

## 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 wastewater 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:**

Connection Services Group  
Telephone: 1300 650 951  
Email: [cc@sawater.com.au](mailto:cc@sawater.com.au)

#### Common enquiry contact details

**Replacement of Missing/Stolen Water Meter**

Customer Service Centre 1300 650 950  
Email: [customerservice@sawater.com.au](mailto:customerservice@sawater.com.au)

**Damaged or Leaking Water Meter and/or Fittings**

Service Difficulties 1300 883 121

**Raising a Sewer Inspection Point**

Customer Service Centre 1300 650 950  
Email: [customerservice@sawater.com.au](mailto:customerservice@sawater.com.au)

**Internal Sewer Drain Prints**

Customer Technical Services 1300 884 037  
Email: [internalsewerdrains@sawater.com.au](mailto: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 Wastewater Connection'\*
- Wastewater inspection point location, if requested
- Covering letter
- Payment amount due for each application

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

***In most instances, we will endeavour to provide you the above details by post/email if requested within 15 working days.***

\* 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
- Wastewater inspection point location plans

## 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](http://www.sawater.com.au)

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

Fax: (08) 7003 1118

SA Water, Connection Services, GPO Box 1751, Adelaide 5001

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