

General support services

Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout South Australia. We recognise their unique and continuing connection to lands and waters. We pay respect to all Aboriginal and Torres Strait Islander peoples visiting or living in South Australia.

Acknowledgement of domestic, family and sexual violence

We acknowledge the traumatic and often life-long impacts domestic, family and sexual violence can have on all who experience it, and we pay our respects to those who did not survive it. We recognise the ongoing strength, courage and resilience of victim-survivors and express gratitude to those services who work tirelessly in and with communities to foster a safer future for us all.



We understand that life can be unpredictable. Whether you are facing financial difficulties, dealing with personal challenges, or need extra support to manage your water services. We are here to help.

Hardship and payment assistance

If you're feeling overwhelmed or struggling to keep up with your water bill, our Payment Assistance Program is here to help.

Please talk to us so we can help you get back on track. If you're facing financial difficulties, we offer support tailored to your needs, ensuring you can maintain access to essential water services.

How it works

Get in touch

Call our Adelaide-based team on 08 7424 1560 (weekdays 8:30am–5:00pm) or use our [online enquiry form](#).

Work out a plan

We'll help you create a payment arrangement that suits your personal circumstances. Options include weekly, fortnightly or monthly installments - interest-free and flexible.

Additional support

We can guide you to resources for tracking water use, improving efficiency, and managing bills. You may also be eligible for:

- Referrals to the **National Debt Helpline** (1800 007 007, ndh.org.au)
- **Concessions** for eligible South Australians on low or fixed incomes

More information can be found in our [Hardship policy](#).

Who can use payment assistance?

Everyone who uses our services-tenants and property owners can access the program.

Tenants will need authorisation from the account holder. Support payments are applied to the account, not the individual.



Call

08 7424 1560



Visit

SA Water House
250 Victoria Square Adelaide South Australia



Online

www.sawater.com.au/my-account/my-bill/help-paying-my-bill

Priority services register

We understand that everyone's needs are different. That's why we offer our Priority Services to support customers who may need a bit of extra help.

What support is available?

Self meter reads

Take a photo of your water meter every 3 months and send it to us, no requirement for a visit every quarter.

Large print bills

Get your water bill in a bigger (A3), easier-to-read format.

Interpreter services

If English isn't your first language or you have trouble hearing or speaking, let us know and we can organise an interpreter when you call.

National Relay service

If you're deaf or have difficulty speaking or hearing, you can contact us through the National Relay Service.

How to register

We'll help you create a payment arrangement that suits your personal circumstances. Options include weekly, fortnightly or monthly installments - interest-free and flexible.

Who can use priority services?

You may benefit from these services if you:

- Live with a disability or health condition
- Are aged 65 or older
- Speak a language other than English at home
- Prefer different ways to communicate

Tenants can also register with the help of the account holder.



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Support for domestic, family and sexual violence (DFSV)

Domestic, family and sexual violence includes a variety of abuses, such as physical, emotional, financial, psychological, verbal, sexual abuse, and coercive control. It can affect anyone, regardless of gender, culture, or background, and often involves a pattern of behaviour aimed at controlling and causing fear or harm.

How we support our customers

We are committed to providing a safe and respectful experience when you contact us. If you tell us that you're experiencing domestic, family and sexual violence, we will:

- Listen without judgment and offer support
- Make sure your safety and privacy are considered when managing your account
- Provide flexible account payment options and financial support
- Connect you with specialist services if you need extra support

Help managing your debt

We understand that financial control and hardship are common experiences for people affected by domestic, family and sexual violence. To help you we can offer:

- Payment extensions
- Flexible payment plans
- Support through our Payment Assistance Program
- Help accessing emergency financial assistance

If you're experiencing financial difficulty because of an abusive relationship, we'll work with you to find the best solution. Please call us on **08 7424 560** (weekdays 8:30am—5:00pm).

Support services that can help



SA Domestic Violence Crisis Line (24 hours)

1800 800 098



1800RESPECT - National domestic, family and sexual violence assault line

1800 737 732 (24 hours)

1800 737 732 (text)



Mensline

1300 789 978



I3YARN

13 92 76



QLife

1800 184 527

Leakage allowance - help when you've had a hidden leak

Sometimes leaks happen without you knowing-under the ground, behind walls, or in places you can't easily see. If a hidden leak has caused your water bill to spike, we may be able to help with a leakage allowance.

What's covered?

Depending on the leak, you may be eligible to receive an allowance to cover some of the water lost due to the hidden leak.

What is a hidden leak?

A hidden leak is one that:

- Occurs in underground pipes or areas not easily visible
- Is not caused by negligence or poor maintenance
- Is repaired promptly once discovered by a licensed plumber with authorised materials
- Leaks from taps, toilets, or appliances that are visible and accessible may not qualify

How to apply for a leakage allowance

1. Fix the leak: You'll need to repair the leak before applying. We recommend arranging for a plumber to do this for you.
2. Gather your documents: This includes plumber's reports, repair invoices, and recent water bills.
3. Submit your request. You can apply for your leakage allowance online or contact our customer team for help.

Visit sawater.com.au/forms/leakage-allowance-application or call 1300 SA WATER (1300 729 283) to find out more information about leakage allowances and if you are eligible to apply.

Who can apply for a leakage allowance?

If a concealed leak has caused your water bill to rise, you can apply for a leakage allowance. Conditions apply, so please contact us or visit our website for details.

Tenants: If you're renting and a hidden leak has affected your bill, ask your landlord or property manager to apply on your behalf.



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250 Victoria Square Adelaide South Australia



Online

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