



Regulatory Determination 16 statement of compliance



Government
of South Australia

Every four years we submit a regulatory proposal to our economic regulator, the Essential Services Commission of South Australia (ESCOSA).

Our proposal outlines the investment required to meet all our regulated responsibilities including health, safety and environmental, as well as delivering services our customers value.

ESCOSA reviews our proposal and provides a regulatory determination which confirms the commitments we've made to our customers and establishes the allowable revenue we can recover from our customers. We then set prices each year to achieve the allowable revenue across each four-year regulatory period.

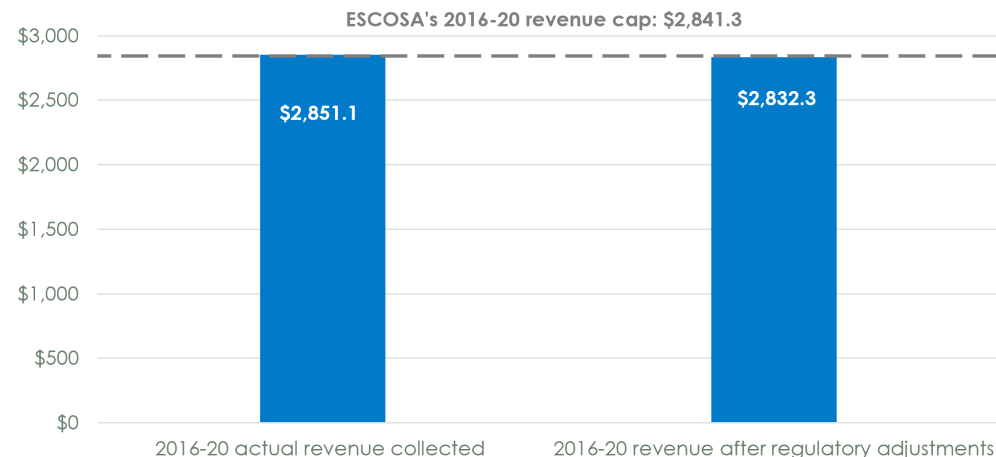
To set prices, we incorporate forecasts for how much water will be used and how many customers we expect to have.

At the end of a four year regulatory period, actual revenue can vary when the demand for water and number of customers are different to our forecasts. There are processes in place to ensure any variances due to these factors, which are outside our control, are adjusted for in the following regulatory period.

During the 2016-20 regulatory period, we collected \$2,851.1 million in water revenue and \$1,192.6 million in wastewater revenue. This result was within 1.1 per cent of the cap for the period and resulted in a minor revenue adjustment which was shared with our customers and contributed to lower prices in 2020-21. After these adjustments, we were within 0.53 per cent of the allowance for 2016-20.



2016-20 water revenue compliance



2016-20 wastewater revenue compliance

