

Information Sheet

Major Builder

New Water and Wastewater Connection Applications

Building multiple dwellings on a single allotment

If two or more units/houses are being built on the same allotment please advise us if the dwellings are to be Community or Torrens titled.

Clearance

Minor Land Division - water and sewer connection fees are paid by the Developer prior to the division being cleared by SA Water.

Prior to submitting building plans, please check with the Developer to confirm the land division has been cleared and paid for. This will avoid us having to return your plans where land divisions have not been cleared or not paid for.

Redevelopment of a property

If a house is being built on a property where a residence has been demolished, building plans still need to be submitted but, in most cases, no connection fees will be payable.

Property identification

To assist us in locating properties within new land divisions please provide a 'location plan', title, plan & parcel information.

Counter and postal lodgement and major builder enquiries

Please address applications to:

Land Development & Connections
Attention: Connection Services
GPO Box 1751, Adelaide 5001

If you have any enquiries, please contact:

Customer Service Officer
Telephone: 1300 650 951
Email: cc@sawater.com.au

Common enquiry contact details

Replacement of Missing/Stolen Water Meter

Customer Call Centre 1300 650 950
Email: customerservice@sawater.com.au

Damaged or Leaking Water Meter and/or Fittings

United Water (08) 8381 0300

Raising a Sewer Inspection Point

Land Development & Connections 1300 650 951
Email: cc@sawater.com.au

Internal Sewer Drain Prints

Customer Technical Services (08) 7424 1117
Email: internalsewerdrains@sawater.com.au

Please see over for a guide to the water and wastewater connection application process

A Guide to the Major Builder Water & Wastewater Connection Application Process

To request a quote

For water and wastewater connections, please forward the following information to Connection Services:

- Site Address
- Owners Name
- Title Reference
- Plan and Parcel Number

SA Water investigation

SA Water will undertake investigation of the properties and provide you with:

- 'APPLICATION for WATER CONNECTION' with the water plans attached*
- 'APPLICATION for SEWER CONNECTION'*
- Sewer inspection point location
- Covering letter
- Payment amount due for each application

You will be contacted if further information is required to complete our investigation.

We will endeavour to provide you the above details by post/email if requested within 10 working days in most instances.

* If services available.

When you are ready to proceed with the application

Please forward the payment with the relevant:

- 'APPLICATION for WATER CONNECTION'
With water location plans still attached (and meter location measurements, if requested)
- 'APPLICATION for WASTEWATER CONNECTION'

Please retain for your own records

- Covering letter and listing of properties being paid
- Sewer inspection point location plans

Urgent requests

If you have any urgent requests we would be happy to receive your payment at the same time that you make your request for water and wastewater connections.

We aim to respond to paid up front requests within 5 working days.

Receipts

Please retain for your own records the receipt details for each paid connection.

It is also important to check property details on each receipt as any payment disputes must be raised within 14 days of payment.

For further information call 1300 650 951

Website: www.sawater.com.au

Email: cc@sawater.com.au

Fax: (08) 7003 1118

SA Water, Customer Service, GPO Box 1751, Adelaide 5001

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