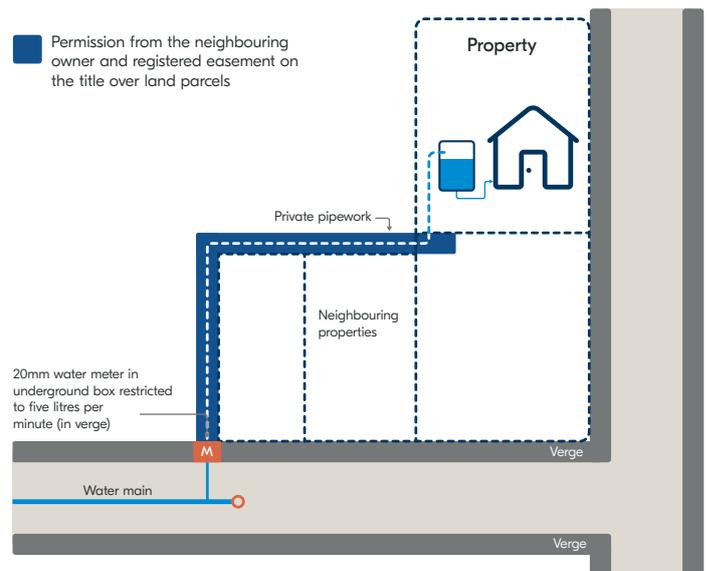
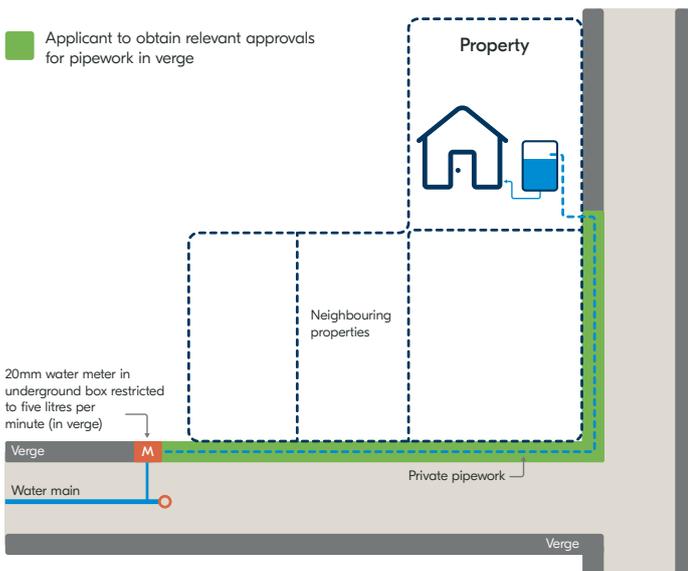


Remote water connections

If you live outside a township or non-urban zoned area with no direct access to an existing water main, you will need to complete an application for a remote water connection.

Remote water connections are no longer available inside townships or urban supply areas. However, a water mains extension and direct water service connection may be available at a cost to the property owner.



Understanding your water connection

To ensure enough supply to existing properties, remote water connections can be no larger than 20mm in diameter and are restricted to a **flowrate of 5 litres per minute**.

Some remote connections can be difficult to access and may affect your ability to monitor water use or isolate the water service in an emergency.

Pipework can also be long distances, increasing the risk of damage or unauthorised access. All pipework from the meter location to the property is considered private, therefore you will be responsible for the initial construction cost and any ongoing maintenance of the private pipework. **Any suspected damage to this pipework and the water use in the event of a leak is the responsibility of the property owner.**

Regular monitoring of the water meter by the property owner is recommended.

Plumbing requirements

Private pipework must be installed by a licensed plumber and all associated cost are to be considered when requesting a remote connection, including private pipework to the property. It is recommended to seek advice and costings before applying for a remote connection.

It is recommended you seek professional advice to assess whether a 5 litre per minute supply at the remote meter will achieve your property's required flow rate. The private pipe diameter and ground elevation level between the remote connection and the property may influence the flow rate at the property.

It is recommended that a storage tank and a pressure pump be installed on the property to ensure the water supply meets the required demand. The cost of any additional infrastructure would be at the property owner's expense.

Pumping directly from your remote connection is not permitted.

Responsibilities

Remote water connections are generally provided in underground boxes located as near as practical to the closest water main.

You will be responsible for all pipework from your water meter to your property.

Once you have applied for your remote connection you will be required to:

- If your proposed private pipework will be in the verge or is to cross public land, you will need approval from the local Council or the Department for Infrastructure and Transport (DIT).
- If your proposed pipework crosses private property, you will need to provide a copy of the registered private easement for water supply purposes. Details of the easement will appear on the Certificate of Title for the property.

After the water meter has been installed, you will be responsible for water use, quarterly supply charges and maintenance of the private pipework. You can [view water prices, charges and fees](#) through our website.

Please read this fact sheet in conjunction with our [Special characteristics schedule](#).

How to apply

To apply for a remote water connection, you can:

- Complete an online [Connections Application](#) through our website.
- You can call our connections team for assistance with your application on 1300 650 951 between 10:00am-4:00pm Monday – Friday or email us at cc@sawater.com.au.

When submitting your application, please include:

- The address of the property requiring connection. If you don't own the property, please provide written approval from the property owner.
- A map and plan showing the property in relation to the closest water main. To do so, visit location.sa.gov.au/viewer and turn on 'Water Main' layer in the Infrastructure and Utilities tab or see the [connections estimator map](#) on our website.

When we receive your application, we will arrange for a member of our team to investigate and determine whether we can fulfil your request.

If approved and you have provided evidence of approval from the local council and if applicable a copy of the registered easement, we will send an invoice and letter outlining the details of the work required by us.

The invoice is valid for 60 days from the day it is issued and needs to be paid in full prior to construction. We will aim to install the connection within 35 business days of receiving your payment.

