

Issue 30 – September 2018

Business Relations

New Prices for 2018/19

As we enter a new financial year, it is important to stay up to date with any SA Water changes that may affect your business. Being aware of pricing changes is paramount for any business.

Maintaining affordable water and sewerage prices is a priority for us. We set water and sewerage prices for customers in consultation with the government, and within a cap on revenue, set by the Essential Services Commission of South Australia, who are our independent economic regulator.

When setting the price, we take into account a range of different factors including the cost to deliver, maintain and enhance the provision of water and sewerage services.

The below links have all the 2018/19 charges you will need to be aware of:

[2018/19 Rates and Sales](#)

[2018/19 Fees and Charges](#)

[2018/19 Trade Waste Charges](#)

In the above link there is also a Trade Waste calculator, which is a very handy tool that will assist you to estimate charges for your business. This calculator is designed for Trade Waste Volume and Load Based (VLB) customers to assist in understanding trade waste costs associated with discharge from their site.

All charges have increased for 2018/19. Please discuss any concerns or questions you may have regarding these new charges with your Business Relations Consultant, or Trade Waste Officer. Alternatively please send us an email and we will respond to any queries: business.relations@sawater.com.au

More information on 2018/19 water and sewerage prices can be found on our website [here](#).

Is your Business Growing?

Business needs are always changing

Businesses are always changing.

Changes can come in the form of expansion of facilities and growth of production, addition of product lines and diversification of service delivery, to a decrease in production and downsizing of output. At SA Water we are committed to working with Businesses to understand the impact of these changes, and how the services we provide can also be adapted as and when required.



Examples of commonly requested changes to our services that often accompany Business changes include:

- Application for additional water meters to increase water supply to a property -this can be additional mains water or recycled water
- Investigation into the availability of increased flow rate
- Application for increased or modified Trade Waste discharge limits
- Changes to a name or address on an SA Water account
- Provision of water efficiency initiative advice
- Provision of Cleaner Production advice
- Reduction in meter size, or removal of meters from a property
- Investigation into damaged or lost meters

We are able to assist with the facilitation of all the above services. By working with companies at various stages of growth and change, we provide services to support customers to get the best value from us. Please contact us at business.relations@sawater.com.au for more information.

Annual Sports Turf Association (STA) Seminar Wrap

High quality of speakers at the annual STA event

As another year goes by almost 100 guests were privileged to a variety of insightful presentations at the annual STA seminar at Adelaide Oval.

Ben Page (Cricket Australia/SACA) and Scott Patching (SANFL) presented on the growth of Cricket and Australian Rules Football in SA and the challenges this presents to facilities management. It's fantastic to hear both sports are strengthening. In particular, the significant increase in women's

participation has been pleasing. The management of venues and playing surfaces becomes critical to cope with the rates of growth.

The Keynote this year was Kim Syrus. Kim talked about his journey from a qualified horticulturalist starting out at a rose nursery in Myponga to his rise as a media personality. Kim is clearly passionate about the horticulture industry and provided information about modern trends effecting industry. Kim spoke about water as a key issue and how its management is critical to the garden industry. Gardens provide so much value for mental and physical health, aesthetics, cooling and economic development and need to be recognised by policy makers.



Keynote speaker Kim Syrus entertains

After the presentations, it was inspiring to step foot onto one of the greatest sporting venues in the world and listen to Damian Hough (AOSMA) provide insights about the management of Adelaide Oval.

The Department for Environment, Water and Natural Resources (DEWNR) provided information and clarification about bore water allocations and the implications of this. DEWNR reinforced their willingness to provide consultation and open communication to bore water users.

Work Safe SA provided a detailed presentation on Occupational Health and Safety (OHS). Managing large machinery, herbicide and pesticide applications, recycled water and plumbing requirements, player safety as well as working outside of normal business hours, OHS is of particular importance to the horticultural industry.

Crystal Brook students have the smarts on water

Smart schools interactive education program exceeding expectations

Students from Crystal Brook Primary School have shown they've got the smarts on water management, presenting the latest findings from their smart water meter study to our Chief Executive.

Crystal Brook is one of 10 South Australian schools participating in SA Water's Smart Water Schools program, which provides students with access to a secure portal gathering real-time information from loggers attached to their water meter.

Our Chief Executive Roch Cheroux said the interactive education program is exceeding expectations.

"The technology has helped students at Crystal Brook identify and investigate unexpected patterns in water usage," Roch said.

"Crystal Brook's smart meter began delivering water and cost savings shortly after it was installed, helping find a malfunctioning water timer on the school's irrigation system, which was always on and unnecessarily using up to 11 kilolitres a day.

"One of the best things about this program is that it's student-driven; they're now using the data to map how water is used within the school and identifying, prioritising and implementing research and science experiments that could lead to more efficiencies.

"It's rewarding to see how our smart meter initiative captures the imagination of students, and empowers them to help their school."

Lauded by students and teachers alike, the smart meter project links to the Australian Curriculum across Science, Technology, Engineering and Mathematics.

The smart meter equipment, training for teachers and ongoing support is offered by us to participating schools free of charge.

"Smart water meters and networks are the way of the future and today's presentations show that Crystal Brook students are in tune with the way technology can help us lead the way," Roch said.

Recycled water technical forums

Victor Harbor, Glenelg and Aldinga

For those interested in recycled water treatment, production and sustainable irrigation, we are facilitating a number of activities for the remainder of 2018 including:

- Victor Harbor Recycled Water Scheme technical tour – planned for 23-26th of October
- Glenelg to Adelaide Recycled Water Scheme – technical forum in early November
- Aldinga - Southern Urban Reuse Scheme technical tour – planned for late November.

For further details, please contact Rudi Regel on: rudi.regel@sawater.com.au, T: 7424 1145, M: 0475 818 344

Roll up, roll up....

AWQC test kits

For the first time, we partnered with the AWQC (Australian Water Quality Centre) at this year's *Royal Adelaide Show*, sharing a stand and talking with our customers about the breadth of our services.

During the 10 days, the AWQC sold 20 bore/rainwater testing kits to showgoers, with many more interested in the testing service taking brochures and business cards to get in contact later.

The kits generated lots of interesting discussions, including a doctor interested in getting patients' tanks tested for copper, one customer who had blue bath water (due to their home's corroded copper pipes) and general water quality issues caused by old plumbing.

The AWQC also had calls from people in country areas requesting test kits following a live radio segment on Wednesday (5 September). Senior Manager Laboratory Services Karen Simpson was interviewed live from the Royal Adelaide Show by the ABC Adelaide's *Country Hour* ([listen here](#)).

Test kits at Show prices until October

If you know someone with a water tank or bore who is keen to check the water quality, the AWQC's home test kits are available at discounted prices until the end of this month. [Contact the AWQC](#) for details.



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 etc.) should be adhered to, and care should be taken to ensure water and wastewater minimisation programs do not negatively impact health or processing operations.