

## Excluded Retail Services Pricing Policy Statement

Excluded retail services benefit a single customer or group of customers rather than all customers. Excluded retail services include but are not limited to:

- standard and non-standard connection services (water and sewerage);
- trade waste services;
- non-domestic hauled waste services;
- easement extinguishment and encumbrance services;
- hydrant and fire plug services;
- meter services; and
- network analysis and audit services.

### Regulatory Framework

The Essential Services Commission of South Australia (ESCOSA) takes a principles-based approach to regulating excluded retail services. Prices for the excluded retail services are subject to:

- Relevant National Water Initiative (NWI) Pricing Principles available here <http://www.agriculture.gov.au/water/policy/nwi/pricing-principles>
- ESCOSA pricing principles available here <https://www.escosa.sa.gov.au/ArticleDocuments/334/20160606-Water-SAWaterRegulatoryDetermination2016FinalReport.pdf.aspx?Embed=Y>

### Pricing Policy Statement

Excluded retail service prices seek to recover the full cost of providing the service from the customers who benefit from the service.

Where a service is:

- High volume/low cost with little variation between individual jobs - a standard charge based on the average cost of these job types applies.
- Low volumes/high cost with a high degree of variation between jobs – a non-standard charge based on estimated cost of the individual job applies.

A cost-plus approach ensures recovery of incremental capital expenditure and direct and indirect operating costs and provides for a reasonable rate of return.

We periodically review the costs to provide excluded retail services. Where a standard fee or charge no longer reflects the underlying costs, we move towards cost recovery in a structured way to manage the impact on customers.

We may set prices below (or above) full cost to promote customer behaviour which provides net benefit e.g. avoidance of a cost or compliance with a license condition.

We regularly engage with our customers and the community about the excluded retail services we provide.

### Where to find further information regarding our excluded retail service prices

A full list of our miscellaneous fees and charges is published on our website. We also provide information to customers on how our prices are calculated if requested.