



YOUR SAY

Attachment 1

COMMUNITY ENGAGEMENT FEEDBACK REPORT

WATER ASSETS STRATEGIC REVIEW – 14 JUNE TO 13 JULY 2022

INTRODUCTION

We engaged with the community in 2018 about the possible divestment of our water assets (Stage 1). At that point we didn't have much information available to inform the community about what the potential impacts of divestment of the assets would be.

In 2020 a Registration of Interest (ROI) phase was undertaken, and this is now being followed by a Request for Proposal (RFP) process.

A second round of community engagement was undertaken in June/July 2022 (Stage 2) to seek feedback about the future management of council's water assets. For this stage of engagement there was further information available to share with the community to help them understand the potential implications of divesting/retaining council's water assets, allowing for more meaningful engagement to inform council's decision-making process.

Undertaking community engagement during a procurement (or in this case a divestment) process creates a number of potential challenges. The engagement process was designed to ensure that neither the probity of the process nor the commercial position of council and the respondents was compromised. Accordingly, the engagement materials did not identify the names of respondents, the exact financial value of proposals, or any specific details that might identify a respondent.

The outcomes of the community engagement and RFP will be presented to elected members at the 23 August 2022 Special Council meeting. We will then inform all stakeholders of Council's decision about the divestment or retention of one or both water assets, and next steps (Stage 3).

COMMUNITY ENGAGEMENT PURPOSE AND OBJECTIVES – STAGE 2

The purpose of the second round of engagement was to:

- ensure elected members have sufficient information on the potential implications of divesting/retaining council's water assets – including community feedback – to determine the future of the assets
- share the outcomes of the RFP (but not the individual proponents) and provide information to stakeholders on how the potential divestment and/or retention of assets is likely to impact them, and to ascertain community sentiment for divest and/or retaining
- seek community feedback on risk and opportunities relating to council's water assets and services.

The engagement objectives were to:

- provide consistent and information on:
 - the overall process
 - the fact a decision to divest or retain the water assets has not yet been made and this is stakeholders' opportunity to have their views considered
 - the outcome of the RFP process (once known)
 - the potential implications of a retain and divest scenario for each stakeholder group
- acknowledge the previous consultation (2018), providing information about the community feedback received
- confirm all feedback from Stage 2 will be provided to Council to assist in determining a

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- decision on the future of its water assets
- provide a range of opportunities for stakeholders to provide feedback, including face-to-face techniques
- ensure council's legislative requirements are met
- exceed legislative requirements as appropriate to ensure that clear, transparent, genuine and meaningful community engagement is undertaken
- ensure stakeholders are kept informed throughout the consultation process and when decisions are made.

ENGAGEMENT TECHNIQUES – STAGE 2

Consultation was open from 14 June to 13 July 2022. The following engagement techniques were undertaken to provide engagement opportunities for key stakeholders and the community:

- 3545 letters posted to CWMS customers to advise of the project and invite participation
- 422 letters emailed to CWMS property owners to advise of the project and invite participation
- 1781 letters delivered to properties in Sellicks Beach, Silver Sands (Aldinga Beach) and Port Willunga (in areas not currently serviced by CWMS or SA Water sewer infrastructure) to advise of the project and invite participation
- emails to all stakeholders on our Community Groups register to advise of the project and invite participation
- newsletters to our 5700+ registered Your Say Onkaparinga participants to advise of the project and invite participation
- roadside banners advising of the project and directing to Your Say Onkaparinga, located at: Willunga
 - McLaren Vale
 - McLaren Flat
 - Clarendon
 - Maslin Beach
 - Sellicks Beach
 - Morphett Vale
 - Noarlunga
- information stands at our libraries and service centres – including FAQs, hard copy surveys and pre-paid envelopes
- Your Say Onkaparinga page with project information, FAQs and link to online survey
- online survey (MINT Research)
- Two Facebook posts advising of the project and inviting participation (15 June and 12 July 2022)
- drop-in information sessions held:
 - Civic Centre, Noarlunga Centre
 - Woodcroft - Morphett Vale Neighbourhood Centre, Woodcroft
 - McLaren Vale and Fleurieu Coast Visitor Centre, McLaren Vale
 - Hazel McKenzie Hall, Clarendon.

SUMMARY OF COMMUNITY ENGAGEMENT OUTCOMES – STAGE 2

Facebook post content appeared in over 57,390 newsfeeds and reached 31,414 people, with 3198 people engaging with the post and 272 clicks through to the Your Say Onkaparinga page.

Around 1540 people visited the Your Say Onkaparinga project page.

453 people downloaded a document/opened a link on the Your Say Onkaparinga page.

Overall, 602 survey responses were collected for analysis; 480 of which were fully completed, and 122 of which were partially completed but provided useful information. – see MINT Research Community Consultation Survey Findings report (Appendix 1)

The survey achieved a statistically significant sample size for whole of the city. For the city's population of 176,628 residents (ABS 2021 ERP) a sample group of 384 is considered statistically significant.

A comparison of the demographics of the respondents to the whole of the city indicates an overrepresentation of:

- Hills South and Southern district residents
- residents aged 60 years and over
- homeowners.

Approximately 54 people attended one of the drop-in information sessions.

Submissions were received from the following organisations:

- Friends of Willunga Basin
- Willunga Recreation Ground Inc
- Onkaparinga Food Security Collaborative
- Blue Water Estate Committee
- The Wild South

Copies of the submissions are attached (Appendix 2)

In addition, a representative from Better Together Christies Downs (Clean Up Our Creek) requested a meeting with staff. Notes take from the meeting are attached (Appendix 3).

7 letters/emails were received via corporate and Your Say Onkaparinga mailboxes from individuals – verbatim comments are attached (Appendix 4).

2 hard copy surveys were received following the close of the survey and were unable to be incorporated in the analysis.

Council received a petition in relation to the WASR engagement on 27 July 2022. This petition will be managed in accordance with the Local Government Act 1999 in relation to receiving a petition. When a petition is received by council, it is provided on the agenda of the next Council meeting.

KEY ISSUES AND CONCLUSIONS

From MINT Research Community Consultation Survey Findings report – see Appendix 1 for full report

Overall those that completed the survey appear to strongly support Council retention of water assets and building in-house capabilities and expertise to manage return on investment in a

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satisfactory manner for both CWMS customers and ratepayers in general.

While the majority of the survey respondents feel they understand the consultation process Council is undertaking to determine the future of its water assets, findings may reflect a sense of unease throughout the community in relation to a perceived lack of financial information underpinning the consultation.

If this survey is accepted as reflective of broader community perspectives, the community is asking for:

- a financial history associated with the status quo
- more information and transparency in relation to each of the ownership options (and individual proposals received), including financial modelling
- impacts on customer pricing and rates; and
- environmental forecasting, as it affects the scarcity of water as a resource, which in turn would impact associated costs to customers and ratepayers.

EVALUATION – STAGE 2

Purpose of Engagement	Evaluation
Ensure elected members have sufficient information on the potential implications of divesting/retaining council's water assets – including community feedback – to determine the future of the assets	An Elected Member session was held on 9 August 2022 to provide elected members details of the engagement outcomes. It included a presentation from Mint on the survey results
Share the outcomes of the RFP (but not the individual proponents) and provide information to stakeholders on how the potential divestment and/or retention of assets is likely to impact them, and to ascertain community sentiment for divest and/or retaining	Extensive community consultation was undertaken between 14 June and 13 July 2022 – see Engagement Techniques Stage 2 above
Seek community feedback on risk and opportunities relating to council's water assets and services.	Extensive community consultation was undertaken between 14 June and 13 July 2022 – see Engagement Techniques Stage 2 above

Desired Engagement Outcomes	Evaluation
Stakeholders understand this complex process	External evaluation with project participants will be undertaken once Council's decision/next steps has been shared
Stakeholders know that a decision to divest or retain council's water assets has not been made and all feedback will be considered	This information has been included in all promotional material, letters and Your Say Onkaparinga page – see Engagement Techniques Stage 2 above External evaluation with project participants

Desired Engagement Outcomes	Evaluation
	will be undertaken once Council's decision/next steps has been shared
Stakeholders participating in the community engagement feel heard	External evaluation with project participants will be undertaken once Council's decision/next steps has been shared
<p>We receive feedback from a range of people that can be broken down into clear stakeholder groups, such as (but not limited to):</p> <ul style="list-style-type: none"> council's CWMS customers from across the seven CWMS schemes council's water business (supply) customers the broader City of Onkaparinga community 	<p>38 per cent of respondents were CWMS customers.</p> <p>The remaining 62 per cent were non-customers and residents / business owners in the City.</p> <p>15 responses from outside of the City were collected and included in analysis and aggregated in the non-customer cohort)</p> <p>Respondents' stated engagement with Council's communications was very even across CWMS customers and non-customers</p>
<p>Sufficient information is able to be collated for Council to clearly understand:</p> <ul style="list-style-type: none"> the communities' feedback the process and potential impact on council funding and resources regarding the RFP outcomes and risk and opportunities in relation to council's water assets, including the provision of essential wastewater infrastructure and services 	<p>The MINT Research Community Consultation Survey Findings report provides extensive community feedback.</p> <p>An Elected Member session on the engagement outcomes was held on 9 August 2022.</p> <p>This report, and the MINT Research Community Consultation Survey Findings, will be presented to Council at its special meeting on 23August 2022 to inform its decision making</p>

SIGN OFF

Officer who prepared the document

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Position Title: Community Engagement Advisor

Approved by

Name: Dale Sutton Date: 18 August 2022

APPENDIX 1.

MINT Research Community Consultation Survey Findings report

WATER ASSETS STRATEGIC REVIEW

Community consultation survey findings

FINAL REPORT AUGUST 2022

Prepared by: Mint Research Pty Ltd

Prepared for: City of Onkaparinga



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Summary of findings

The City of Onkaparinga's engagement in relation to the Water Assets Strategic Review included an online consultation survey open for community engagement from 15th June to 13th July 2022.

Overall, n=602 responses were collected for analysis; n=480 of which were fully completed, and n=122 of which were partially completed but provided useful information.

Thirty-eight percent of respondents were CWMS customers, with the remaining majority, **62%, non-customers and residents / business owners in the City** (n=15 responses from outside of the City were collected and included in analysis and aggregated in the non-customer cohort).

Respondents' stated engagement with Council's communications was very even across CWMS customers and non-customers. Further, interest in ownership did not impact the level of engagement with each of the Council's communications.

FAMILIARITY WITH AND KNOWLEDGE OF WATER ASSETS

Close to nine in ten Community Wastewater Management System (CWMS) customers showed a high level of confidence in their familiarity with the CWMS, and around three quarters of customers were able to demonstrate knowledge of the CWMS. Not surprisingly, familiarity was lower among non-customers (around half); and half demonstrated correct knowledge.

Despite lower perceived familiarity with the Recycled Water Business (RWB) compared to the CWMS, this appeared to be understated, as around two thirds of respondents demonstrated some correct unprompted knowledge.

Overall, around one in five survey respondents demonstrated a comprehensive understanding of the CWMS and/or the RWB.

COMMUNITY WASTEWATER MANAGEMENT SYSTEM ASSET OWNERSHIP PREFERENCES

When prioritising different elements of the CWMS, pricing and asset ownership are the top priorities for CWMS customers; while non-customers prioritise City-wide access to safe and affordable wastewater first and foremost.

When respondents were asked directly about acceptability of three CWMS ownership models, Council retention of the CWMS water assets had the highest support overall, and maintaining status quo was the top preference for CWMS customers. In contrast, acceptance of Council divesting the CWMS water assets was low; accounting for less than 10% of customers and around a fifth of non-customers (proportions doubled when including neutral views). Information about the required investment on the part of Council to extend the CWMS to Sellicks Beach did not substantively change support of each ownership model.

RECYCLED WATER BUSINESS OWNERSHIP PREFERENCES

When prioritising different elements of the RWB, ownership of the RWB assets was third in the top three priorities; the first priority was ensuring its efficiency and cost effectiveness, and the second was reducing mains water use for irrigation.

When respondents were asked directly about acceptability of various RWB ownership models, the status quo of Council retention received high broad acceptance, while the proposition for Council to divest the RWB assets received low acceptance (around one in five).

While there was broad acceptance of the status quo in relation to the RWB, the Council divestment model saw higher acceptance / neutrality among Southern District residents, with mild skews towards middle-aged non-customers with superficial / vague knowledge about the RWB.

Key issues and conclusions

Overall, survey respondents strongly support Council retention of water assets and building in-house capabilities and expertise to manage return on investment from these in a satisfactory manner for both CWMS customers and rate payers in general.

While the majority of the survey respondents feel they understand the consultation process Council is undertaking to determine the future of its water assets, findings may reflect a sense of unease within certain parts of the community in relation to a perceived lack of financial information underpinning the consultation. Respondents to the survey are asking for:

- a. financial history associated with the status quo;
- b. more information and transparency in relation to each of the ownership options (and individual proposals received), including financial modelling;
- c. impacts on customer pricing and rates; and
- d. environmental forecasting, as it affects the scarcity of water as a resource, which in turn would impact associated costs to customers and ratepayers.

Frustrations around the perceived lack of financial information provided to the community may be contributing to skepticism directed not only towards Council but also the validity and comprehensiveness of the overall water assets consultation captured in this survey. In the absence of this information, some feel their ability to provide informed perspectives may be limited.

If Council intends to proceed with considering different ownership models of water assets, provision / promotion of more information and communications to the community on the future risks, costs and benefits of continued Council ownership should be considered.

Background and methodology

This section describes the background and methodology underpinning the community engagement in relation to the Water Assets Strategic Review.



Background and methodology

Consultation research overview and objectives

In June 2022, the City of Onkaparinga conducted community engagement and consultation in relation to the Water Assets Service Review.

As one component of the broader consultation and community engagement, community members and other key stakeholders were invited to complete an electronic or hard copy survey in relation to their perspectives of the Community Wastewater Management System (CWMS) and the Water Business (referred to herein as the Recycled Water Business, RWB). The survey was active from 15th June to 13th July 2022.

This report details the findings in relation to respondents' views of the City of Onkaparinga's water assets.

Please note: These findings may be limited in that they reflect responses provided by respondents to the survey only; and may or may not encapsulate the perspectives of the overall community in the City of Onkaparinga. See Appendix C for sample and population comparisons.

Overview

The ultimate purpose of the questionnaire instrument was to capture the community's preferences in relation to ownership and management of the City's water assets. Second to the primary objective, questions were asked in order to measure respondents' familiarity with and knowledge of the water assets themselves. Lastly, in addition to collecting perspectives in relation to the City's water assets, the survey was used as a vehicle to provide information to the respondents as part of the broader consultation, providing respondents with details of the CWMS and RWB, as well as information in relation to cost regulation and reasons for Council consideration of various proposed models.

