SA Water

2024-28 Key Investment Areas

Year 1

To 30 June 2025

Government of South Australia

Summary

Programs	Amount included in the RD24 Final Determination (millions, including inflation)*	Spend progress 2024-28 (millions, including inflation)
Water network reliability	$528.9	$189.6
Water quality	$226.0	$38.8
Reducing wastewater overflows	$210.3	$51.6
External responsibilities	$320.9	$55.7
Dam safety	$99.3	$21.4
Enabling growth	$2,024.1	$379.5
Operating our business	$192.5	$46.2
Total	**$3,602.0**	**$782.8**

*Adjusted for inflation.

For the first year of the regulation period 2024-28, we have invested $782.8 million for capital delivery. Key highlights include:

Management of network reliability

This includes 51.5 kilometres of water main relays in metropolitan and country areas and associated valves, aimed at reducing service interruptions for customers in the future and 45 kilometres of new sewer mains aim at managing our sewer overflow rates.

Kangaroo Island desalination project

The Kangaroo Island Desalination Plant has now delivered an additional two-megalitres per day of safe, clean drinking water to the townships of American River,Island Beach, Sapphire town and Baudin Beach since April 2025. The project included construction of a new desalination plant and installation of 50 kilometres of large underground trunk pipeline between Penneshaw and Kingscote, along with reticulation mains in the 4 townships. This initiative has enhanced drinking water security and will also provide additional support for the Island's tourism and agriculture industries.

Tea Tree Gully Sustainable Sewers

The project as part of a South Australian government Section 6 directive, to transition approximately 4,800 properties from the City of Tea Tree Gully's Community Wastewater Management System to the SA Water wastewater network is progressing well.

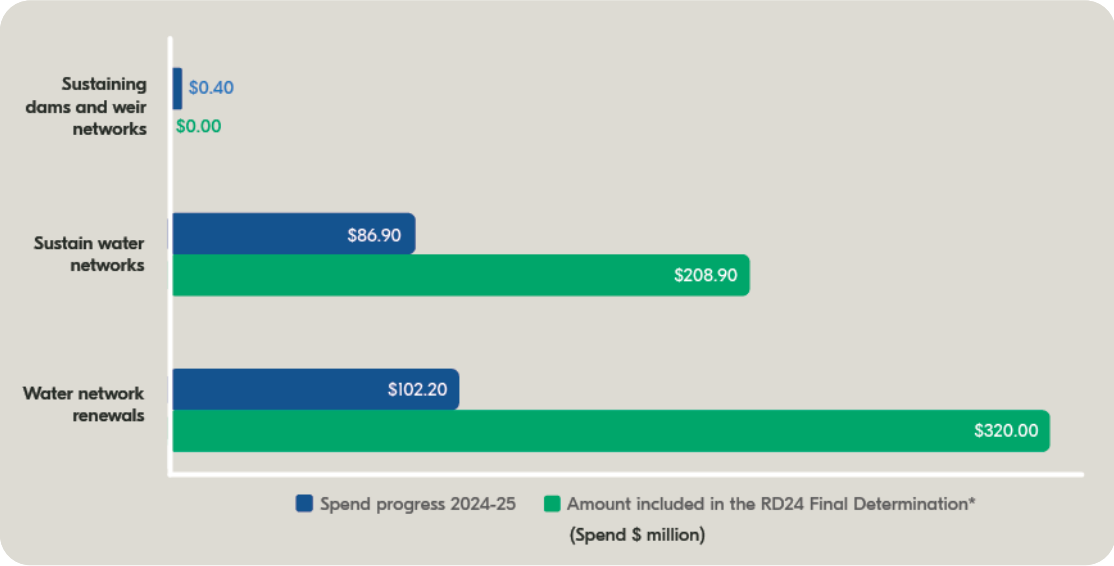
As of 30 June 2025, a total of 1,244 properties has been successfully converted, with 680 of those connections completed during the 2024–25 financial year. Around 50% of the conversions involve the installation of low-pressure sewer systems.

