



SA Water Customer Council

SACOSS Representative: Tom Stead (formerly Shane Dinnison)

The SA Water Customer Council was formed in 2003 with the purpose to increase the interaction between SA Water and its customers and to ensure that customer views are clearly expressed and understood by SA Water and the Minister for Water Security. Members of the Council represent a range of interests, including business, community, residential customers, CALD communities, and various industry bodies. The role of the Council is to:

- Advise on water policies in regards to customer service
- Review the performance of SA Water against service commitments
- Advise on customer feedback methods
- Review SA Water's community involvement and education programs and suggest improvements

The Council is a valuable way in which SACOSS engages with the issues around water supply and the impacts of policy decisions and practice on customers.

Over the last 12 months, the Council has discussed issues such as:

- Water security
- Murray water quality
- Desalination
- Customer billing and billing information

SACOSS will continue with its representation on the Council in the coming year and will continue to represent low income and disadvantaged consumers in its interaction with SA Water.