Findings in this report have been displayed for CWMS customers and all other residents, with the following breakdowns:

A total of n=602 surveys were included in the analysis:

- o n=587 are residential or business stakeholders (n=583 residential; n=47 business owners – noting overlap of n=43 who are both)
- o n=15 live outside of the City and do not run a business in the City

Analysis and reporting

Key subgroups for analysis comprise:

A. CWMS customers (n=226)

- includes residents and/or business CWMS customers (n=225 residential CWMS customers and n=16 business customers – noting some are both); and

B. Non-customers of CWMS (n=376):

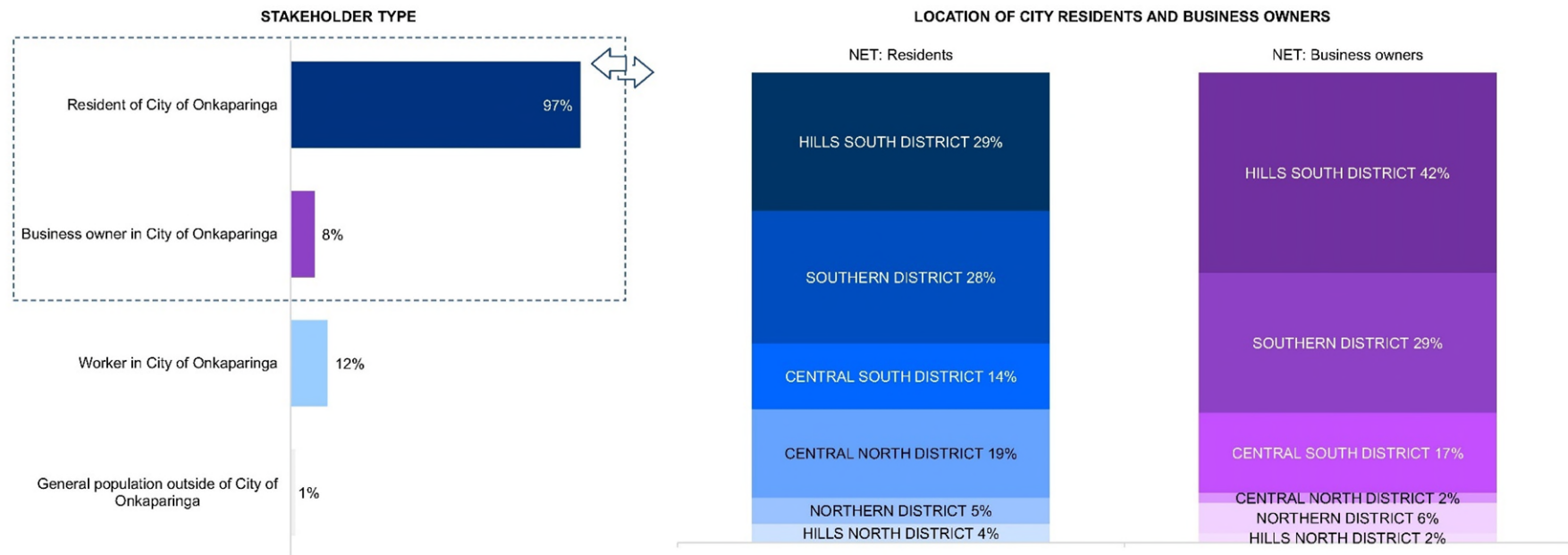
- includes residents/business owners who are not CWMS customers and have any other water connection (n=358 residents and n=24 businesses – noting some are both) + n=15 non-residents.

A snapshot of respondent demographics can be seen at the end of this report.

In this report, the following icons have been used in the top righthand corner of each page to demonstrate which assets the results refer to.



The majority of respondents were residents of the City's Hills South and Southern Districts.



S1. What suburb do you live in?

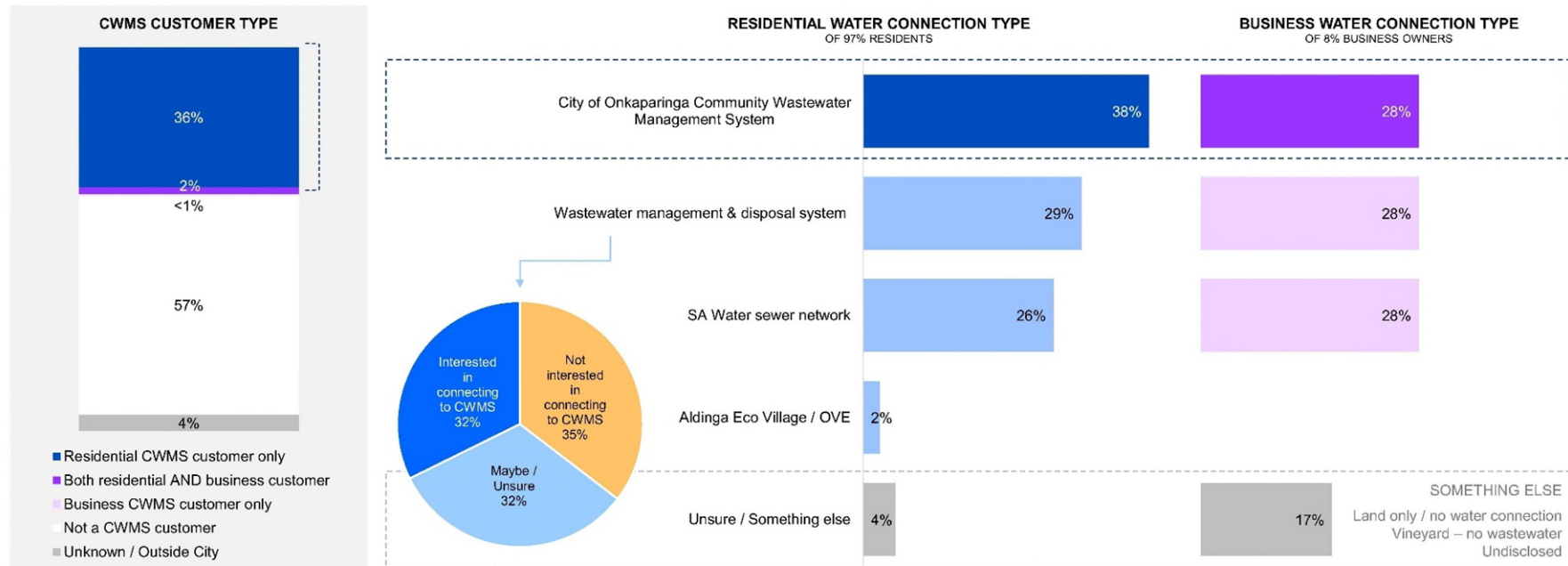
S2. Which of the following best describes you?

Base: All respondents, n=602; All residents, n=583; All business owners, n=47; Hills South District residents, n=173; Southern District residents, n=169; Central South District residents, n=82; Central North District residents, n=110; Northern District residents, n=33; Hills North District residents, n=24; Residents outside of the City, n=11*

The majority of survey respondents were not connected to the CWMS.

Overall, close to two in five respondents are CWMS customers; the majority with a residential connection. Almost a third of residents manage their own wastewater via an individual wastewater management and/or treatment system, and around a quarter are connected to the SA Water sewer network.

Of those with their own wastewater treatment system (the majority residing in the Southern District – i.e. Sellicks Beach, Aldinga and Port Willunga), a third are interested to connect to the CWMS, and a third are unsure.



S3A/B. How is your household's / business' wastewater currently managed? Base: All respondents, n=602; All residential respondents, n=583; All business respondents, n=47

S5. If the CWMS was made available in your area, would you be interested in connecting your home/business, nothing that there would be costs associated? Base: Those with onsite wastewater disposal system, n=161

Perspectives of the ownership of the City's water assets

This section describes respondents' perspectives towards various ownership models of the City's Community Wastewater Management System (CWMS) and Recycled Water Business (RWB).

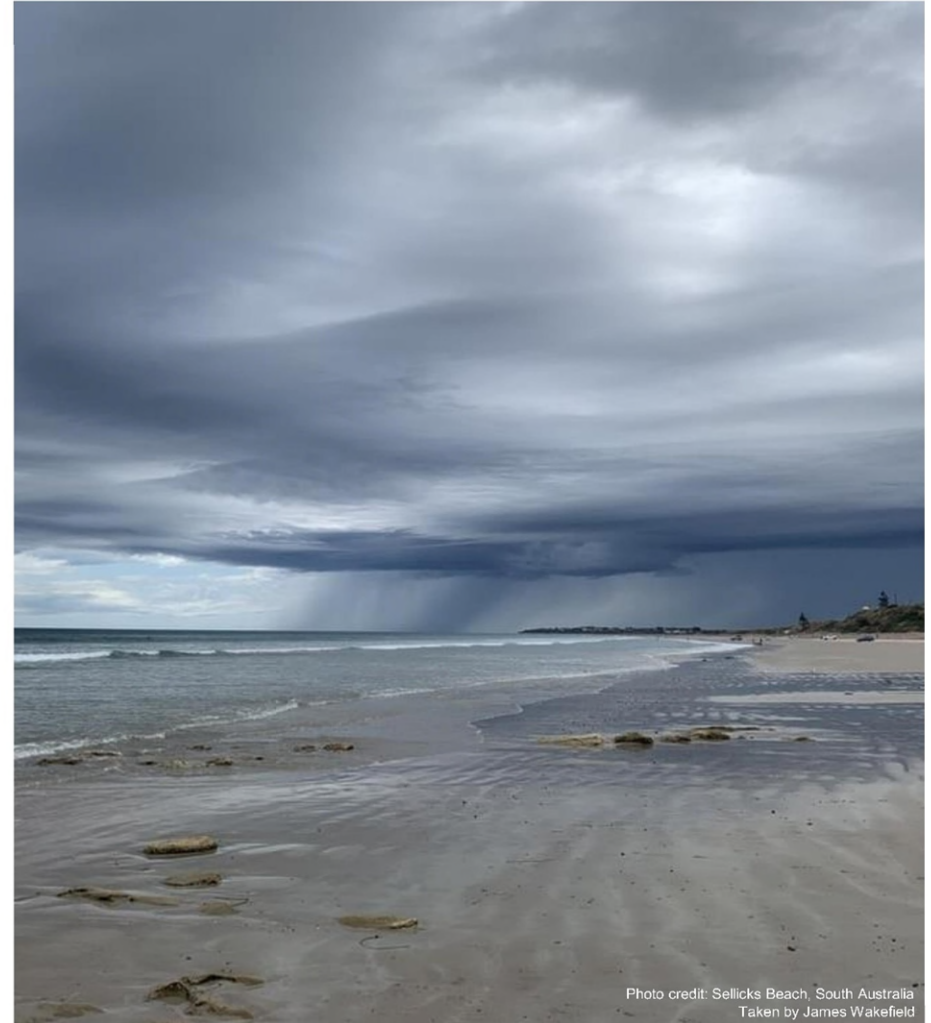


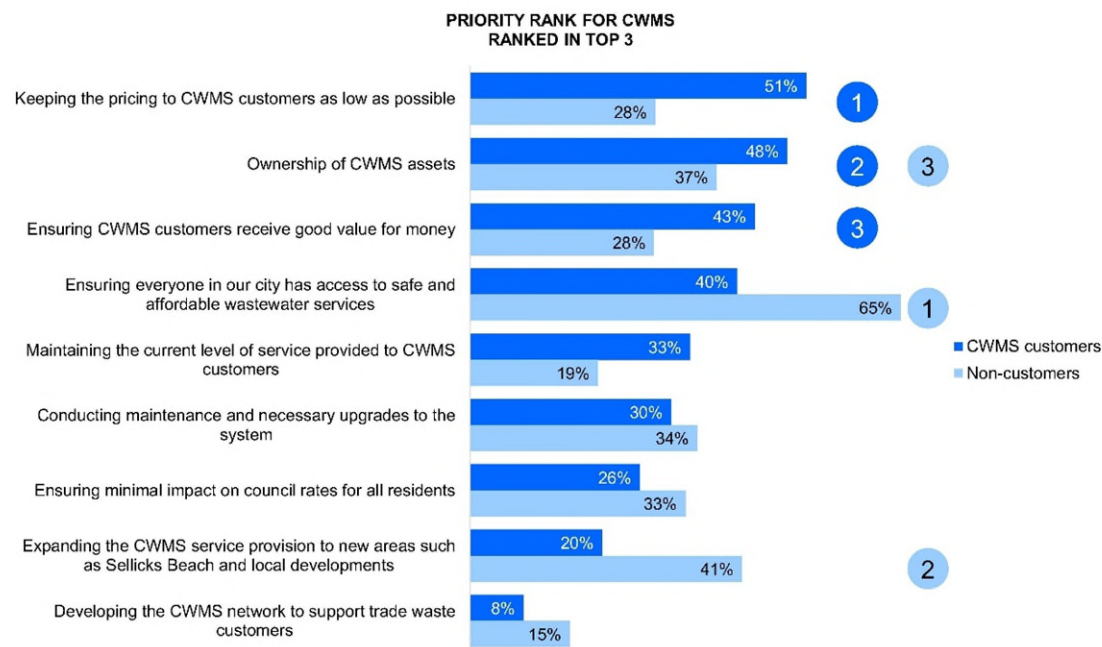
Photo credit: Sellicks Beach, South Australia
Taken by James Wakefield



Pricing and CWMS asset ownership are priorities for CWMS customers; non-customers prioritise City-wide access to safe and affordable wastewater.

Each group ranked issues pertaining directly to them higher than issues affecting their counterparts; such that CWMS customers ranked CWMS service and pricing above interests of the broader community, specifically trade waste support, expansion to Sellicks Beach, and impact on rates. Interestingly, maintenance and system upgrades appear to have low acknowledgement in terms of importance; outranked by affordability of the CWMS service.

The top three priorities for customers include pricing and cost of the service, alongside ownership. In contrast, City-wide access to safe and affordable wastewater services, the Sellicks Beach expansion and ownership are most important for non-customers.



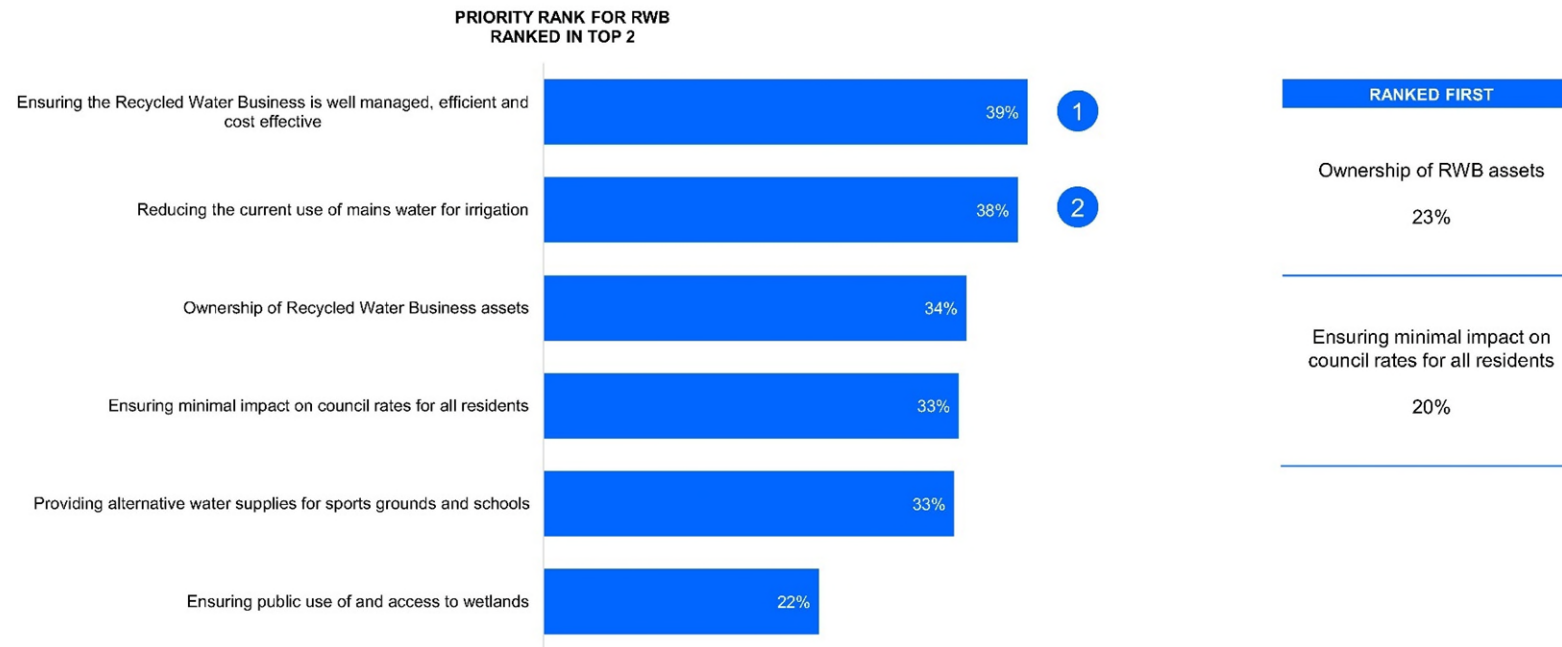
RANKED FIRST	
CWMS customers	Non-customers
Ownership of CWMS assets 29%	Ensuring everyone in our city has access to safe and affordable wastewater services 32%
Ensuring everyone in our city has access to safe and affordable wastewater services 23%	Ownership of CWMS assets 22%
Keeping the pricing to CWMS customers as low as possible 16%	Expanding the CWMS service provision to new areas such as Sellicks Beach and local developments 15%

Q10. Consider each of the following statements and what is most important to you. Please rank them in terms of your ideal order of priorities.
Base: CWMS customers, n=210; Non-customers, n=331



Ownership of the RWB assets was in the top three priorities for around a third of respondents, after ensuring its efficiency and cost effectiveness, and reducing mains water use for irrigation.