To date, 28.5 kilometres of sewer mains have been constructed, including 15.4 kilometres delivered in the 2024–25 period. Additionally, the second of the project's two main wastewater pump stations located at Marsha Drive was completed and commissioned in June 2025.

Water network reliability

Service outcome for customers

- Reliable water supply with minimal unplanned water service interruptions



*Adjusted for inflation.

Water network renewals

Through our water main management program 51.5 kilometres of new water reticulation mains were laid, 19.2 kilometres in metropolitan Adelaide and 32.3 kilometres in regional areas.

Additionally, we installed 54 valves across the metropolitan network, which is expected to prevent 203 temporary service interruptions in 2024-25.

The water conditioning program for Anstey Hill WTP is progressing, with the aim to change the water chemistry and slow down the deterioration rate of cementitious pipe.

Sustaining water networks

This program focuses on the renewal of water storage facilities, including water tanks and earth banks and pump stations, emphasising structural integrity and operational reliability. Major refurbishment works on 3 major water storage tanks have been completed in Year 1, including at Mannum-Adelaide Pipeline Pump Station 2, Pimbaacla on the Eyre Peninsula and Quorn in the Flinders Ranges.

The 4 Morgan-Whyalla Water Pumping Stations have undergone a series of civil and ancillary upgrades, including structural works, valve replacements and upgrades to crane infrastructure, ensuring reliable supply for the northern areas of the state.

Major refurbishment of the steel streel structure over the River Murray supporting the Murray Bridge – Onkaparinga Pump Station 1 has been completed, ensuring a reliable supply of water to the Adelaide Hills and Southern Metro Adelaide regions.

Sustaining dams and weirs networks

In the 2024-25 financial year, the spillway at Warren dam was lowered by approximately 1.8 metres. This modification improves the safety of the dam under normal operating conditions. Instrumentation to monitor the dam wall was connected to SCADA and allows monitoring in real time.

Water network reliability (continued)

Trunk main and major pipeline reliability projects

The Morgan to Whyalla pipeline renewal works experienced delays in the previous regulatory period due to Environmental Protection and Biodiversity Conservation approval with the federal government after the discovery of a protected species. However, the project is now under construction and progressing well.

Network third party projects

From time to time, third parties may need to carry out works near existing SA Water assets. They must notify SA Water, as the works could affect asset operations. If SA Water determines that asset modifications are needed, due to obstruction, protection requirements, or safety concerns, then these are classified as third party works.

Some key water third party works projects to sustain service in year 1 include the Lower Brown Hill Creek replacement, New Women's and Children's Hospital augmentation, Tailem Bend to Keith Pipeline valve replacements, Main South Road Stage 2 realignments and the continuation of packages for the South Road (Torrens to Darlington) project.

Key focuses for the coming year (year 2 of the regulatory period) include:

- Renewal of Torrens Road trunk main under the Outer Harbor train line, Port Pirie South Trunk Main Renewal and Beetaloo Stage 4 trunk mains.
- Implementation of water conditioning at Anstey Hill Water Treatment Plant to decrease the deterioration rate of cementitious pipe.
- Network installation as part of major third-party projects including South Road (Torrens to Darlington), Main South Road (stage 2) and the new Women's and Children's Hospital, Tram Grade Separation Project at Marion Road, Cross Road, South Road and Morphett Road, and intersection upgrades at Grange Road and Holdbrooks Road to ensure we continue to meet expected customer service requirements when assets are in conflict with third party infrastructure.
- Continued roll out of valve installation and reticulation renewal programs to decrease the number of customers impacted when an unplanned interruption occurs.
- Advancing the smart network program to deploy leakage and pressure sensors on pressure reducing valves, trunk mains and facilities for proactive monitoring protection of the water network.

Water network reliability (continued)

Temporary service interruption

The target for the number of customers experiencing 3 or more unplanned service interruptions was set at less than 1,750 per annum for the 2024-28 regulatory period. At the end of year 1, the result was 3,189 properties experiencing three or more interruptions, up from 2,031 in June 2024 - an increase of 1,692. Within the metropolitan network 1,657 properties experienced 3 or more interruptions, compared to a target of 1,100 while the regional network saw 1,532 against a target of 650.

