

## Information Sheet

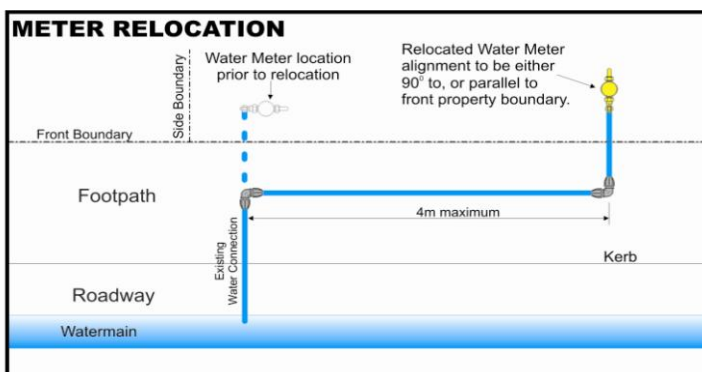
### Relocation of a Water Connection

#### Service

SA Water will endeavour to alter the position of your metered or unmetered water connection within 15 business days of your payment, for connection sizes up to 50mm. We can relocate your 20 or 25mm meter up to 4 metres by extending the water connection as shown in the diagrams below.

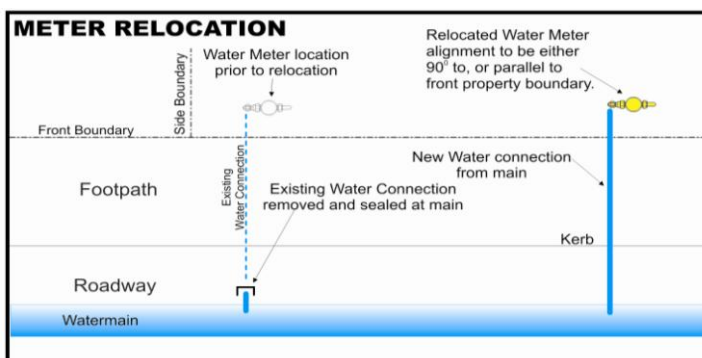
To move your meter more than 4 metres, SA Water will need to disconnect and seal the existing connection point and install a new connection off the water main at the new location.

Current [SA Water fees and charges](#) can be viewed at this link. Once a meter is installed you will be responsible for paying for water used.



#### 20 or 25mm Connection and Meter Relocation

Relocation up to 4 metres.



#### 20 or 25mm Connection and Meter Relocation More than 4 Metres

or

#### 40 and 50mm Connection and Meter Relocation

All subject to approval.

#### Plumbing requirements

- At the same time that you make payment for a relocation of water connection we suggest that you contact a plumber (if required) to arrange for the water connection from the water meter to your premises. This will minimise delays in having your water connected to your premises.

## Customer application

### Information we need from you

- Your name, postal or email address, fax and phone number.
- Your property address and owner's name.
- You will need to specify on a plan where the meter is required to be moved to on your property. Construction cannot take place until a payment and plan is received by SA Water showing required meter position.
- You will need to advise us of any possible site obstructions, such as large trees or stobie poles, electricity or gas boxes, site toilet, rubble or a brick letter box, etc. Additional costs may be incurred if the connection cannot be constructed in the position nominated.

### Making an application

#### 20mm and 25mm meter

- In some instances, you can call SA Water Connections Call Centre on 1300 650 951, and have the application and payment processed over the phone.
- Email [cc@sawater.com.au](mailto:cc@sawater.com.au) and specify your requirements.
- You can complete the application at:  
[www.sawater.com.au/SAWater/DevelopersBuilders/ServicesForDevelopers/Customer+Connections+Centre.htm](http://www.sawater.com.au/SAWater/DevelopersBuilders/ServicesForDevelopers/Customer+Connections+Centre.htm)
- Write to SA Water, Land Development & Connections, GPO Box 1751, Adelaide 5001, or fax to (08) 7003 1118.

**The financial quote provided will be valid for 60 calendar days from the date of issue.**

### Applications requiring approval

- SA Water will need to investigate and approve all 40 and 50mm meter relocations or if your 20 or 25mm connection and meter requires to be relocated more than 4 metres.

### You are responsible for

- You will need to arrange for reconnection of your internal pipework.
- SA Water cannot provide reconnection of existing pipework as piping materials used for water supply systems within private properties vary. The range of different piping includes copper, unplasticised polyvinyl chloride (UPVC), polyethylene (PE), cross-linked polyethylene (PE-X), polybutylene (PB) and galvanised steel. The jointing methods and fittings required vary greatly.
- SA Water or its contractors do not carry a wide range of fittings and jointing materials to deal with the various types of piping nor are they contracted to perform work on private water supply systems.

### Application payment

- |                     |   |
|---------------------|---|
| <b>By mail</b>      | Send a cheque or money order payable to SA Water.   |
| <b>By telephone</b> | For payment by Visa or MasterCard, call 1300 650 951.<br>Credit payments must be in full and no more than \$20,000. |

*SA Water is wholly owned by the Government of South Australia. With our contractors we provide water, recycled water and wastewater (sewerage) services to approximately 1.5 million people across South Australia.*

### For further information call 1300 650 951

Website: [www.sawater.com.au](http://www.sawater.com.au)

Email: [cc@sawater.com.au](mailto:cc@sawater.com.au)

Fax: (08) 7003 1118

SA Water, Land Development & Connections, GPO Box 1751, Adelaide 5001

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