While ownership of the RWB assets was ranked first by the largest proportion of respondents (23%), it fell to third place when looking across an aggregation of top three priorities.

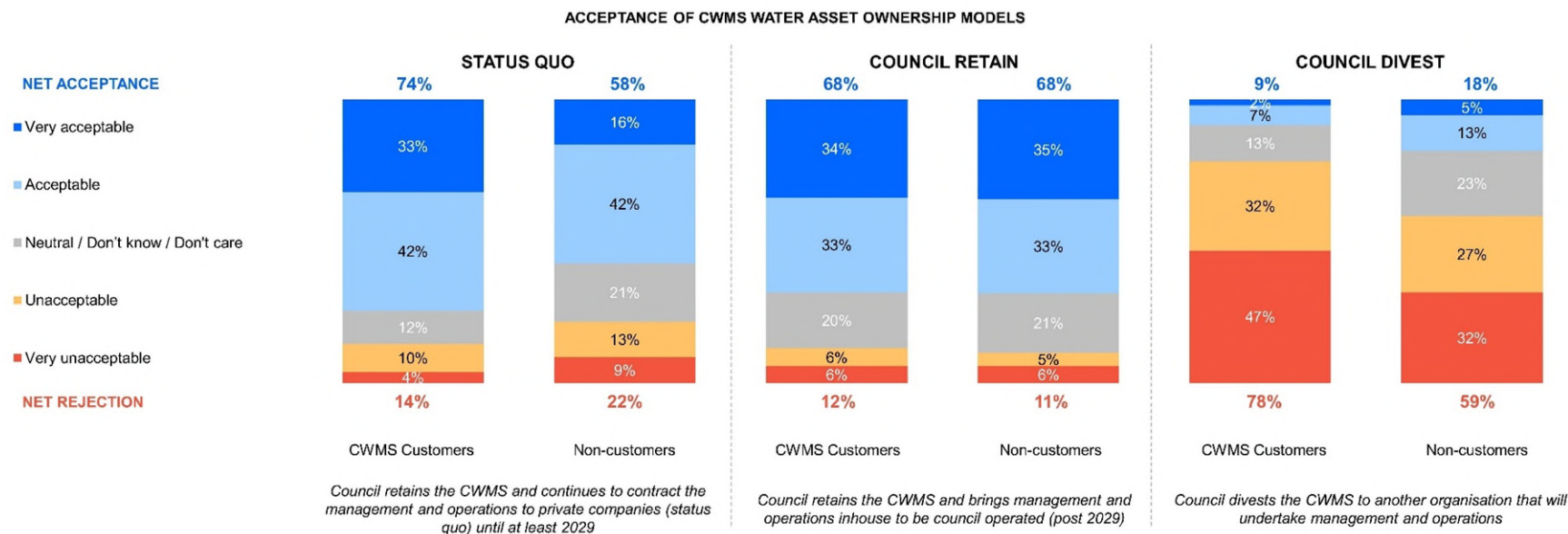


Q22. Consider each of the following and what is most important to you. Please rank each of them in terms of your ideal order of priorities.
Base: All respondents, n=504



Divestment of the CWMS water assets was met with the highest proportions of opposition, especially among CWMS customers.

Council retention received the highest universal acceptance, whereas maintaining status quo was the top preference for CWMS customers. Acceptance of Council divesting the CWMS water assets was low; around 10% of customers and a fifth of non-customers. When including neutral opinions, acceptance + neutrality accounts for 22% customers and 41% non-customers.



"Given climate change trends for reduced rainfall, and more erratic rainfall, and thinking over the next 50 years, water is best managed by government authorities. Water is only going to become more expensive, water facilities operated by government on a cost recovery basis protect the asset. Contracting private enterprise services is acceptable but not ownership, same with other basic community services."

"Asset renewal and resourcing costs should be reflected in the true cost of recycled water...this will be the case if divestment of the assets occurs. Importantly council does not have to pay dividends to shareholders as would a private or listed company. A smaller 'dividend' could go towards debt repayment, being added to the cost for users, including council. As a ratepayer I would be happy if this was the case."



Providing information about the required investment to extend the CWMS to Sellicks Beach did not substantively change support of each ownership model.

Proposed Council retention of the CWMS water assets received the highest universal acceptance, and maintaining status quo was the top preference for CWMS customers, regardless of the explanation provided in relation to capital investment required to provide Sellicks Beach with the CWMS infrastructure and service. Acceptance of Council divesting the CWMS water assets remained low, accounting for less than 10% of customers and around a fifth of non-customers. When including neutral opinions, acceptance + neutrality accounts for 22% customers and 40% non-customers.

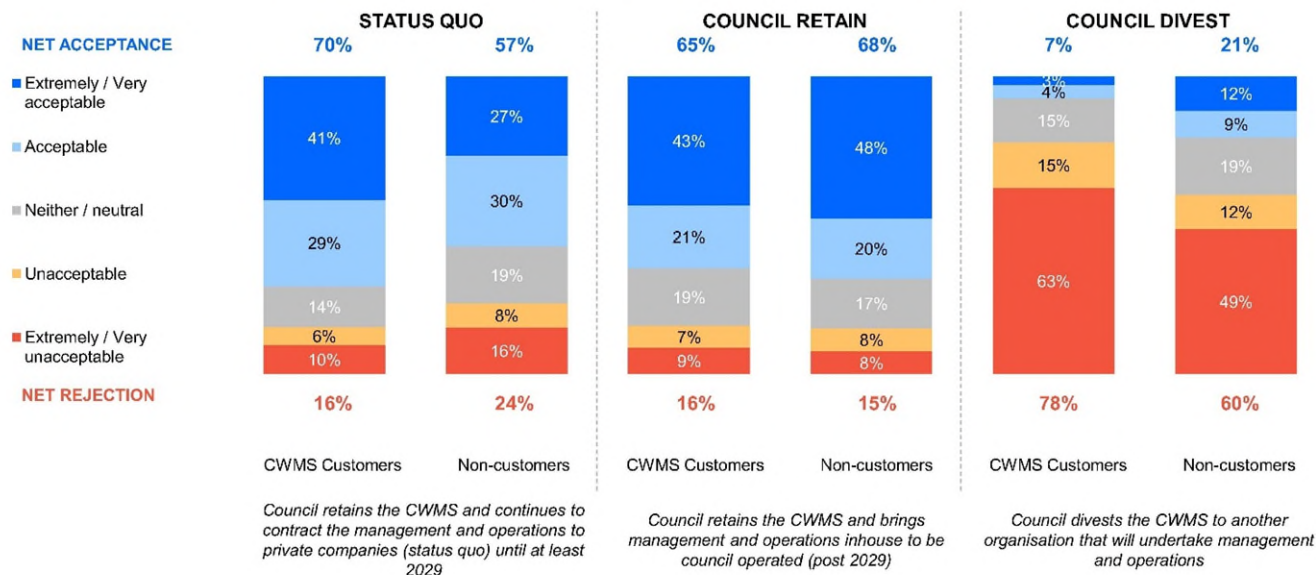
To provide wastewater infrastructure for parts of Sellicks Beach that currently don't have adequate infrastructure would require **significant capital investment.**

If this infrastructure was to be provided by a council-owned CWMS, it would likely require investment by Council and the capital costs would need to be **funded via rates and debt.**

This may have an impact on Council's ability to fund other capital projects across the city.

[INFORMATION PROVIDED IN SURVEY]

ACCEPTANCE OF CWMS WATER ASSET OWNERSHIP MODEL POST-INVESTMENT NEED HIGHLIGHTED



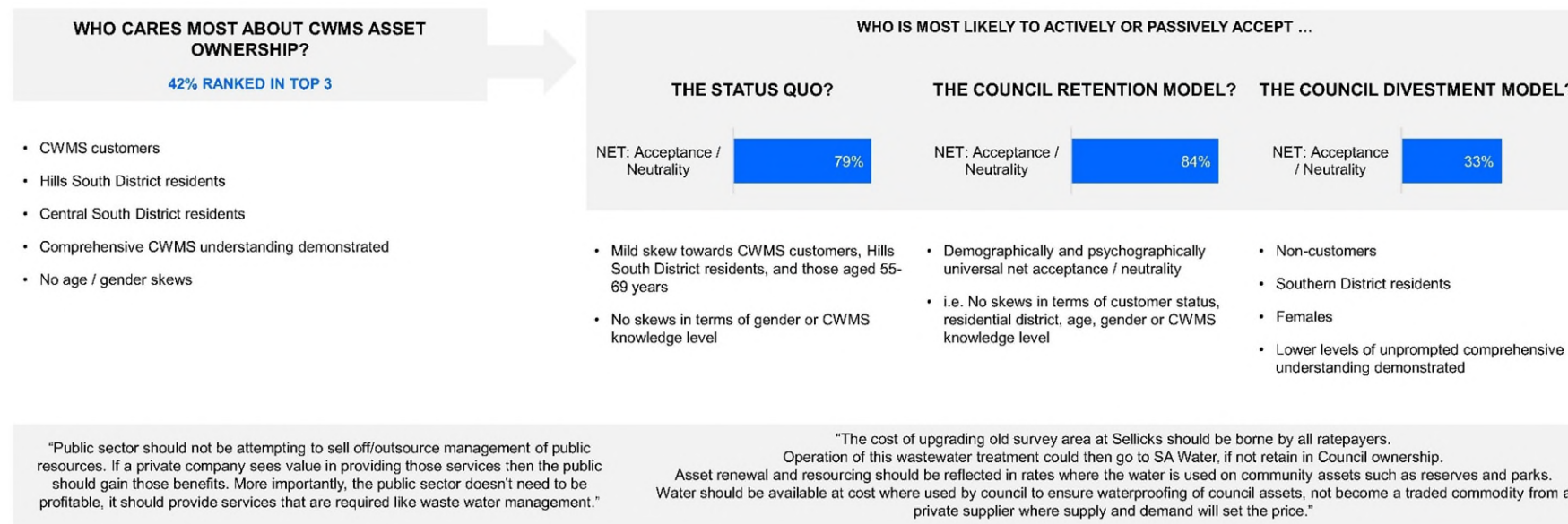
Q16. [Investment need highlighted] How does this make you feel towards each of the ownership and management models?
Base: CWMS customers, n=203; Non-customers, n=311



The model proposed for Council to retain the CWMS assets received the highest net acceptance / neutrality, and was supported universally; there were no skews in demographics or psychographics.

Those with a stronger interest in ownership (ranked in top three CWMS priorities) were more likely to be CWMS customers, residents of the Hills South or Central South District, and have a comprehensive understanding of the CWMS.

The proposition of maintaining the status quo of ownership and operation of the CWMS received higher acceptance and neutrality among customers and residents of the Hills South District; whereas the proposition to divest the assets received higher acceptance and neutrality among non-customers and residents of the Southern District.



Q15 + Q16. How does this make you feel towards each of the ownership and management models?

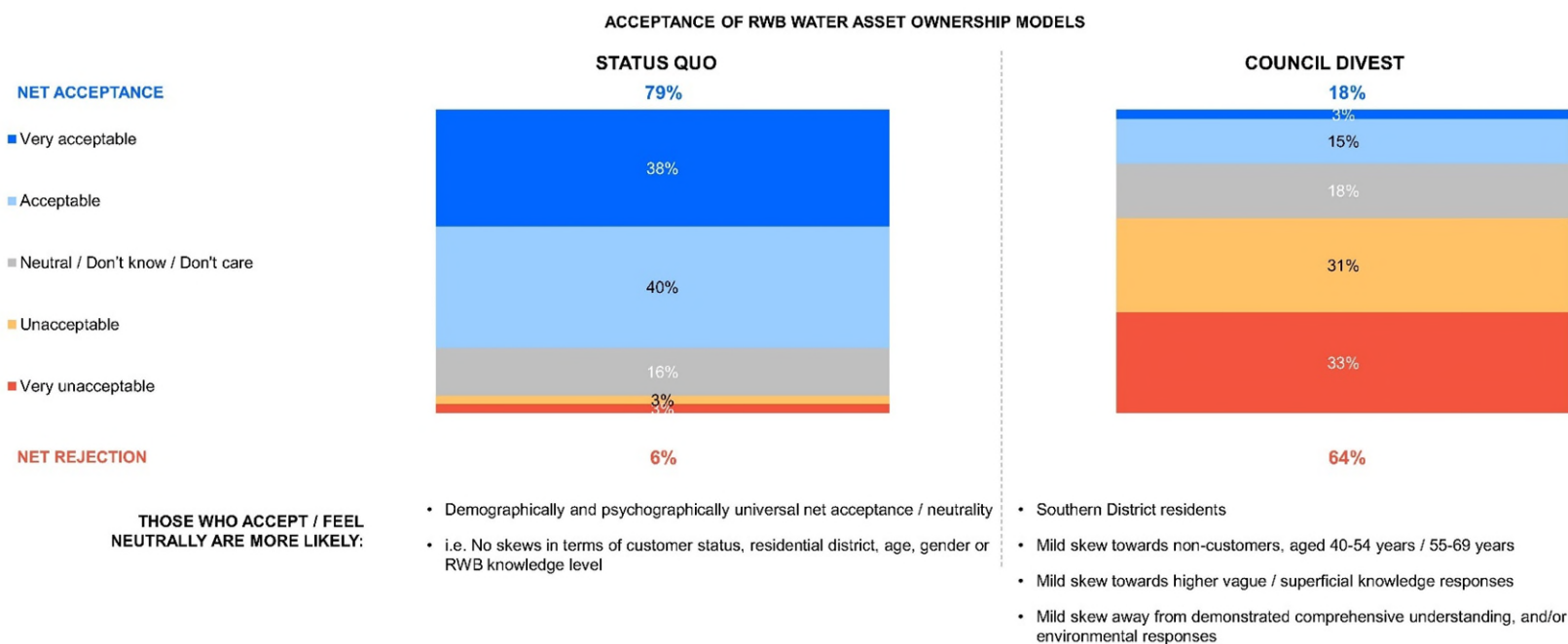
Base: Status quo acceptance / neutrality, n=392; Retention acceptance / neutrality, n=417; Divestment acceptance / neutrality, n=163

Note: Acceptance and demographic / psychographic likelihood is based on over- or under-indexing against the mean by >5%; "mild skew" is based on over- or under-indexing against mean by 3-4%



The status quo of Council retention of the RWB assets received high universal acceptance, while the proposition for Council to divest RWB assets saw low acceptance.

There was broad acceptance of the status quo in relation to the RWB, while the Council divestment model saw higher acceptance / neutrality among Southern District residents, with mild skews towards middle-aged non-customers with superficial / vague knowledge about the RWB.



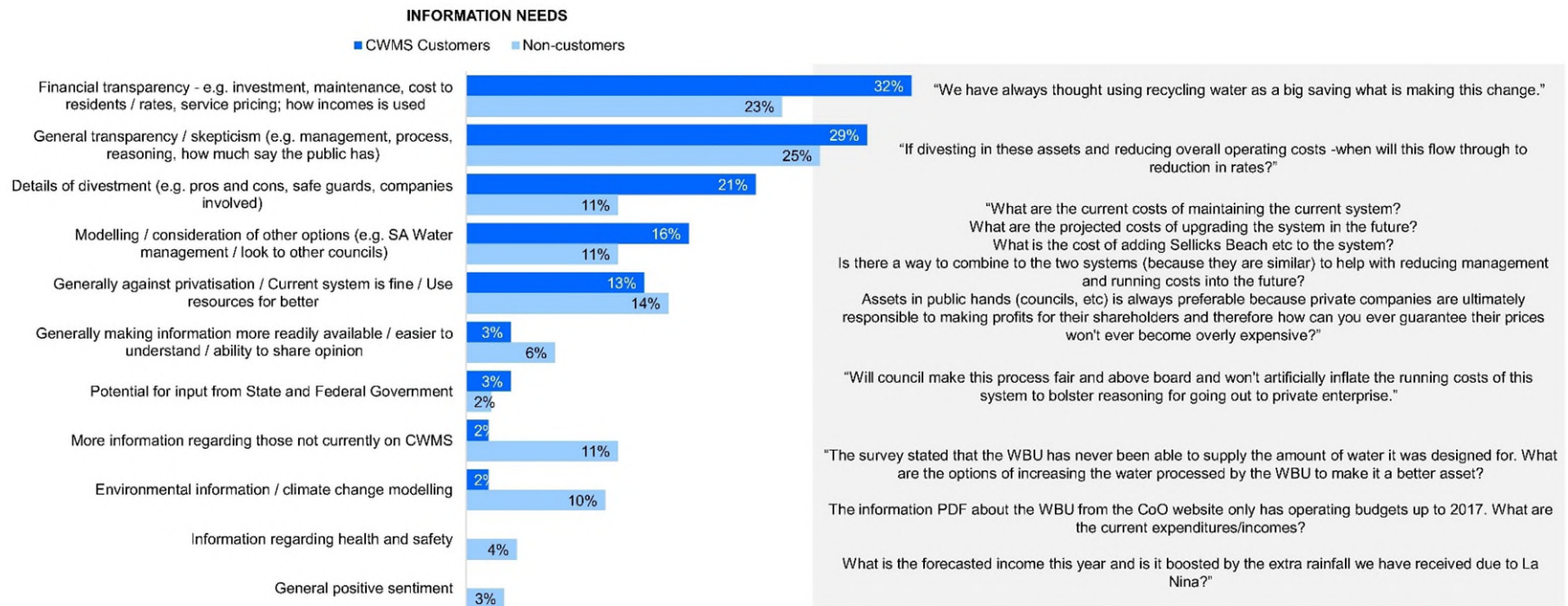
Q23. Knowing what you know about the Recycled Water Business, in your opinion, how acceptable is each of the following models for the ownership and operation / management?