A drier period from April 2024 to June 2025 resulted in a significant increase in ground movement related failures within the metropolitan network, this significantly contributed to the rise in the 3 or more interruption figure in year 1. In the short-term, the drying conditions are set to improve with increased rainfall forecast over the July to October 2025 period. This favourable climate correction, in conjunction with the ongoing water network management strategy will assist in bringing interruption rates back down to targeted levels.

The regional network increase in interruptions was a result of a number of single failures on water mains that had single supply feeds to a large number of customers in Ceduna (430 customers), Nurom (243 customers), Port Elliot (148 customers) and Stockport (135 customers). Replacements of problematic sections of the water main network have been undertaken to address these customer impacts in the network, which will also assist in bringing the regional figure back down for year 2.

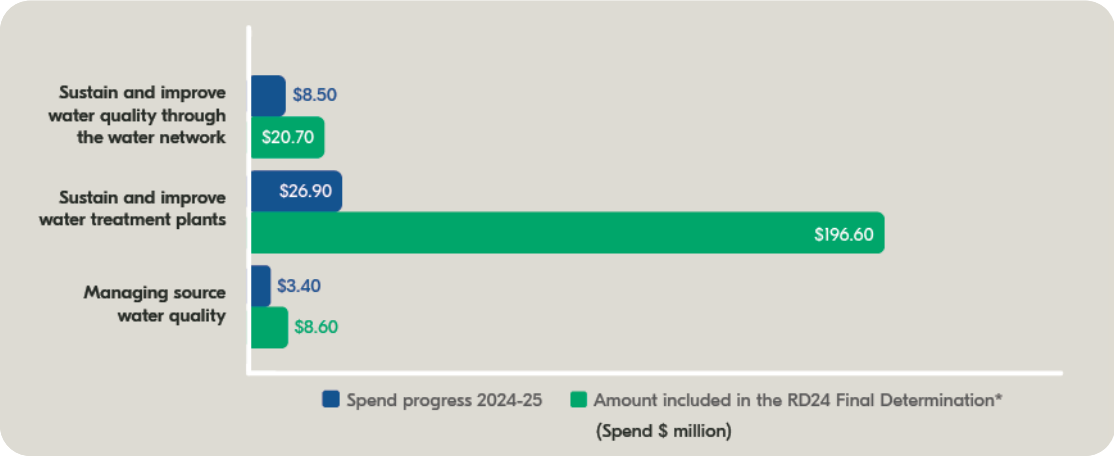
The number of customers (per 1,000 properties) experiencing an unplanned interruption event has remained stable at 208, which again was impacted by drying conditions and increased levels of ground movement related failures.

How this is measured	Target by 2028	2024-25 result
Number of customers experiencing three or more temporary service interruptions a year by 2028	<1,750	3,189
Number of properties a year experiencing an unplanned, temporary service interruption	<153 per 1,000 properties	208

Water quality improvements

Service outcome for customers

- Supply of safe, quality drinking water.



*Adjusted for inflation.

How this is measured	Target by 2028	2024-25 result
Compliance with the *Safe Drinking Water Act 2011*	100%	100%
Customer perception of overall quality of water	80%	72%

During 2024-25 we continued to manage drinking water quality from catchment to customer in accordance with our Drinking Water Quality Management System. This ensures a consistent and reliable supply of high quality, safe drinking water for our customers.

We met all requirements of the Safe Drinking Water Act 2011, achieving an above target 99.99 per cent result for compliance with the Australian Drinking Water Guidelines' health-related parameters across customer tap sample locations.

Our drinking water supplies serve customers throughout metropolitan and regional South Australia. An additional two new drinking water supplies were commissioned this financial year at Maree and Marla. These sites include small scale reverse osmosis desalination. The towns of Terowie, Yunta and Manna Hill now feature newly constructed chlorinators and storage tanks and receive filtered water carted from the Morgan-Whyalla pipeline.

