

Information Sheet

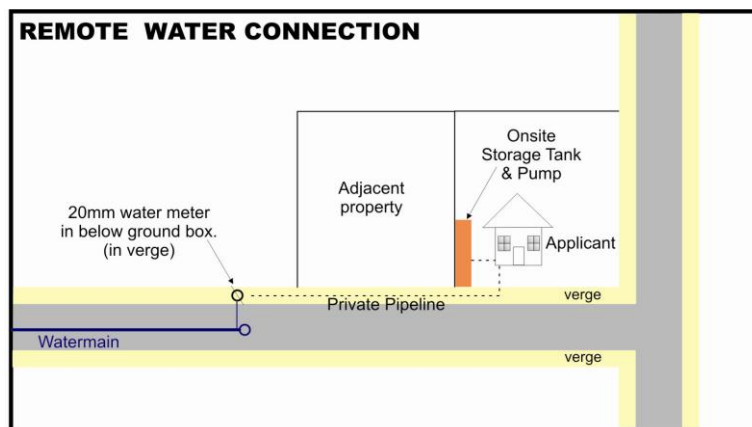
Remote Water Connection

Service

All requests for a remote water connection are subject to approval by the Investigating Officer for the area. Please allow up to 20 business days for approval. Remote water connections are only granted to non urban properties when the capacity of the water supply network is able to support the installation of an additional metered water connection.

SA Water will endeavour to construct a remote metered drinking water connection in an underground box adjacent to the nearest available water main within 15 business days of your payment and other conditions being met. It is the customer's responsibility to lay and maintain a private water pipeline from the SA Water meter to the property.

Current [SA Water fees and charges](#) can be viewed at this link.



Your responsibility for a remote water connection

- Obtain Local Government approval for council roadways and Department for Transport, Energy and Infrastructure (DTEI) for Transport SA roadways for the laying of any private pipeline along a roadway, footpath or public property. This will ensure you will have unlimited access to the private pipeline if it is ever damaged and requires replacement.
- Obtain neighbouring property owner/s approval if the private piping needs to be laid across their property/s. You will need to provide evidence that you have obtained approval from the property owners prior to undertaking the work. eg. Certificate of title showing private easement for water supply.
- Use a minimum of Class 12 grade piping, and it must be laid at a minimum depth of 300mm below the ground, or as directed by Local Government.
- Lay the private pipeline from the SA Water meter to your property, and pay costs associated with the installation, maintenance and repair of the private pipeline.
- Provide an onsite storage tank and pump to ensure that a sufficient water supply is available at all times.
- Undertake regular inspections along the pipeline route to detect any wet areas suggesting possible leaks, as you are responsible for any water wasted as a result of a leak in the private pipeline.

Things you need to know

- SA Water is not responsible for the quality of the water once it leaves the water main. The quality of your water may deteriorate if your supply is not used regularly.
- SA Water will not intervene in any disputes about the location of private pipelines. For instance, when a private pipeline is laid across a neighbouring property, the owner of the property has the right to request the removal of the private pipeline at any time if there is no legal arrangement in place, ie. private easement.
- If a water main is made available to your property, you may be required to pay a Water Standard Capital Contribution toward the cost of the main and the costs associated with reconnecting to the metered water connection on your property.
- SA Water's responsibility for the water pressure ends at the meter.

Customer Application

Information we need from you

- Your name, postal or email address, fax and phone number.
- Your property address and owner's name.

Making an application

- Write to SA Water, GPO Box 1751, Adelaide 5001, or fax to (08) 7003 1118, and specify your requirements.
- Email cc@sawater.com.au

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

Water agreement

When you pay the fee, you are required to sign a Remote Water Connection Agreement that specifies the approval conditions.

The Remote Water Connection Agreement specifies;

- The maximum size water meter that will be approved is twenty (20) mm.
- The maximum water flow rate of five (5) litres per minute through the water meter will apply.
- Constant water supply not guaranteed.

Your costs

- Metered water connection fee. This fee includes the installation of a 20mm meter.
- Underground box.
- Water use charges.
- Installation, maintenance and repair of private pipeline.
- Any compensation and associated costs payable to neighbouring property owner/s for the laying of the private water pipeline (if applicable).

Application payment

By mail

Send a cheque or money order payable to SA Water with the signed water agreement.

By telephone

For payment by Visa or MasterCard, call 1300 650 951.
Credit payments must be in full and no more than \$20,000.

If you are paying by telephone, you must send in your signed water agreement and other requested documentation along with your contact details. Your payment will not be processed, until we receive your signed water agreement.

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

Email: cc@sawater.com.au

Fax: (08) 7003 1118

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

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