Base: Status quo acceptance / neutrality, n=465; Divestment acceptance / neutrality, n=175

Note: Acceptance and demographic / psychographic likelihood is based on over- or under-indexing against the mean by >5%; "mild skew" is based on over- or under-indexing against mean by 3-4%

Respondents expressed a need for greater financial transparency, including current and future costs of operating and managing the assets under each proposed model.

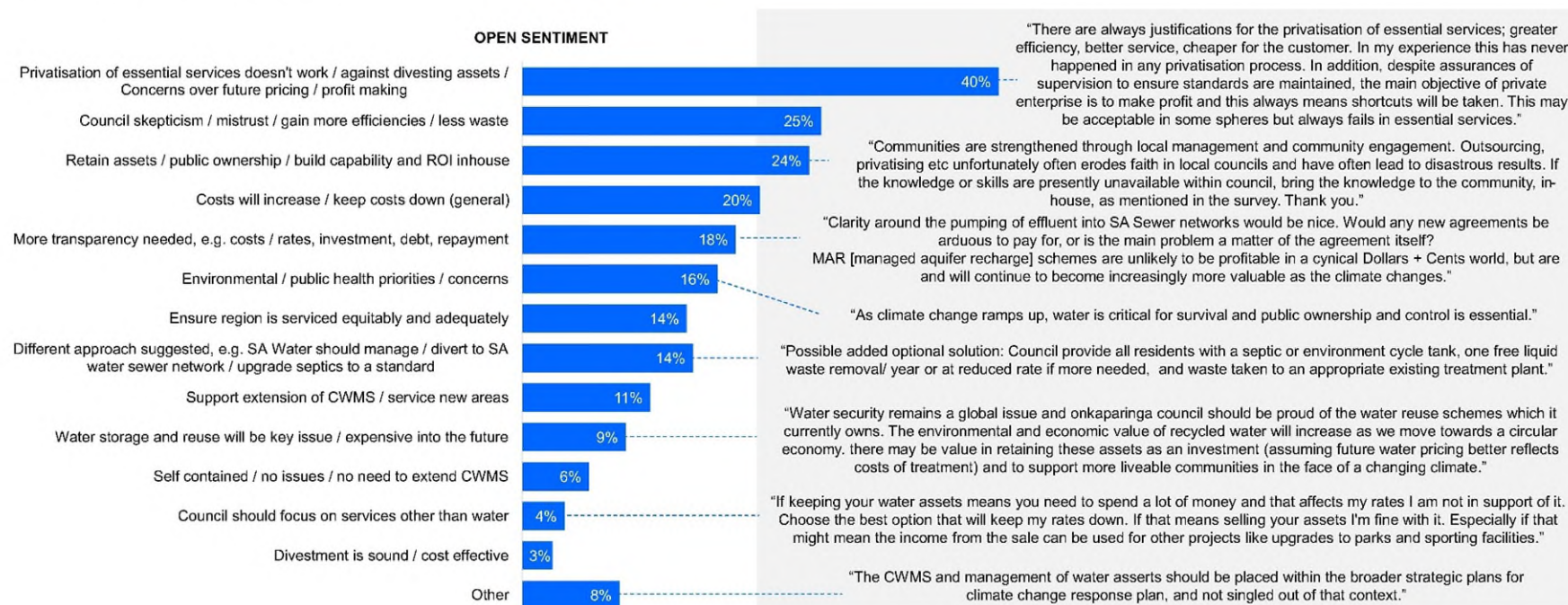
Survey responses reflect a general sense of unease in relation to a perceived dearth of financial information to inform their decision-making within this consultation. Respondents asked for more financial transparency associated with the status quo, modelling associated with each of the ownership options (and individual proposals received), as well as future environmental forecasting which would impact on the scarcity of water as a resource, and associated costs to residents. Frustrations around the lack of financial information may have contributed to skepticism towards Council and fearful perspectives of how this consultation may be being managed.



Q27. What questions (if any) do you have in relation to the process?
Base: CWMS customers, n=63; Non-customers, n=111

The primary sentiment expressed in the survey is against privatisation of essential services. Key concerns are associated cost increases, service inadequacy and a lack of guarantees beyond a contractual period.

A large amount of skepticism was expressed in relation to Council management of CWMS fees to date; retention of water assets and building in-house capabilities and expertise to manage this in a cost effective manner to achieve return on investment for rate payers was a key priority raised by respondents. Overall, there is a general undertone of a lack of understanding with the costs and models presented, with many explicitly requesting greater transparency from Council as to costs, options and impacts on rates and CWMS service pricing into the future.



Q28. Please share any additional comments or questions you may have.
Base: All respondents who provided a comment, n=197

Interaction with Council's community engagement

**This section shows how the survey
respondents have been involved in
Council's community engagement.**

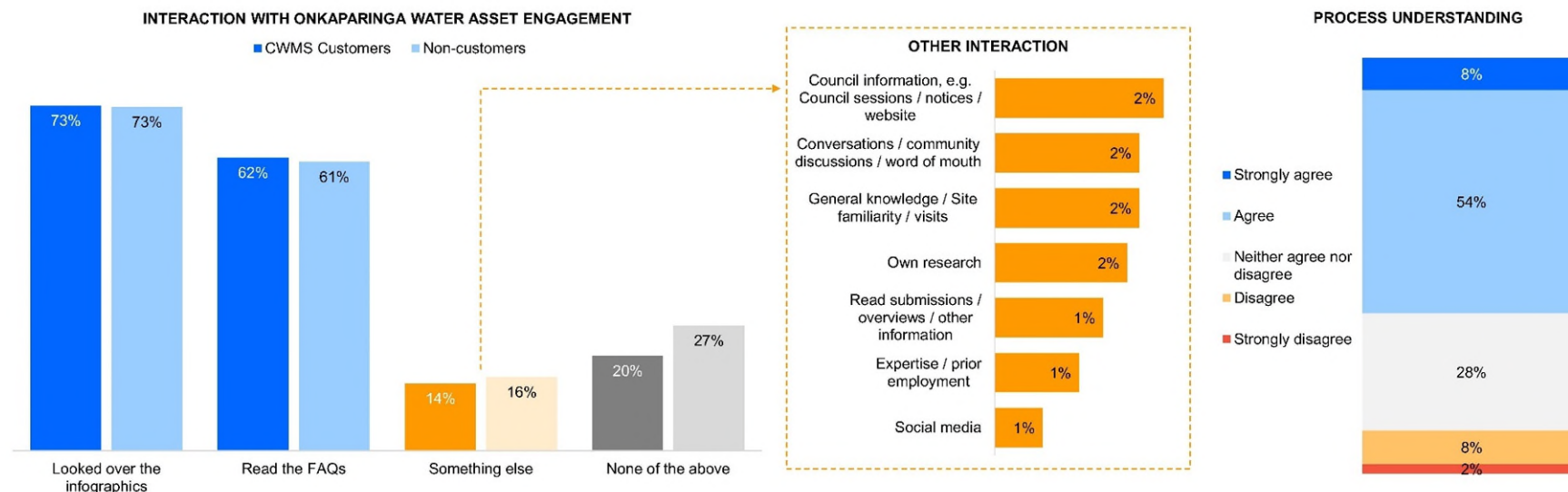




The majority of respondents looked at Council's infographics to gain information in relation to the consultation, followed by reading the FAQs.

Engagement with Council's communications was very even across CWMS customers and non-customers. Further, interest in ownership did not impact the level of engagement with each of the Council's communications.

The majority of respondents feel they understand the process Council is going through to determine the future of its water assets; higher net agreement among younger and middle-aged residents (<40 – 54 years) compared to older counterparts.

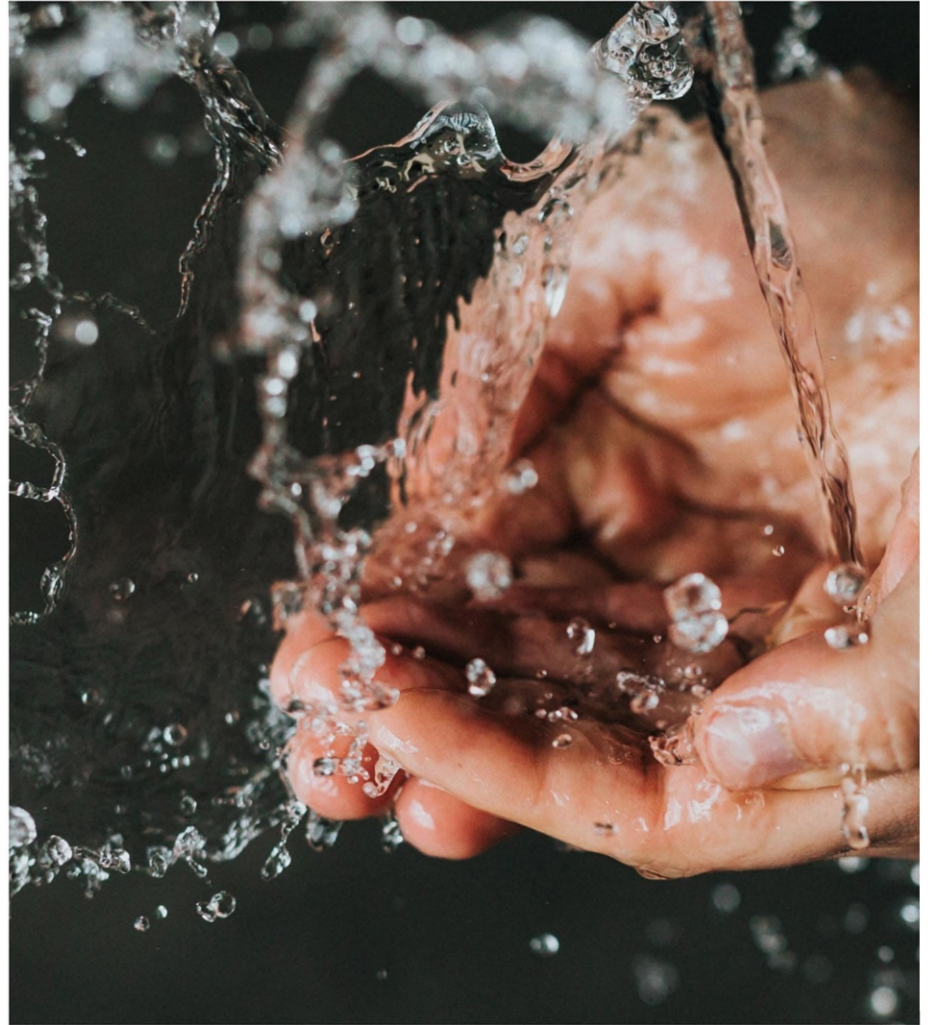


"The consultation is great but the information being provided could be simplified to enable more residents to be involved in the process."

"I have not been impressed with the standard of consultation for this and from reading up on this issue through other resources it seems there is vast troves of information missing that should be presented to the public to allow an informed decision."

Appendix A. Knowledge and familiarity with the CWMS

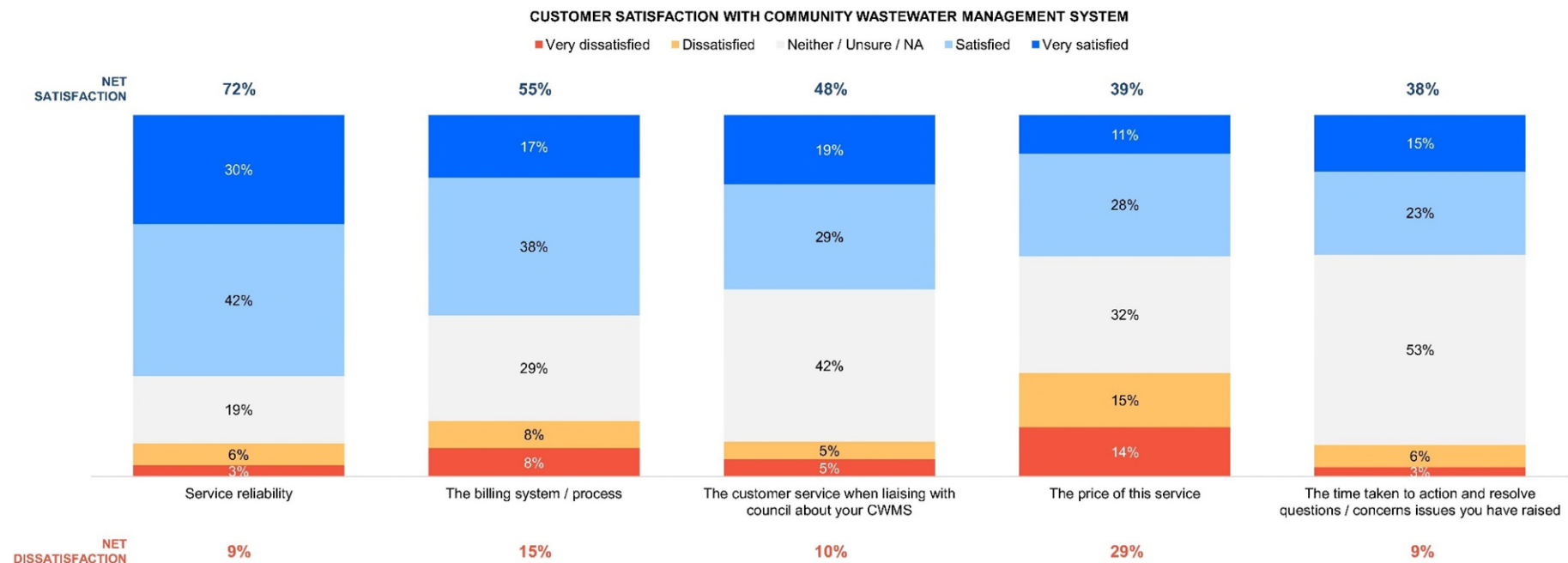
This section shows findings of knowledge, familiarity and customer satisfaction with the CWMS, as well as pricing concerns.





Customer satisfaction is highest for CWMS service reliability; with strongest dissatisfaction observed in relation to the service price.

Customer service and time taken to action and resolve questions and concerns saw high levels of neutrality and uncertainty, possibly indicative of a lack of interaction or need in relation to the CWMS in these respects.



