

Objective: Keeping our prices as low and stable as possible. Protecting our financial viability ensure our sustainability for the long term. Commercial opportunities that delivery benefits for our customers may be pursued.

Costs to Customers

- State-wide pricing means that most of our customers pay the same price per kilolitre of water, regardless of where they live or the actual cost of providing the services.
- Pricing Schedule for residential and business rates, sales, fees & charges available on the SA Water website. This includes connection charges, but not augmentation charges (where new infrastructure of upgrade is needed to connect the service) which vary depending on situation.
- Average bills decreased in 2016-17 by 6.5%, and in 2017-18 we have contained price increases to CPI to keep the price path stable.
- Residential price per kL ranges from \$2.138 to \$3.584 based on daily consumption allowance.
- Annual residential water supply charge \$292.40. This applies where the property abuts a main that is gazetted as 'rate on abuttal' whether the property is connected or not.

Costs to Operate

- Comparative cost to operate per kL for Middle River and Penneshaw systems are shown in blue bars of graph below.

Work Underway & Existing Plans

- Trial installation of smart meters to better understand and reduce water loss in the network.
- Energy management strategy to achieve zero net electricity cost by 2020.

Future State

Opportunities:

- Mitigating against rising and volatile energy costs through exploration of renewable and local energy sources.
- Providing fit-for-purpose water options (i.e. non-potable) could reduce costs per kL due to less intensive treatment requirements.
- Explore utilisation of local resources as much as possible to reduce transportation costs and benefit local economy.
- Continual innovation and improvement to use smart technology and be 'smart water' leaders.

