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MEDIA RELEASE

NEW METROPOLITAN WATER AND WASTEWATER ALLIANCE STARTS TOMORROW

Allwater Joint Venture will tomorrow commence a 10-year contract with SA Water to manage and operate metropolitan Adelaide's water and wastewater systems.

SA Water's Head of Operations, Rob Dowling says that over the past four months SA Water has been working closely with Allwater to ensure a smooth transition from the previous contract to the new one.

"From the start of the new contract metropolitan customers will receive the same water and wastewater services as before, however they will notice a different logo on the field service vehicles and phone calls being answered directly by the SA Water Customer Service Centre," Mr Dowling says.

"Customers in metropolitan Adelaide will still be able to call 1300 883 121 for fault enquiries, however these calls will now be directed to, and managed through, a centralised call centre located at SA Water House, which will be operational 24 hours a day, seven days a week."

The Allwater contract will service SA Water's 1.1 million metropolitan customers with a strengthened focus on customer service.

"Over the past four years SA Water has been reviewing ways to best deliver value for money to the consumer as well as enhance standards of customer service and ensure greater levels of contract transparency," Mr Dowling says.

"One of the outcomes of these reviews has been to select a services alliance form of contract for metropolitan Adelaide.

"The new alliance model will ensure SA Water and Allwater work closely together, collaborating on strategy and sharing skills and expertise providing a more flexible approach to water management across metropolitan Adelaide."

As part of the new alliance Allwater will provide front line services to operate and maintain metropolitan Adelaide water supply including 8,900 kilometres of water mains as well as six treatment plants. Their work will also cover operations and maintenance of 7,200 kilometres of sewer mains, six wastewater treatment plants along with various recycled water schemes.

The new alliance arrangements will replace the previous Adelaide Water Contract held by United Water for the past 15.5 years. The majority of the United Water workforce that previously performed the work of this contract have been employed by Allwater, ensuring continuity of skills and knowledge.

All assets will remain in Government ownership and all billing will continue to be managed by SA Water.

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THE ALLIANCE PARTNERS

SA Water - South Australian Government owned water utility that has been managing the State's water and wastewater services for almost 160 years. Currently employs more than 1500 staff across the State.

Transfield Services – Australian-based provider of operations, maintenance, asset management and project management, with over 50 years experience. It is an award-winning leader in alliance contracting and has maintenance contracts in South East Queensland, Melbourne, Perth and Sydney, and 1200 employees in SA.

Suez Environnement – Paris-based global leader in environmental field for over 150 years. It has water utility experience mainly in management of public utility infrastructure in Europe and the USA, supplying about 76 million people with water. It has 62,000 employees worldwide.

Degremont – Subsidiary of Suez Environment and has been designing, building and operating water and wastewater treatment plants for more than 70 years. Having built 10,000 treatment plants in 70 countries, it has Australian water industry experience with construction of the Perth and Melbourne desalination plants and the Prospect Water Treatment Plant in Sydney.

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