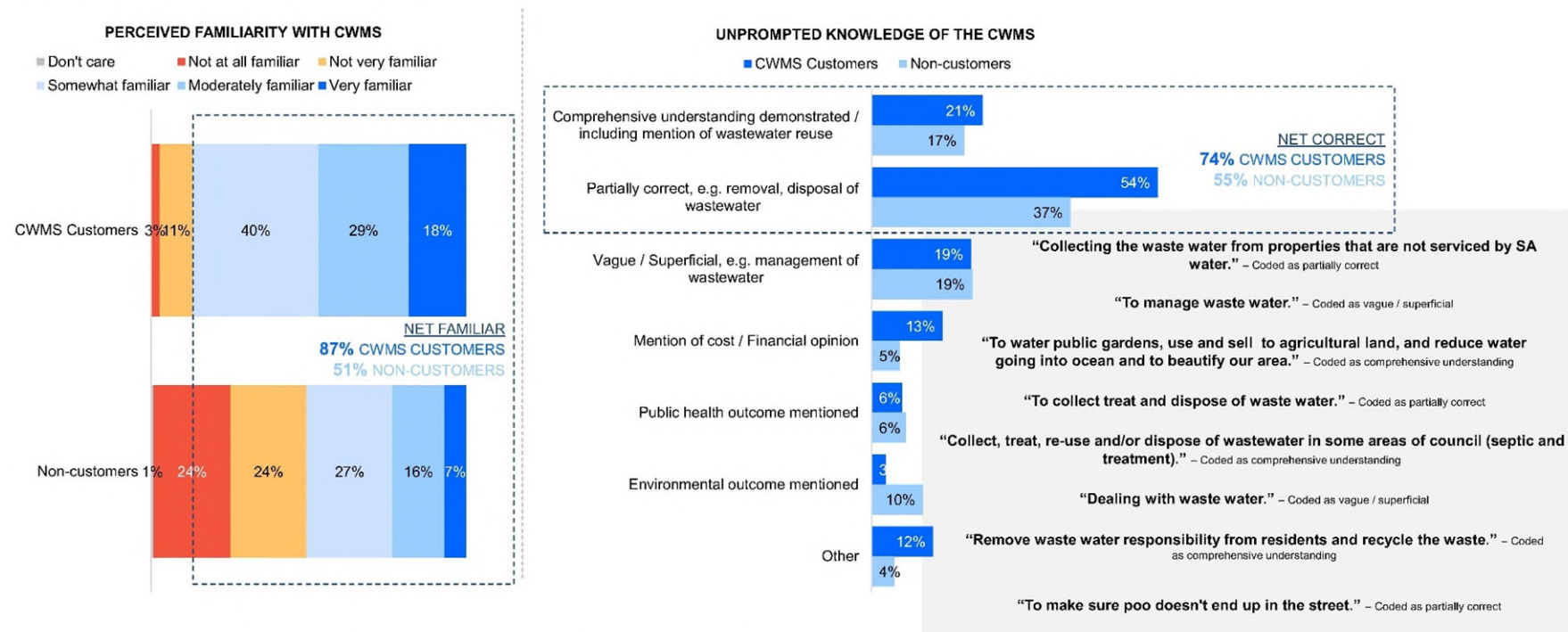
S4. How satisfied are you with the following elements of your CWMS service?
Base: CWMS customers, n=226



CWMS customers showed high familiarity with the CWMS, and demonstrated higher levels of knowledge than non-customers.

Similar proportions of CWMS customers and non-customers demonstrated a comprehensive understanding of the CWMS; customers more likely to mention cost, and non-customers more likely to mention environmental outcomes.

Note: Partially correct responses incorporated a functional description of the CWMS, e.g. removal, disposal of wastewater. However, to be considered comprehensive, an answer to this question would have incorporated one or both of the original objectives of CWMS: i.e. public health including cost minimisation; and one or both of the relatively newer objectives: reversal of local environmental degradation, particularly of watercourses and the ocean, and effective re-use for public benefit, together with its potential cost savings.



Q1. How familiar are you with the City of Onkaparinga's Community Wastewater Management System (CWMS)? Base: CWMS customers, n=226; Non-customers, n=376

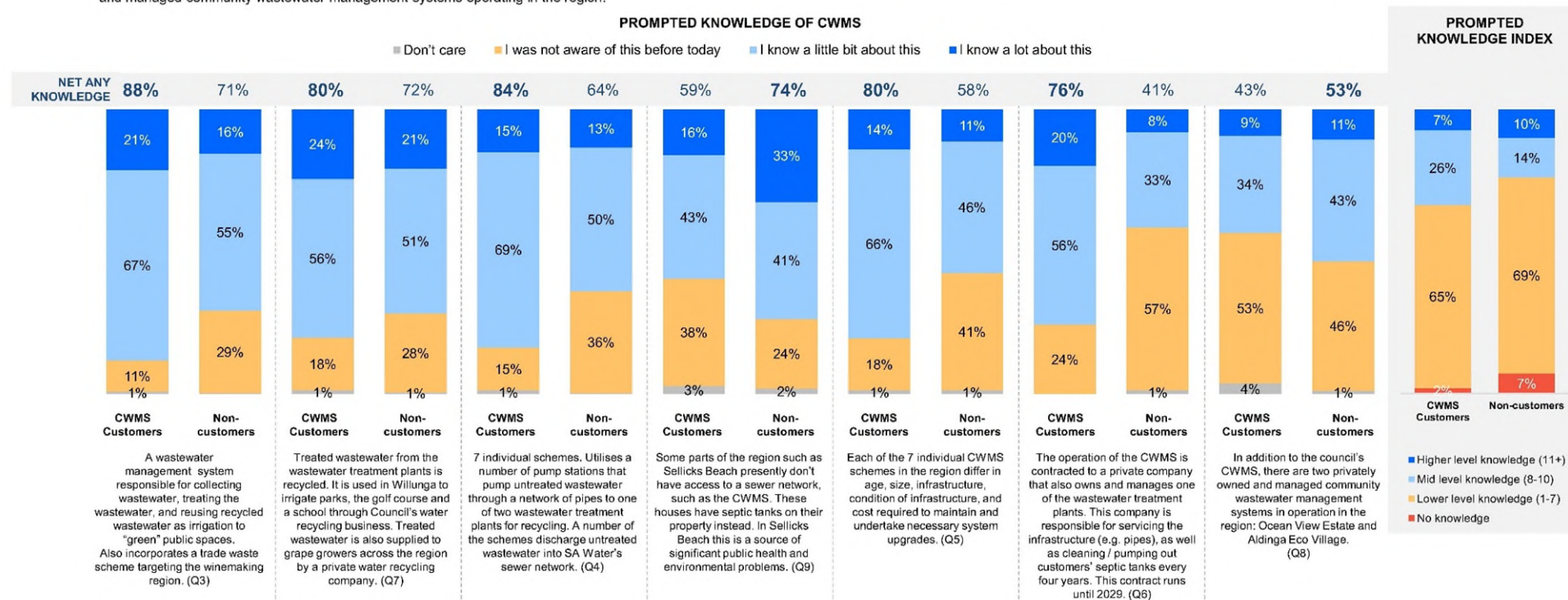
Q2. In your opinion, what is the main purpose of the Community Wastewater Management System (CWMS)? – CODED responses

Base: CWMS Customers who are not very / moderately / very familiar, n=217; Base: Non-customers who are not very / moderately / very familiar, n=281



CWMS customers scored higher than non-customers across seven questions assessing knowledge.

CWMS customers were more likely than non-customers to know the basics about the CWMS, as well as have more thorough understanding of the seven individual schemes and their differences, infrastructure details, uses of the treated wastewater and the CWMS' privately contracted operations. Not surprisingly, non-customers showed higher awareness of the lack of access to the CWMS for Sellicks Beach residents, and the existence of two privately owned and managed community wastewater management systems operating in the region.



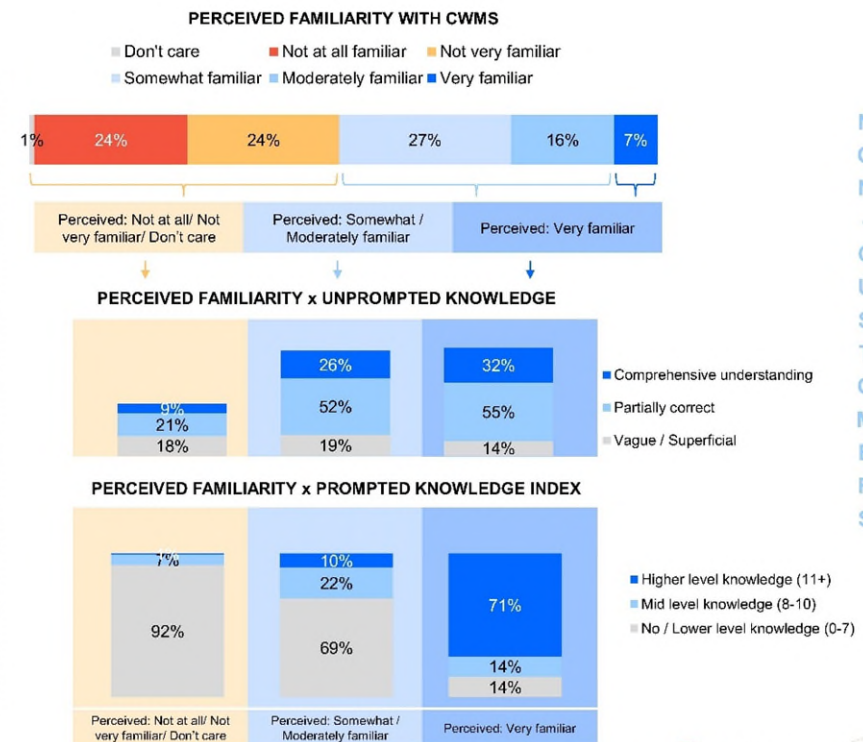
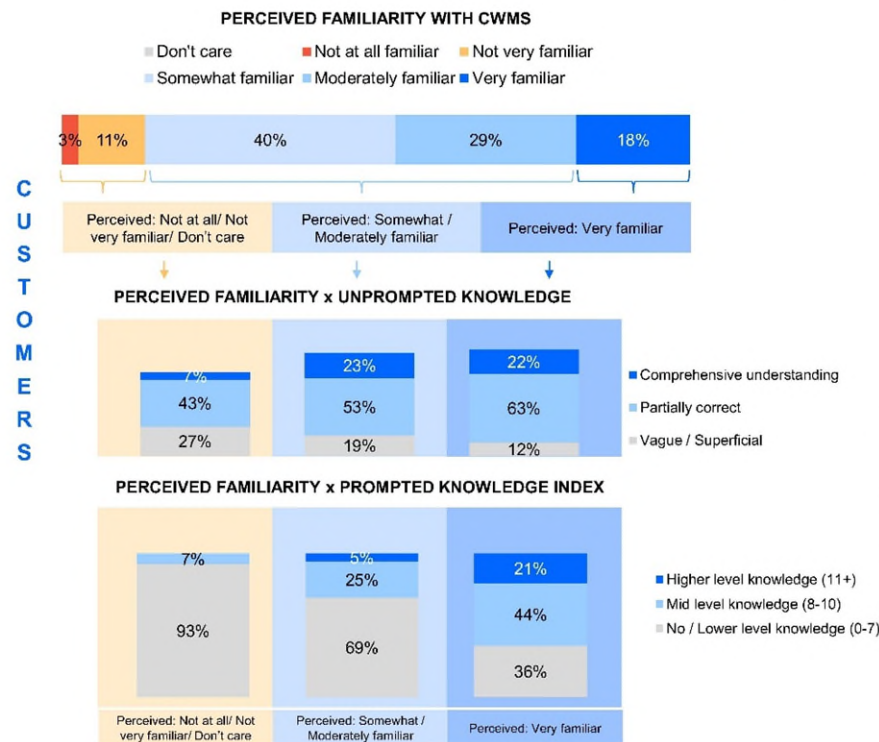
Q3-Q9: Were you aware of this?

Note: Lower level knowledge assumes a maximum score of 1 ("know a little bit about this") to each of the 7 prompted questions; Higher level knowledge assumes a minimum score of 2 ("know a lot") to more than half (4) of the 7 questions
Base: CWMS customers, n=217; Non-customers, n=359



Perceived familiarity with the CWMS tended to align with actual knowledge; small proportions understated or overstated their knowledge.

Respondents' perceived familiarity with the CWMS was compared to their unprompted and prompted knowledge levels. Some customers appear to have a mild tendency to overstate their familiarity with the CWMS, with substantial proportions of those who perceive themselves to have high familiarity scoring moderate or lower on knowledge items (prompted and unprompted); e.g. a relatively small proportion of customers who perceive themselves as very familiar with the CWMS showed higher prompted knowledge; whereas for their non-customer counterparts, the majority had higher prompted knowledge.

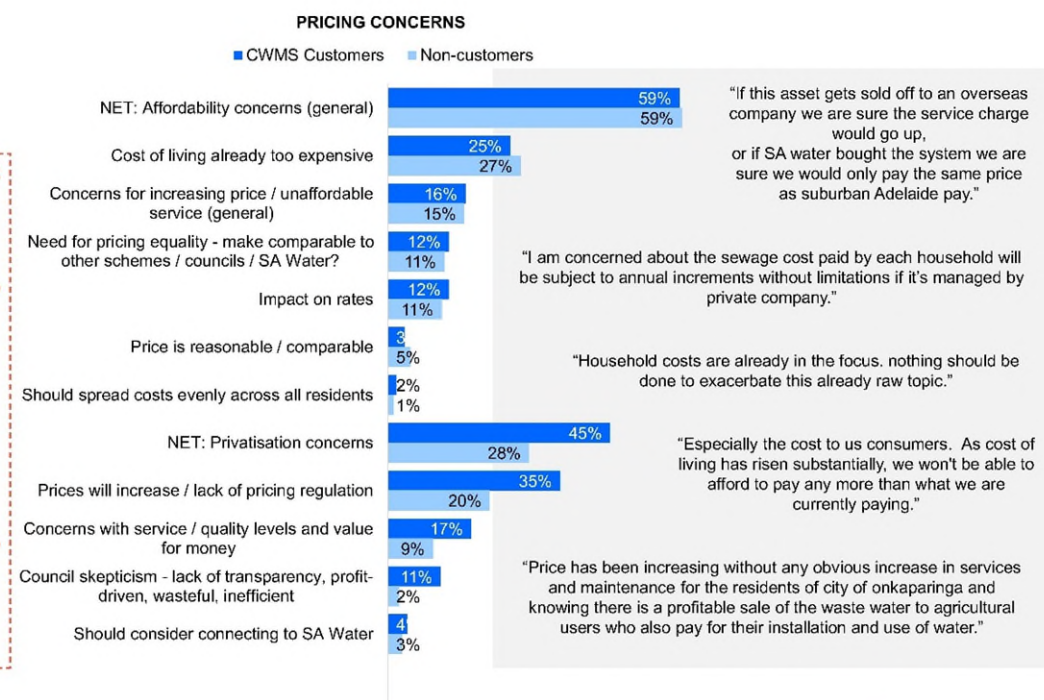
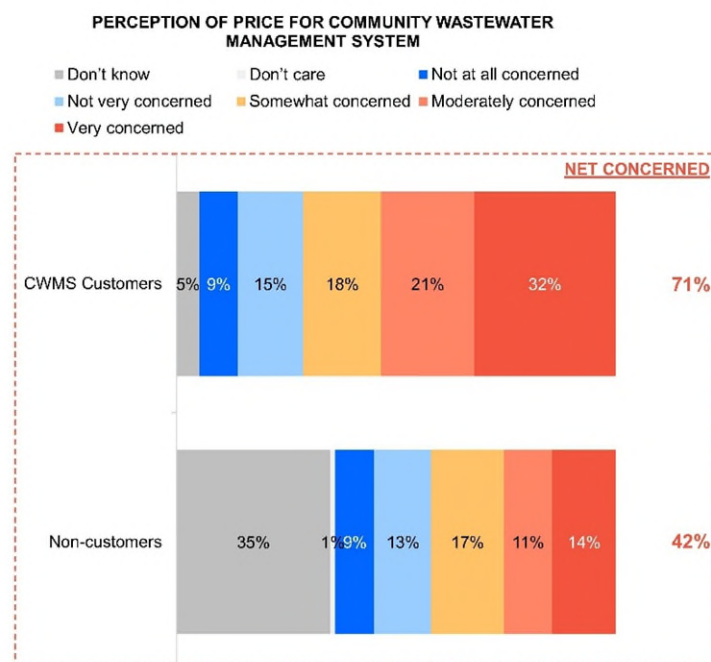


Q1. Familiarity crossed with Q2. Unprompted knowledge and Q3-9 Prompted knowledge
Base: CWMS customers, n=226; Non-customers, n=376



Seven in ten customers expressed concern over price per year of the CWMS; largely in relation to increases and the impact on affordability.

When asked about perspectives of pricing of the CWMS for customers, three in five projected their future concerns about affordability of the system in general; many stated that any increases in price would place undue burden on the already high cost of living. Customers openly expressed more concerns about privatisation than non-customers, the primary fear again in relation to prices increasing as a result of privatisation and a lack of regulation here.



