

## Business Relations e-Bulletin

### Issue 21 – June 2016

#### 2016/17 Water Pricing Announcement

##### Water Pricing to drop to \$3.24 per kL

On Monday afternoon Treasurer Tom Koutsantonis announced water pricing for the coming 2016/2017 financial year, it was announced that lower water bills will be delivered.

From 1 July, 97 per cent of all customers will benefit from reduced SA Water bills. No customers will see an increase as a result the price changes.

Sewerage prices will fall on average 13.7 per cent for metropolitan customers, and 13.2 per cent for country customers.

These reductions highlight the State Government's commitment to ensuring affordable prices for our most precious resource.

The reduced price for water will have a positive impact for South Australian businesses who will benefit from a 12 cent reduction per kilolitre – from \$3.36kL to \$3.24kL, which will further reduce the cost of doing business and support state growth.

The new Business water prices for the 2016-17 financial year are:

- Minimum Quarterly supply charge of \$71.60 (same as 2015-16)
- \$3.24 per kilolitre (decrease of 3.6% on 2015-16)

Commercial water supply charges and sewerage charges will be set and announced in mid-June.

In 2013-14, the State Labor Government introduced economic regulation of SA Water by the Essential Services Commission of South Australia (ESCOSA).

The 2016-17 prices are set in line with ESCOSA's Final Determination.

The pricing approach aligns with the Government's Strategic and Economic priorities, particularly reduced cost of living, support for business and making SA more cost-competitive.

Further information can be found via the following link: <http://www.premier.sa.gov.au/index.php/mediacentre/659-water-prices-to-drop-for-sa-households>

If you have any questions please contact SA Water's Business relations team 87424 3753.

# DO YOU WANT TO GROW YOUR BUSINESS??

## Talk to SA Water Business Relations First

There comes a time in many businesses life cycle where the question arises whether the time is right to grow and expand the business to take it to the next level.



Whether it is in manufacturing, retail, commercial or industrial type situations when a business looks at growing, a lot of the time SA Water services are neglected. Companies may think that as the infrastructure is coping in its current form then if there is any growth in the business then current services will just continue to be adequate.

This is not always the case hence why when you are considering expanding the business which may mean more water usage or greater discharge levels through our wastewater system, then talking to SA Water as early as possible is a must.

By approaching the Business Relations Team we can work with your business and determine if any increases in water usage or discharge levels can be accommodated by your current SA Water services or whether upgrades to

existing services are required.

When a business is looking to expand the following questions are vital when relating back to SA Water infrastructure:

- Peak instantaneous water demands in litres per second
- Average water demands in kilolitres over an average business day
- Maximum Discharge levels in litres per second (via our wastewater network)

It may be that the system can cope with the increases but there still may need to be changes to existing water connections if the current meter size may not be adequate e.g. a 40mm meter may need to be upgraded to a 50mm meter or even an 80mm meter. Alternatively another new connection may be recommended to complement the existing connection.

If the existing network cannot cope with the proposed possible increases in water usage and/or additional sewerage discharge then there may be costs to you associated with upgrading certain parts of our network to accommodate the proposed increases. SA Water must ensure its existing customers in the area are not affected if a business decides to use additional water or seek a greater discharge hence why the cost of any system augmentation may need to be met by the business seeking to expand.

Talking with the Business Relations team early when you are even considering growing your business can avoid any nasty and costly surprises later on. Knowing what is required early on and any possible associated costs can give you the full picture up front instead of neglecting the SA Water side of an expansion and then having a budget blow out which every business wants to avoid.

If you are considering expanding your business and think that additional water or an increase to your current sewer discharge limits is required, please contact the Business Relations Team on 7423 3753 for further information as that is what we are here for.

## Free Port Augusta West Wastewater Treatment Plant Tour Available – Book Now

As part of our SA Water across the State program for the Northern and Yorke region, we are running a free community tour of the Port Augusta West Wastewater Treatment Plant where locals managing the plant will give you a behind the scenes look at how sewage is managed.

The tour will be held on Friday June 17, from 10am to 11am and bookings can be made online at

[www.bookwhen.com/sawatercommunityevents](http://www.bookwhen.com/sawatercommunityevents)

For further information please email [community@sawater.com.au](mailto:community@sawater.com.au) or call 08 7424 2223.

We also offer tours of our Adelaide metropolitan plants; Happy Valley, Bolivar, Christies Beach and the desalination plant at Lonsdale. [Click here](#) to find out more or book a tour.



*Aeration tanks operating in the wastewater treatment process*

# Backflow Prevention Requirements for Commercial and Industrial Properties

When water is used for commercial and industrial purposes protection against backflow is required to prevent potential contamination of the SA Water drinking water network. Backflow Prevention must be in accordance with Australian Standard for Plumbing AS/NS 3500.1:2003.

Backflow can occur when the water pressure in the main is less than the water pressure within the internal plumbing system. When pressure in the internal plumbing system is higher than pressure in the SA Water supply water from the internal plumbing system can flow backwards into the SA Water main, contaminating supply.

This situation can occur when the pressure in the internal plumbing system increases e.g. a pump is introduced or an alternative pressurised supply is connected, or when there is a decrease in pressure in the SA Water main supply due to a supply shut off or sudden increase in demand.

