP.

ESCOSA persistently rejected or refuted the submission and subsequent responses and clarifications which resulted in a unilateral Price Determination being made by ESCOSA in May 2021. This was subsequently reviewed (by ESCOSA as it was required to do under the Act) in August 2021, several times since and most recently for 1 July 2025.

Compass Springs is of the view the May 2021 Price Determination and its subsequent variations do not comply with the NWIPP. As a result we referred the matter to the South Australian Civil and Administrative Tribunal (SACAT) for review as well as the Supreme Court of South Australia. Both the SACAT and Supreme Court decisions have ruled in our favour, requiring ESCOSA to review all Price Determinations since 2021.



Despite these disputes Compass Springs has elected to observe the pricing issued by ESCOSA in its various determinations.

Our network has been progressively extended so that we now serve 209 customers in the Mount Compass area. Further expansion is planned.

ESCOSA issued another Price Determination on 30 September 2026. That is entirely unsatisfactory, and has not properly addressed most aspects of our submission.

Accordingly we will be seeking a formal Review and subsequently referring the matter back to the SACAT for further hearings.

That process is now underway.

Details on our past and current pricing are as listed on the following sheet.



COMPASS SPRINGS PRICING SCHEDULE

SCHEDULE OF CHARGES – EFFECTIVE 01 JULY 2025 RESIDENTIAL CUSTOMERS ONLY

Item	Price (2024-25)	Price (2025-26) 1/7 – 30/9	Price (2026-27) 1/10 – 30/6
Quarterly supply charge	\$98.81	\$96.24	\$94.55
Tier 1 consumption charge per KL (0 – 30KL)	\$4.06	\$3.95	\$4.17
Tier 2 consumption charge per KL (30 – 130KL)	\$5.80	\$5.65	\$5.96
Tier 3 consumption charge per KL (130KL +)	\$6.27	\$6.11	\$6.45
Special Meter Reading	\$27.50	\$27.50	\$27.50
New connection to water network	By Quotation	By Quotation	By Quotation
Replacement meter	By Quotation	By Quotation	By Quotation
BPay processing fee per transaction	\$2.75	\$2.75	\$2.75
BPay settlement fee per transaction	\$2.75	\$2.75	\$2.75
EFT per transaction unless varied by the financial institution	\$0.00	\$0.00	\$0.00
Direct Debit per transaction unless varied by the financial institution	\$0.00	\$0.00	\$0.00
Cheque per transaction	\$2.75	\$2.75	\$2.75
Centre Pay fee per transaction	\$2.75	\$2.75	\$2.75
Dishonour fee	\$30.00	\$30.00	\$30.00
Issue of Paper Statement upon request	\$2.20	\$2.20	\$2.20
Issue of Paper Invoices	\$0.00	\$0.00	\$0.00
Late payment fee (per transaction)	\$25.00	\$25.00	\$25.00
Interest on overdue charges	Corporate overdraft rate	Corporate overdraft rate	Corporate overdraft rate
Debt collection and/or legal fees on disputes and recovery.	100% recovery	100% recovery	100% recovery
Disconnection fee	By Quotation	By Quotation	By Quotation
Re-Connection fee	By Quotation	By Quotation	By Quotation