Q11. How do you feel about the price per year for customers connected to the CWMS? Base: CWMS customers, n=208; Non-customers, n=325

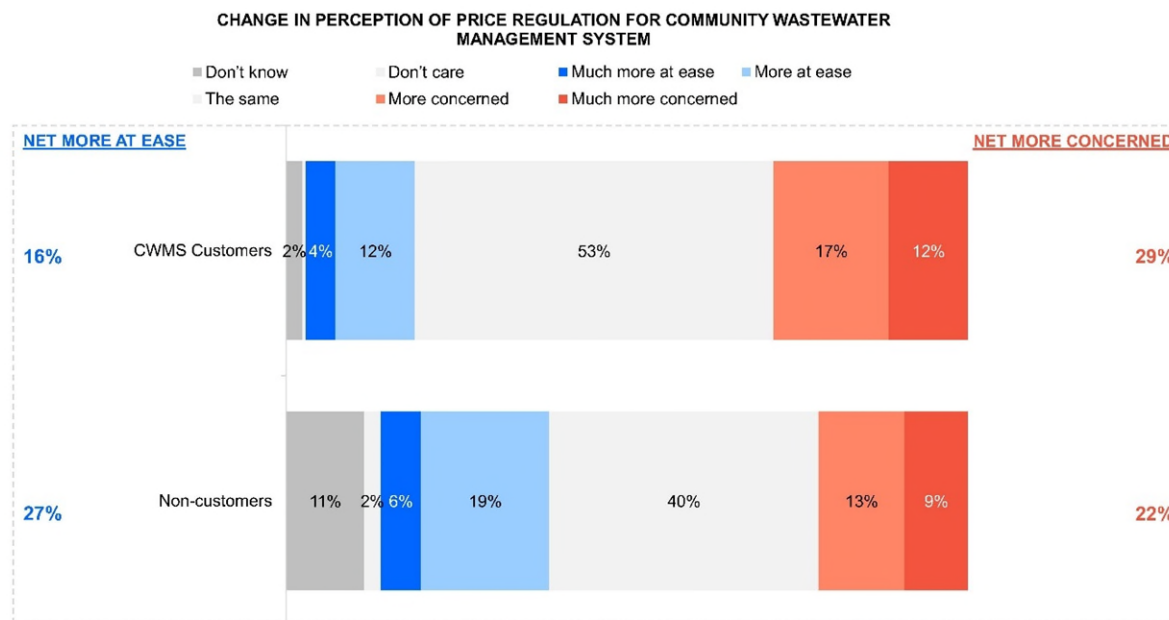
Q12. What concern/s do you have? - CODED responses Base: CWMS customers not very, somewhat, moderately or very concerned, n=179; Non-customers not very, somewhat, moderately or very concerned, n=175

Most did not feel differently after being shown information in relation to ESCOSA's consumer protection and price regulation powers.

While more customers expressed greater concern than those expressing ease after being shown information regarding ESCOSA's role, a greater proportion of non-customers expressed feeling more at ease compared to those with greater concern.

Regardless of ownership of the CWMS water assets, the State Government's Essential Services Commission (ESCOSA) would continue to oversee and regulate operator licencing, pricing and consumer protection.

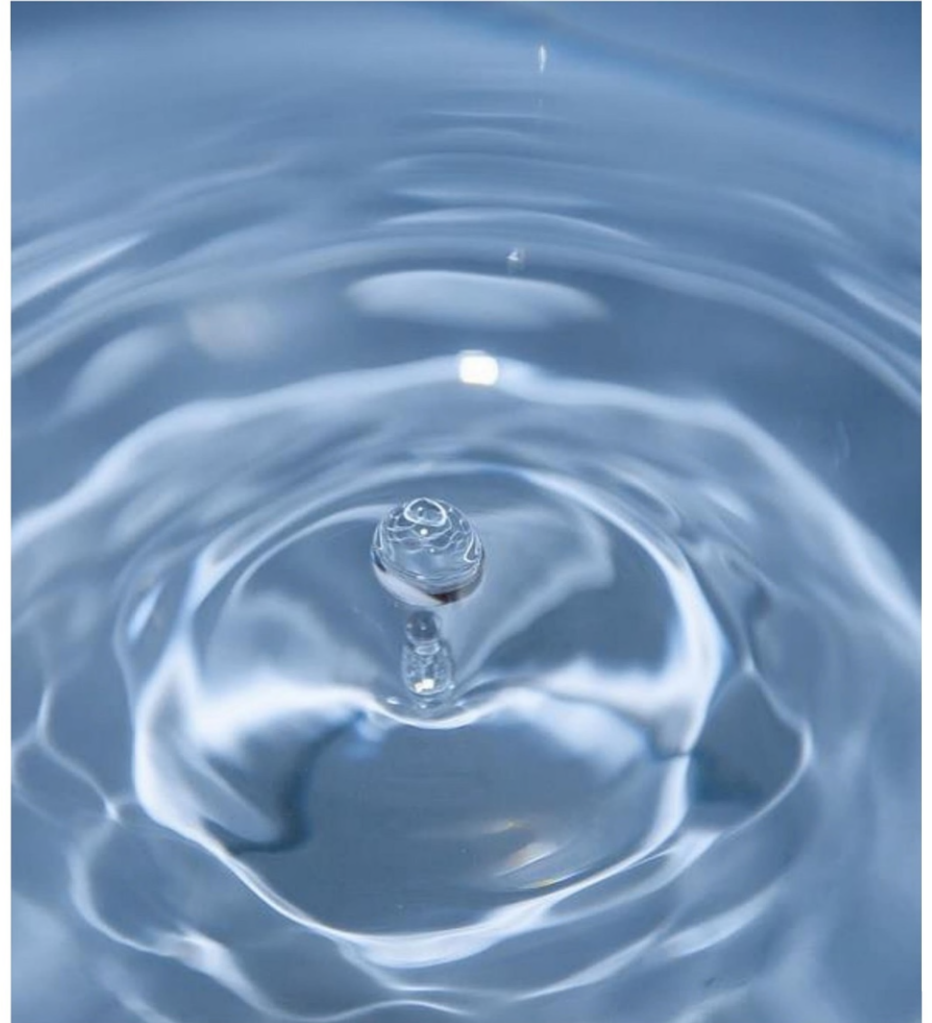
[INFORMATION PROVIDED IN SURVEY]



Q13. How does this make you feel about the price per year for customers?
Base: CWMS customers, n=207; Non-customers, n=323

Appendix B. Knowledge and familiarity with the RWB

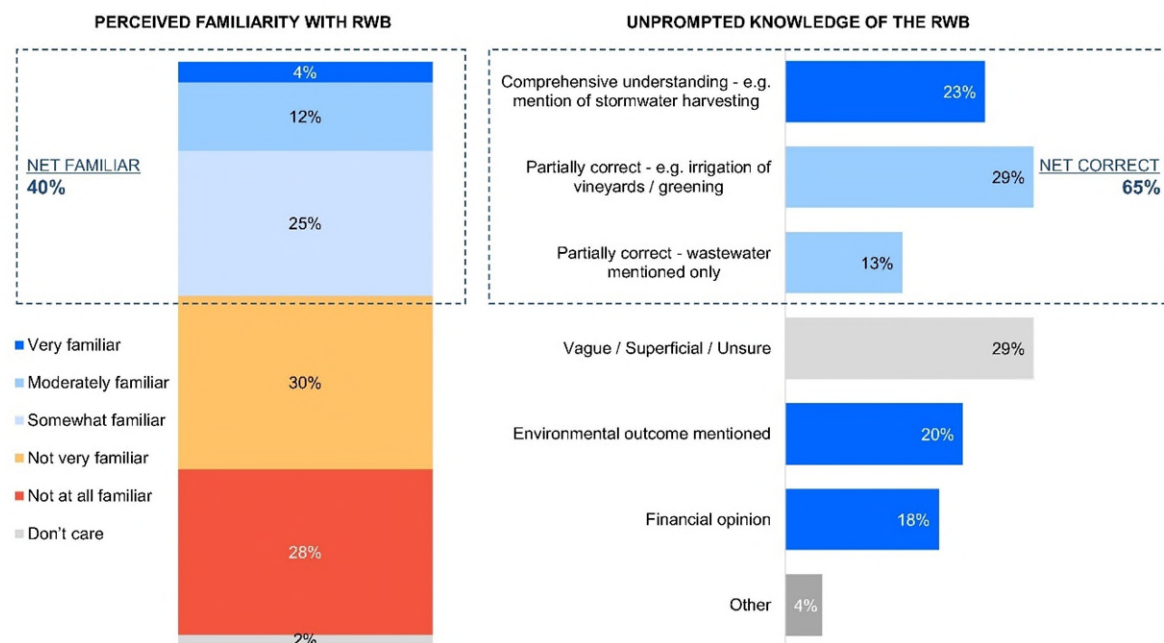
**This section shows findings of knowledge,
familiarity and customer satisfaction with
the RWB.**





Despite relatively lower perceived familiarity with the RWB, around two thirds of respondents demonstrated some correct knowledge (unprompted).

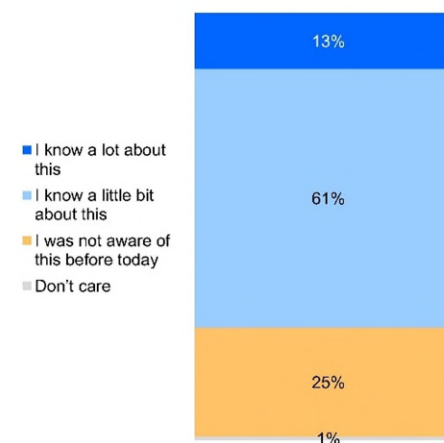
Findings show uncertainty in relation to the RWB, with less than 5% of respondents registering familiarity, and 13% feeling confident in knowing a lot about the RWB after prompting. Despite this, around two thirds of respondents demonstrated a correct understanding of the RWB; 23% showing a comprehensive understanding.



The Recycled Water Business (also referred to as the Water Business Unit / WBU) is an alternative stormwater harvesting and supply scheme comprised of five individual schemes: Four stormwater harvesting schemes utilising water collected in wetlands, and one recycled wastewater network. Recycled Water from these schemes is distributed direct to council and business customers for uses such as watering crops, vineyards, sporting venues, etc.

[INFORMATION SHOWN IN SURVEY]

PROMPTED KNOWLEDGE OF THE RWB



Q17. How familiar are you with the Recycled Water Business (also referred to as Water Business Unit / WBU) in the City of Onkaparinga? Base: All respondents, n=509

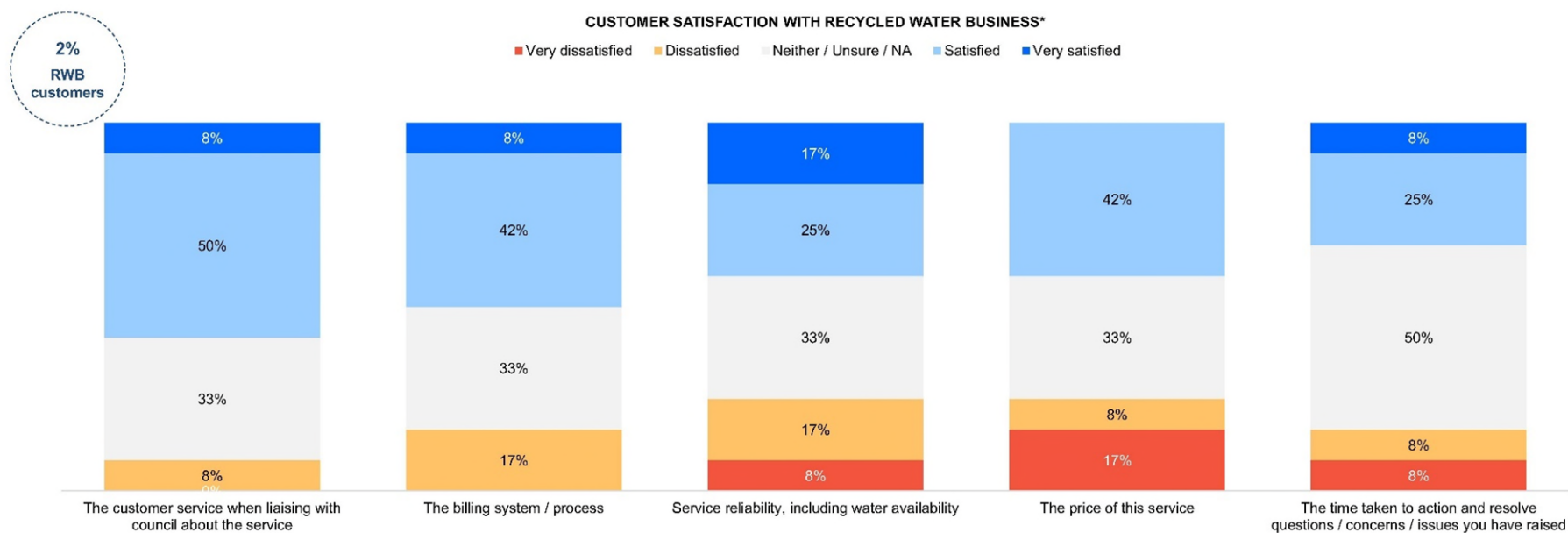
Q20. In your opinion, what is the purpose of the Recycled Water Business? – CODED responses Base: Those who are not very, somewhat, moderately and very familiar, n=356

Q21. [RWB description] Were you aware of this? Base: All respondents, n=506



Service pricing, reliability and time taken to resolve issues received the lowest satisfaction among the very small numbers of RWB customers surveyed.

Caution when interpreting results (limited sample size).



Q19. How satisfied are you with the following elements of the Recycled Water Business service?

Base: Recycled water business customers, n=11*

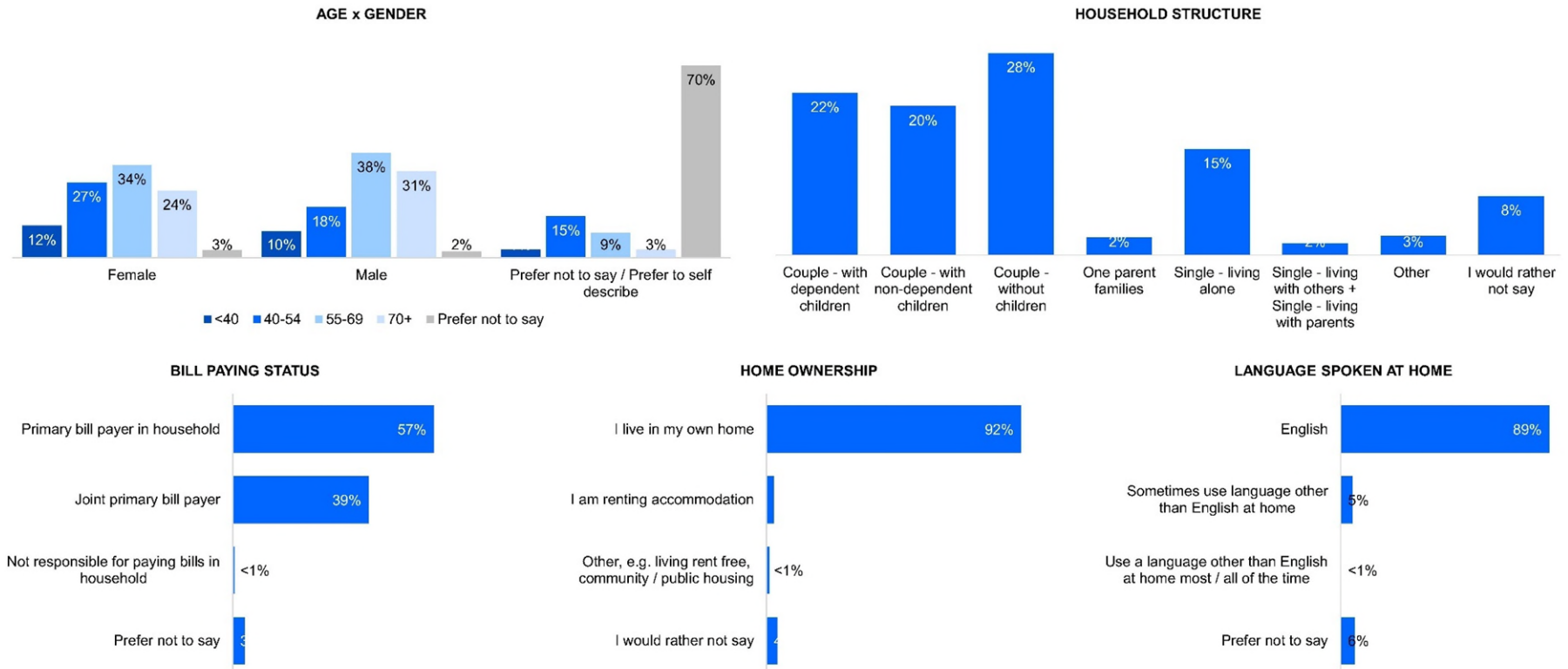
*Caution when interpreting results; base <30

Appendix C. Respondent demographics and additional survey detail

This section shows aggregated demographic details for survey respondents and additional information in relation to the survey length and responses captured for analysis.