## Boundary Containment

New SA Water domestic 20mm water services are fitted with a non-testable dual check device to provide protection to the network for low hazard domestic use only (existing and or replacement meters may not incorporate backflow prevention).

The owner of the property is responsible to provide and install a backflow prevention device at the property boundary with larger sized connections or where potential hazards exist. Additional information can be found at:

[http://www.sawater.com.au/\\_data/assets/pdf\\_file/0019/26191/Backflow-Prevention-Requirements-Fact-Sheet.pdf](http://www.sawater.com.au/_data/assets/pdf_file/0019/26191/Backflow-Prevention-Requirements-Fact-Sheet.pdf)

## Zone Protection

Sections of the internal water network may require additional backflow prevention to ensure that the drinking water on the property is safe for use. Under AS/NZ 3500.1.2003 backflow prevention must be installed on the branch line to areas with potential hazards.

Systems using a combination of SA Water supply and alternate sources such as bore water, recycled water and rainwater will require additional backflow prevention to ensure the quality of the drinking water on the property is not compromised

## Recycled water Systems

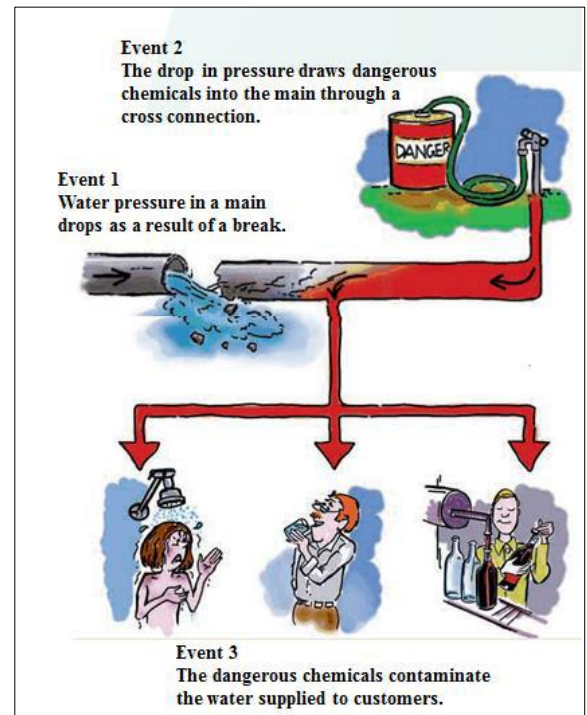
Recycled Water Systems may also require backflow protection at the boundary. A risk assessment should be conducted to determine on site hazards and the level of backflow prevention required (as outlined in the Australian Standard for Plumbing AS/NS 3500.1:2003).

## Risk Assessment

To determine the level of backflow prevention required on a reticulation system an appropriately licensed contractor will need to be engaged. The contractor will determine the level of risk, required backflow device/s and appropriate locations (as per AS/NZ 3500.1.2003).

The Office of The Technical Regulator – Plumbing will be able to provide more information on backflow protection.  
[www.sa.gov.au/otrplumbing](http://www.sa.gov.au/otrplumbing)

### How Can Backflow Occur?





# First Year of Clare Grape Growers Increased Irrigation Water Valued By Industry

SA Water and the South Australian Government are looking for opportunities to provide greater access to water and sewerage infrastructure across the state.

Schemes like the one with Barossa Infrastructure Limited have been in operation since the late 1990s, but the Clare Valley is the latest area to have a formal arrangement put in place. The Clare Region Winegrape Growers Association has been in discussions with SA Water for the past few years to develop a more affordable water product for local irrigators.

A resolution was reached in 2015 and third party access to SA Water's Morgan to Whyalla Pipeline during peak summer months began on 1 December. The water being transported is secured under the irrigators' River Murray licences.

At this stage, 54 irrigators are signed up to the three-year trial scheme and the first season has now concluded and was a success.



***SA Water Business Development Manager Joe Lazzaro (right) talking with a Grower in the Clare Valley region.***

The new arrangement has seen the installation of 54 smart metering devices for customers participating in the trial, monitoring the significant volume of water contracted for transportation. Irrigators were able to use the majority of water during daily off peak periods, reducing the pumping costs for irrigators and SA Water. We are continuing to work with industry to develop solutions to meet their needs. For example, we are currently investigating a solution to tailor our online Customer Water Use Portal to provide irrigators with better information about their irrigation applications.

The Clare Peak Water Transportation Scheme is helping to ensure Clare Valley irrigators remain viable and competitive by offering price relief at no extra cost to SA Water's other customers.

The scheme is paving the way for other South Australian irrigation areas to work with SA Water in developing a similar water access arrangement.

**Disclaimer:**

*SA Water's Business Relations Group provides recommendations and suggestions only. It is advised that further investigations are detailed studies are completed before any projects are implemented. All applicable standards & guidelines (Australian, EU, AQUIS, HACCP, Australian Drinking Water Quality Guidelines et.c) should be adhered to, and care should be taken to ensure water and wastewater minimisation programs do not negatively impact health or processing operations.*