

Excluded retail services benefit a single customer or group of customers rather than all customers. Excluded retail services include yet 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](#) and [ESCOSA pricing principles](#).

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

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.