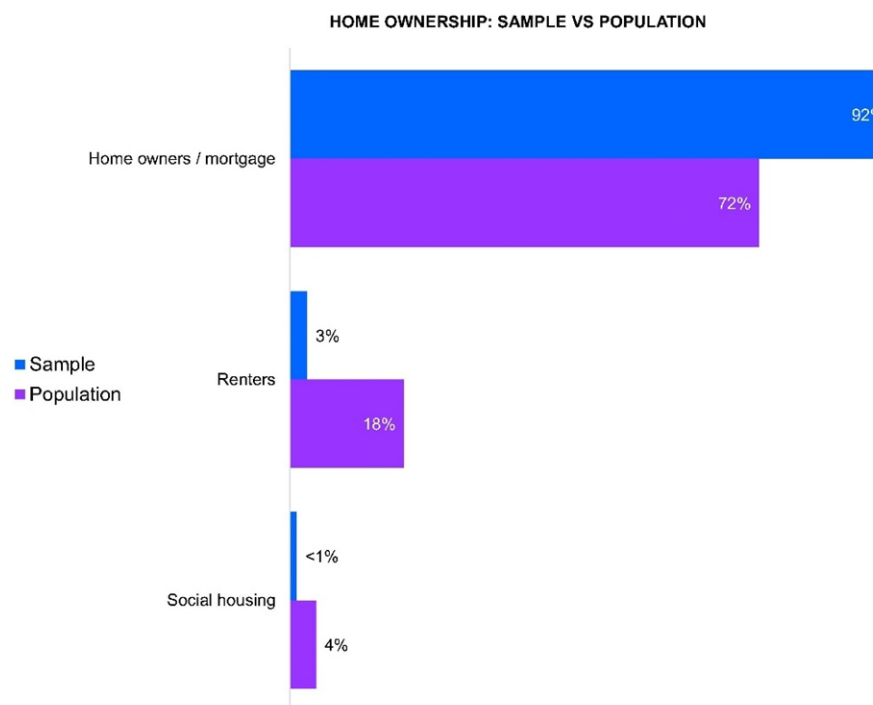
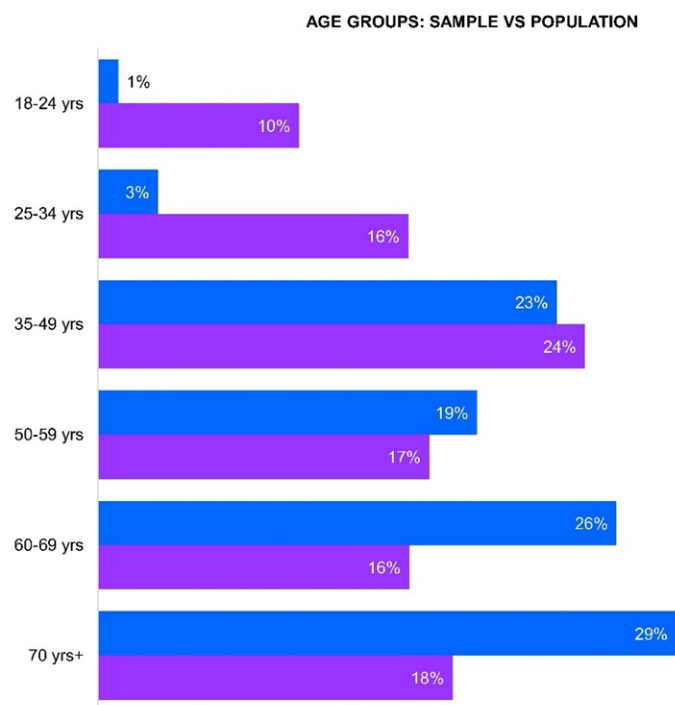


The largest proportions of respondents were 55 years of age or more, living with at least one other adult in their own home.



D1. What is your gender? D3. Which of the following age groups do you fall into? D5. Which of the following best describes your household / living circumstance?
 D2. Are you responsible for managing payment of bills in your household? D4. Which of the following describes your residential circumstances? D6. Do you speak a language other than English at home?
 Base: All respondents, n=493

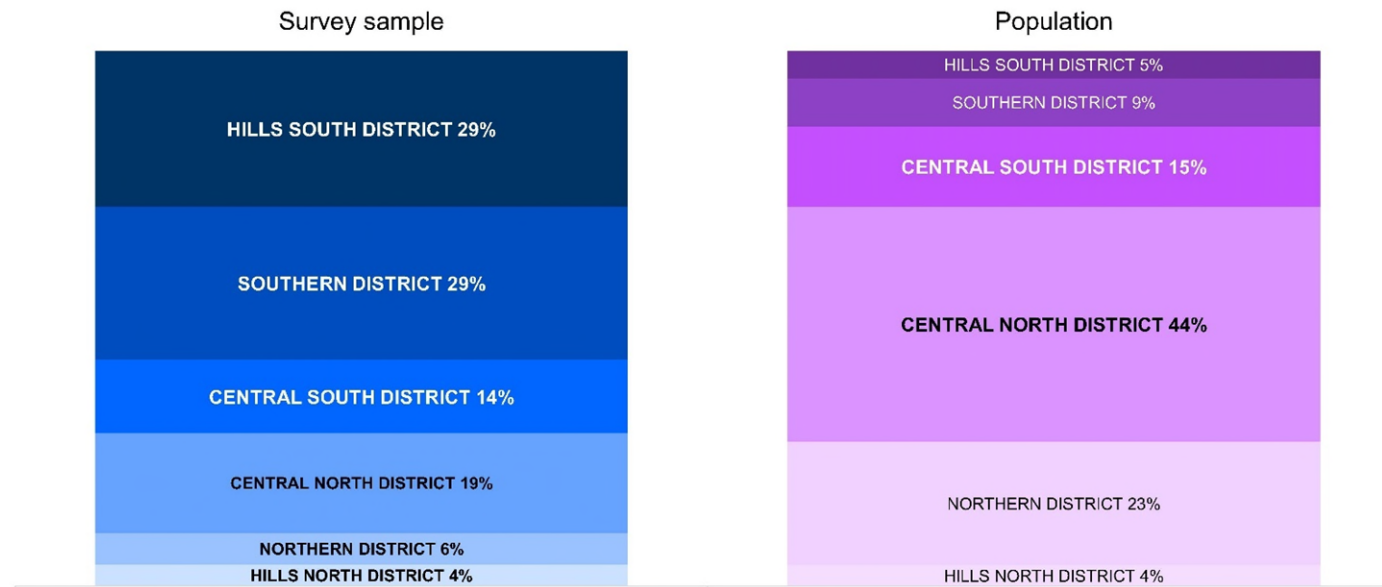
Compared to population statistics for the City, the sample skewed towards older home owners.



Source: <https://profile.id.com.au/onkaparinga/about>

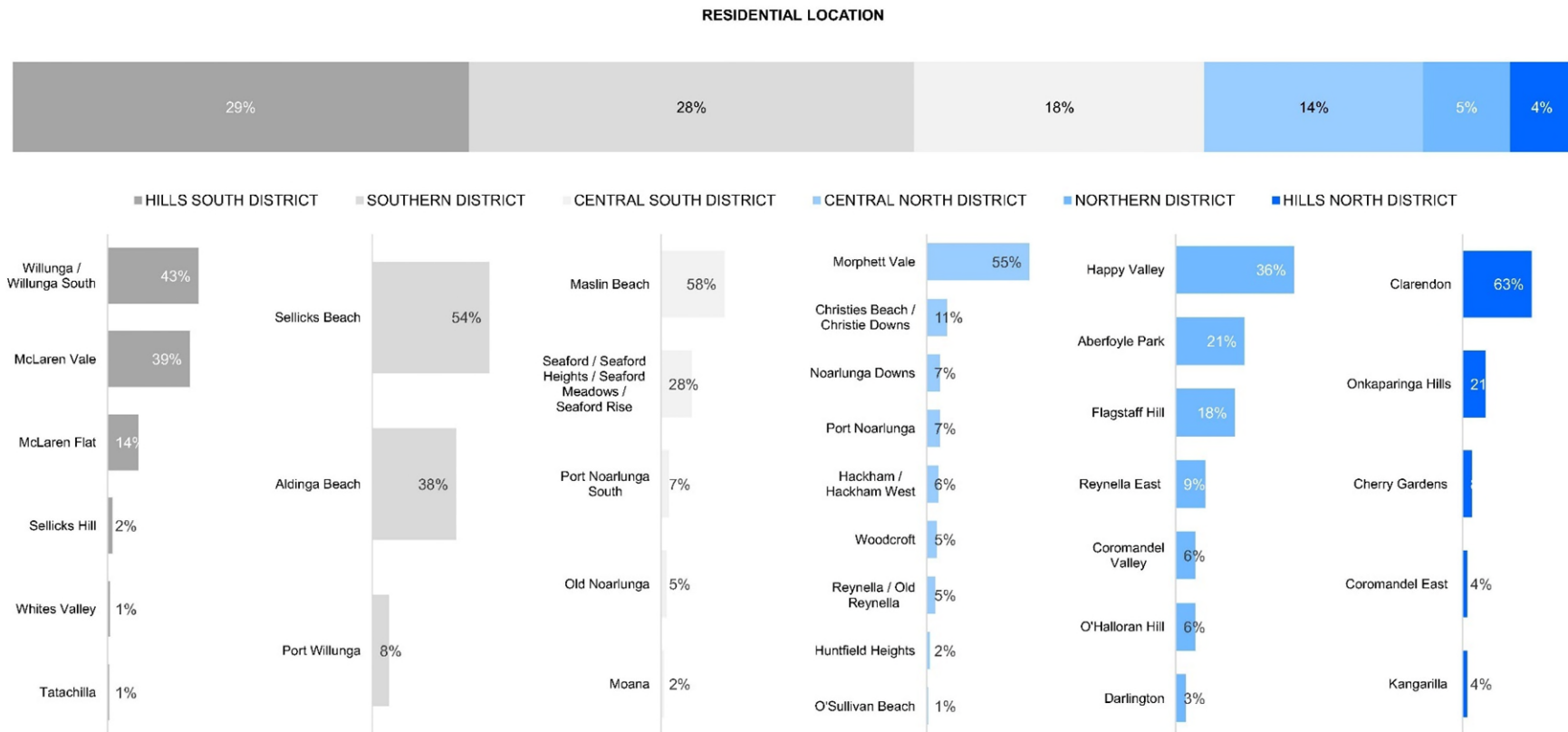
There was an overrepresentation of Hills South and Southern District residents compared to the general population of the City of Onkaparinga.

LOCATION OF CITY RESIDENTS AND BUSINESS OWNERS: SAMPLE VS POPULATION



Source: <https://profile.id.com.au/onkaparinga/about>

The largest proportions of respondents resided in the Hills South and Southern Districts; when aggregated they comprised more than half of all respondents.



S1: What suburb do you live in?
Base: All respondents, n=802

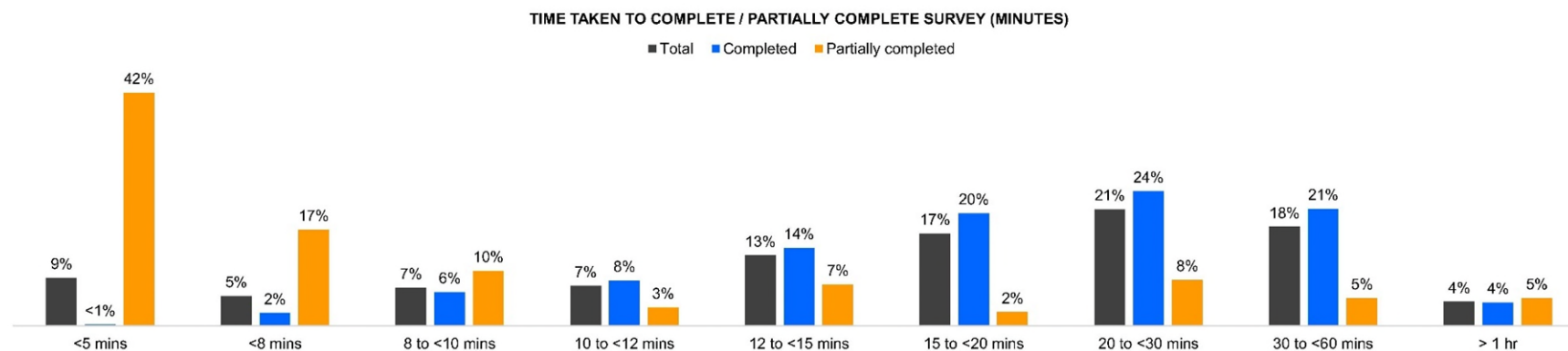
Survey detail

Programmed in Lime Survey to comply with Australian data storage standards, and adhere to the Australian Privacy Principles, the survey included a total of 31-39 questions were asked in the survey over a total of 17 pages (variability in question number is due to patterns and logic built into the questionnaire and dependent on responses and preferences):

1. **Introductory section:** 3-5 higher level demographic questions (depending on demographics): 1 simple free text; 3 close coded; 1 rating grid
2. **CWMS knowledge and perspectives:** 14-16 questions (depending on responses): 2 optional open ended; 11 close coded; 1 ranking; 2 rating grids
3. **RWB knowledge and perspectives:** 5-7 questions (depending on responses): 3 close coded; 1 optional open ended; 1 ranking; 2 rating grids
4. **Engagement interaction:** 2-4 questions (depending on preference): 2 close coded; 2 optional open ended
5. **Demographics section:** 7 close coded questions

The mean time taken to complete the survey was **23 minutes**; the median time was **18 minutes**.

Time breakdowns can be seen below.



Data preparation for analysis

The analysis includes all completed surveys and some partially completed surveys. Due to some non-mandatory questions (e.g. open text questions) and survey drop offs, the base sizes for each question may differ slightly; these are stated in the footer of each page (representing the sample size who responded to each question).

A deduplication process was undertaken commencing with investigation of the same IP address registered against more than one survey entry. The process included an examination of demographics and open-ended comments of each multiple survey entry, and where significant overlap in responses was found, this presented a case for deduplication.

The following records were made, and responses kept but not included in the analysis:

- **Number of completed surveys removed due to duplication:** n=7; these were deduplicated based on >1 survey having the same IP address, registering the same demographics and identical sentiment / free text comments. Please note, there are other duplicated IP addresses in the main file that we're including in the final analysis – examination of demographics and comments suggest these are from different people in the same household (n=34 surveys were registered from people co-locating across 15 homes/households).
- **Number of partially completed surveys removed due to duplication:** n=17; partial responses that were duplicates and removed on the basis there was a full response included in the data.
- **Total completed surveys after deduplication:** n=480
- **Partial surveys included in analysis:** n=122. These are partially completed surveys that have some but not all data so will contribute to some question findings but not others. Some surveys progressed more than others.



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APPENDIX 2.

Submissions from organisations

Blue Water Estate Mtg Committee
also known as Ocean View Estate (OVE)
Sellicks Beach, South Australia
CCP NO.22821

City of Onkaparinga
David Stobbe
Director Corporate

PO Box 1, Noarlunga Centre
SA 5168

RE: FEEDBACK ABOUT THE FUTURE MANAGEMENT OF COUNCIL'S WATER ASSETS

On behalf of the Committee I would like to take this opportunity to thank the Council in requesting feedback on this important matter. With respect to the information sessions, whilst we welcome these sessions, one closer to Sellicks Beach would have facilitated attendance. It is the view of the Committee that the Sellicks CWMS, is not to be sold to a private group, and that the CWMS ownership and operation should be transferred to SA Water. SA Water being the State's leading and best placed authority to operate the CWMS, as being an integral part of its core business. Selling of assets to private hands has historically in many industries led to cost blowouts, ultimately the burden transferred to the consumer, and if such was to occur here, this may yet be another example.

Given the significant expansion of the South, it is our view, that it is only a matter of time before SA Water's Sewer Network is expanded to meet the high demand occurring in the South. If Sellicks Beach, was to be included in the SA Water network expansion process, then the residents of OVE, could be connected to the main SA Water Sewer System, and the CWMS at that point may not be needed.

I trust this feedback assists in your decision making process and feel free to take the opportunity to discuss this matter further with me. Many residents will also undertake your survey as I have done, however we hope you will provide this letter to the Council project team.

Yours faithfully

Mario Bruno
Presiding Officer
Blue Water Estate
2 July 2022
(E): m.bruno59@yahoo.com



Friends of Willunga Basin inc.

PO Box 710 Willunga 5172 Chair: Geoff Hayter Sec: Christine James email: secfowb@gmail.com

Julia Grant
Acting Chief Executive
City Of Onkaparinga

28 June 2022

Dear Julia,

Sale of Council's Water Assets

Friends of the Willunga Basin (FOWB) is making this written submission to the current community engagement regarding the potential sale of Council's water assets. FOWB members may make their own personal responses via Council's Your Say survey.

As a matter of principle FOWB strongly supports essential services being retained within government ownership. Short, or even long term, marginal financial gain by sale of these community assets leaves the community vulnerable to corporate policies beyond Council's control, both financial and environmental, and to misadventure, intentional or otherwise.

Water, especially in a climate change challenged world, is one of the most essential of basic services provided by government. To lose ownership and control of these services is untenable. Privatisation of community assets does not of itself lead to better community outcomes, as can be readily witnessed by current Murray Darling Basin water management issues and by issues pertaining to national electricity and gas supply.

The role of the private sector in the management or provision of contract services is understood but cannot be standard practice when either service delivery is compromised and/or when the community is subsequently exposed to other adverse effects, including the cost of those services.

With regards to Council's water assets, we see two distinct categories and issues, as discussed below.

First though, we query the decision to bundle up the sale of these assets in an all-or-nothing manner, as is apparently proposed. While they may be related, waste-water management and reclaimed water operations are quite different propositions and, in FOWB's view, Council should retain the option of dealing with each independent of the other.

Community Wastewater Management Scheme (CWMS)

The provision of waste-water treatment services in metropolitan Adelaide has traditionally been undertaken by the Engineering & Water Supply Department, now SA Water. Metropolitan Adelaide has now expanded to absorb what were once peri-urban or rural settlements where waste-water treatment may have been the responsibility of local government.

It is FOWB's opinion that one arm of state government has not caught up with another in the underlying supply of housing and the necessary infrastructure to service that housing in greater metropolitan Adelaide. This is where we believe the State Government needs to step up to the plate, to ensure an equitable outcome over the long term for all residents and ratepayers in affected localities.

In the meantime, we understand that, unlike the Water Business Unit, the CWMS network is a sustainable business and does not represent a financial liability to Council.

The outlier in this regard is clearly the servicing of Sellicks Beach, which is an outstanding matter requiring early resolution. Imposing this liability on an incoming owner will create risks all of its own, including to the timely provision of such service ahead of new residential development in this locality and to the price that might be achieved through divestment. By exiting the business before this matter is resolved, we are

concerned that Council will effectively lose its seat at the table and, with it, any leverage it may have had in advocating for SA Water to find a solution for the problem.

We are also concerned that any financial windfall that might come to Council at large from such sale will be offset by the risk of future financial penalties on the affected communities, operational oversight by ESCOSA notwithstanding.

We therefore strongly advocate that:

- waste-water treatment services owned and operated by Council be devolved to State government, as we understand has apparently already happened in Yankalilla;
- if this outcome cannot be achieved at this point in time, the services be retained by Council; and
- the services are not, under any circumstances, sold to private for-profit enterprise.

Water Business Unit (WBU), Storm Water Harvesting and Reclaimed Water

Water availability and management in the Willunga Basin is a key contemporary issue – witness the legislatively required McLaren Vale Water Allocation Plan review for groundwater and the community-initiated McLaren Vale Regional Water Security Strategy Working Group which is examining all water resources both supply and demand over the next fifty years. FOWB has representation on both these reviews.

We understand that Council's WBU has two components being:

- stormwater harvesting, which utilises constructed urban wetlands to both store and filter water and the follow-on capacity to utilise aquifer recharge for storage; and
- the provision of reclaimed water into the market.

We seek your clarification that the current considerations do not entertain the sale or lease of Council's urban wetlands. We understand that the sale of the water may be a consideration, but not the physical asset itself. An immediate response to this query would be appreciated.

Water thinking must be for a fifty-year period, not five. To its credit, Council has undertaken climate change impact modelling on its coastline. FOWB asserts that similar modelling is required for water supplies within its control. Annual rainfall is trending downwards and becoming more erratic, temperatures are increasing and so forth. Council having ownership of water to service its community's needs, both now and through to 2075, is critical. Water availability that will assist the reversal of regional ecological degradation and biodiversity enhancement and counter as yet unquantified climate change induced challenges is also critical. Water is now, and likely more so in the future, traded across supply and demand markets. The option of selling any surplus water into the commercial market is there. The same applies to reclaimed water should Council retain the CWMS.

We also note that one of the largest users of this water is Council itself. To FOWB, it makes little sense to divest an asset for which there is an ongoing need, and to then have to become a paying customer of the new owner.

FOWB therefore strongly advocates that Council retain ownership of both its storm water harvesting facilities and of the water itself. The best model here might be SA Water itself, wherein the government retains ownership of water infrastructure and assets but has outsourced their operation to the private sector under long-term agreements.

Reclaimed Water

With regards to the SA Water generated reclaimed water, it is FOWB's considered position that not all water be contracted to private/commercial use. Whilst the use of this nutrient rich water is fully supported rather than it being discharged into the Gulf, we have been and continue to advocate that a healthy percentage be retained in community ownership to be utilised on a short-term basis according to the exigencies of the time, rather than being contracted to a private company. It is to be noted that Willunga Basin Water, founded as a grower initiative, is now majority owned by the Mitsubishi UFJ Financial Group, a global investment group. Such companies do not invest in any assets or services unless there is a handsome profit to be made.

Any 'profit' made by Council through the sale of water assets for a Council wide benefit is akin to selling one community's local park to provide a financial return across Council to the detriment of the community that relied on that park. Such a proposition is completely unacceptable. Just as ensuring the provision of open

space is the responsibility of state and local government, so is the provision of sewerage and water supply services, not private enterprise.

In Closing

FOWB has grave concerns at the proposal to privatise essential services, especially waste-water. Forever is a long time. Once sold off, these services will never be recovered into public ownership. The great risk is to the communities that will be left exposed to new arrangements, especially once pricing controls imposed during the initial 5-year period expire.

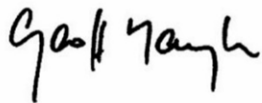
Behind this, privatising the supply of reclaimed water at the point where it is becoming an increasingly vital resource is quite counter-intuitive. By all means, enter into long term contracts for the management and operation of these assets, but maintain an eye to the future by not throwing the baby out with the bathwater, so to speak.

Now is not the time to abrogate responsibility for the provision of essential services by disposing of community assets for a short-term financial gain.

We urge Council not to proceed with the divestment as currently contemplated.

Meanwhile, we look forward to your early response on the retention of all urban wetlands.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Geoff Hayter'.

Geoff Hayter
Chair

From: chair@onkaparingafoodsecurity.org.au
Sent: Wed, 13 Jul 2022 16:33:49 +0930
To: "Mail" <Mail@onkaparinga.sa.gov.au>
Subject: Water Assets Consultation

Caution: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender's full email address and know the content is safe.

Dear team,

In addition to my personal views, I write on behalf of the Onkaparinga Food Security Collaborative, who is concerned that divesting water assets is a short sighted decision, that will privilege a for profit business at the future expense of our environment and community who need water to live and grow food successfully and build our local food system rather than selling off yet another piece of the system. You have not looked at nor considered any community ownership of the assets, opting for a traditional tender process. You have also not engaged in programs to encourage or require or provide incentives to residents and businesses to be more water wise.

We strongly request you to think longer term about this issue - retain our Water Assets, rebuild capacity for council and bring together interested community groups to advise and support you / us to optimise these assets. The expertise you quote exists in many places, not just in an external business.

Warm regards, Sharon

Sharon McGann
Chair, Steering Group
Onkaparinga Food Security Collaborative
E: chair@onkaparingafoodsecurity.org.au
M: 0414 537 305
"Securing healthy, affordable, nutritious food for all"

From: "The Wild South" <wildsouth.sa@gmail.com>
Sent: Fri, 1 Jul 2022 17:36:43 +0930
To: "Mail" <Mail@onkaparinga.sa.gov.au>
Subject: Water Assets and Onkaparinga Council

Caution: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender's full email address and know the content is safe.

Attention: Julia Grant
Acting CEO,
Dear Julia,

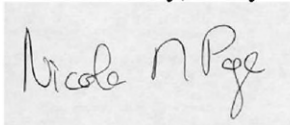
The Wild South submit the following contribution to the current community engagement regarding the potential sale of Council water assets. Individual members have contributed through the Your Say survey on this matter.

In short, we write to support the submission by Friends of Willunga Basin, and re-iterate their conclusions that

- waste-water treatment services owned and operated by Council be devolved to State government, as we understand has apparently already happened in Yankalilla;
- if this outcome cannot be achieved at this point in time, the services be retained by Council
- the services are not, under any circumstances, sold to private for-profit enterprise.

We will not elaborate further, but urge you to consider the FOWB submission closely

Yours sincerely, Nicky Page



on behalf of The Wild South

--



We respectfully acknowledge that we meet on Kurna land and that sovereignty was never ceded. We pay our respects to Elders past and present for their deep relationship to country and caring for our precious home.

<https://www.facebook.com/wildsouth>



Julia Grant

Acting Chief Executive

City Of Onkaparinga

8 July 2022

Dear Julia,

Re: Sale of Council's Water Assets

This submission is made on behalf of Willunga Recreation Park Inc., which is a recipient of recycled waste water under the existing scheme. As a community owned and managed recreation centre, almost entirely reliant on self-funding, we are concerned about any change in water management policy as water is one of our largest expenses.

Our concerns generally mirror those expressed by the **Friends of Willunga Basin submission** but, in particular, are these :

- We have a specific interest in the adequate supply of water at a fair and reasonable price. These interests are met by the current water management plan
- Transfer of water management to private interests may render water supply to Willunga Recreation Park vulnerable to market demand, both in supply and cost
- As a small community owned entity, we are fearful of being treated less favourably than the large council-owned assets in term of water price and supply - we have less purchasing power

We are happy with the current arrangement and, if changes were to be made, would prefer a transfer to SA Water control. Our request would be that, in the event of change of control, the Council specifically negotiates, on our behalf, a water supply sufficient for our needs and a price that is no worse than that paid by the Council or any other community asset.

Paul Williamson

President

Willunga Recreation Park Inc.

Willunga Recreation Park Inc. ABN 36 245 022 729 PO Box 208 Willunga SA 5172 Ph 08 8556 2407

Email: secretary@willungarecpark.com.au Web: www.willungarecpark.com.au

APPENDIX 3.

Notes of meeting with Better Together Christie Downs

From: "Ben Calder"
Sent: Fri, 15 Jul 2022 10:17:43 +0930
To: "leonz927@gmail.com" <leonz927@gmail.com>
Subject: Notes from meeting re water assets

Hi Leonz,

Thank you for meeting with me on Tuesday regarding the Water Assets Strategic Review. Here are my notes from the meeting for your information.

Meeting with Leonz Sevier representing Better Together Christie Downs (BTCD) on 12/7/22 re Water Assets Strategic Review

- BTCD has been very active in cleaning up Christie Creek and its wetlands.
- Plastic waste is a significant problems in the wetlands.
- BTCD believes City of Onkaparinga should be doing more to improve quality of stormwater and maintain creeks and wetlands.
- BTCD is concerned that:
 - SA Water's works and operations are impacting on Christie Creek and has not responsive to group's concerns to date
 - if water assets were owned by SA Water, or another entity, then BTCD would have less ability to influence their management
 - harvested stormwater from Christie Creek catchment could be used outside catchment – would not be equitable for local residents.

I will include these in the community engagement report going to Council on 16 August 2022.

Regards

Ben Calder
Project Leader - Water Divestment
Ph (08) 8384 0686
www.onkaparingacity.com



APPENDIX 4.

Emails from individuals

Feedback received by email

My position is: Please don't "Divest" services to the community to private enterprise. It is the wrong model. Private enterprise exists for the benefit of shareholders. Services to the community should be provided by entities that exist for the benefit of the community.

I am concerned by the title of this "review", in that "Divestment" appears to be a foregone conclusion. Perhaps the project should be titled: "How best should Council provide water services to the Community?"

It is difficult if not impossible to make meaningful comment about the plan to keep or divest the City's responsibility towards waste water management without knowing what the costs are. Waste Water management is a serious topic for many communities world wide and I understand these projects are managed both by public and private institutions, and some by public companies listed on their local exchanges so there must be a profit to be made by private operators. They also need skilled workers and strong management. If the City of Onkaparinga were to divest itself of the responsibility to manage these assets it would mean a loss of staff but a saving of the huge responsibility for the City, and therefore would remove the risks and costs involved in running and managing CWMS. It would therefore change from a service provider to a service user and either pay the costs and pass the costs on to consumers or the new water manager would bill consumers directly. Either way you must ensure that non users of the CWMS are not billed for the costs involved, and as a property owner in Port Willunga old survey area and not serviced by a sewerage system I would not want to contribute to the costs of ongoing management of the CWMS whether it be Council managed or otherwise. On reading the maps of the installations within the City's boundaries I suspect we, at Port Willunga, are not affected by any decision about CWMS made by Council.

Which brings me to the question, does the Council or any proposed new operator of the CWMS service intend providing a sewerage system to the old survey area at any time in the future to replace septic systems now installed?

Twice I have completed the survey but when I submit I get a message saying that it failed to go through. One of the reasons suggested was that I took too long which I didn't. Am I the only one where this has happened?

I don't plan on trying again so could you please note that I am totally against divestment.

I have asked a question in the survey regarding whether or not the CWMS is likely in the near future to be made available to residents of Sellicks Beach and Silver Sands Aldinga Beach.

We would like to be connected to the CWMS. What, if anything would be preventing this from happening and what might the approximate costs be to each new household taking up such offer.

What can we do to encourage this to happen.

Feedback received by email

I have concern about our water to be wastewater, for health reasons, as I don't agree with such an idea. Also believe you are thinking of privatising, and don't think that is good also, as we have done that with too many things already. I don't believe it is good selling off so many of our assets.

Considering this is a very big grape growing region, and high water use, you should aim more questions at this sector.

Some of the questions used are really not worth answering.

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Youve asked this before and were told then by overwhelming majority we don't want it sold off so why is this even up for debate again other than the fact that against our wishes you put it up for offer of interest for investors to buy and now there's offers on the table you want to sell and you need rate payers approval. How about find another way to pay off your d BT's because if it was such a bad business deal business owners wouldn't be interested in buying it if it made a loss

In a nutshell, I have no confidence whatsoever in privatisation of essential services. Whether transport, water or power, privatisation has invariably led to poorer service and increased costs.

I'm a resident of Maslins, a sole trader who mostly works from home.
I have read through all the information online on Your Say and appreciate the diagrams and other information provided.
We all know this is a controversial and divisive issue; thank you for leading it.
Unfortunately I wasn't able to attend any of the community information sessions.
I did, tonight, do my best to digest the contents of both the Water Business Information and CWMS documents. But I note neither of those documents have been updated since 2018, when this matter was last publicly raised by Council (if I recall correctly).
Are decisions to be based on information that is more than 4 years old? Has anything changed since then - what of the outcomes of the outlined negotiations with SA Water, for example?
Costs?
Although as a resident of Maslins I will be directly impacted whatever the decision of the elected members on this issue, I viewed the survey and chose not to participate.
The proposal at hand is a complex and important issue and I don't want to form an opinion (with no expertise on the issue in any case) based on outdated and thus surely inaccurate information.
Is the outdated information provided to residents fundamentally the same information that staff will base their recommendations on, and Councillors will base their decisions upon?