During the same period, we continued investment in sustaining and improving water quality with key investments including a new desalination plant at Penneshaw which was delivered in early 2024-25.

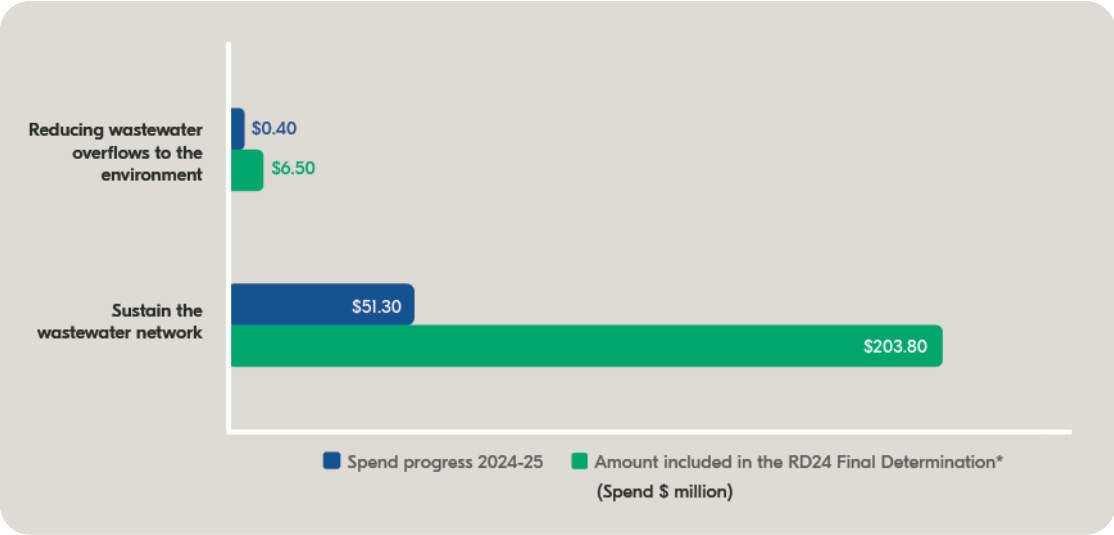
On the Eyre Peninsula, we are addressing water security by collaborating with the community and stakeholders to encourage water saving behaviours while we construct a desalination plant at Billy Lights Point.

In 2024-25, 72% of customers reported satisfaction with overall water quality, maintaining a solid level of approval while indicating a slight decline from 77% in the previous year.

Reducing wastewater overflows

Service outcome for customers

- Improved environmental protection from reduced number of wastewater overflows to the environment.
- Reliable wastewater services for customers.



*Adjusted for inflation.

Sustaining the wastewater network

In 2024-25 wastewater network reliability capital program delivered:

- 4.8 km of relined wastewater trunk main
- 8.6 km of relined wastewater reticulation main

There was significant progress on complex projects with the start of construction of two large wastewater pumping station main replacements planned for 2025-26. Also, larger projects such as Ovingham and Adelaide trunk replacement have progressed in maturity over the past year. Network modifications to enable third party works projects saw $9.8 million spent in 2024-25 in total.

Reducing wastewater overflows to the environment

In 2024-25 we delivered structural renewals to two key pump stations in Whyalla. Mechanical and electrical equipment was renewed, including 14 switchboard renewals completed, and 18 pumps replaced, the majority in the metropolitan region.

To further reduce the likelihood of overflows, we analysed the historical fault data to identify key hotspot locations such as near watercourses within the wastewater network prone to chokes and overflows, primarily due to root intrusion. Our approach involved initially jetting and cleaning these areas, followed by CCTV inspections to assess the cleanliness and identify any structural defects that could lead to further root intrusion or breaks.

Proactive CCTV inspections enable us to identify the risks and implement the most appropriate intervention, such as further cleaning, dig up repairs or relining to address the root cause to prevent service disruption to customers and/or impacts on the environment.

Reducing wastewater overflows (continued)

How this is measured	Target by 2028	2024-25 result
Number of customers experiencing more than one wastewater internal overflow in 5 years	36	49
Number of Type 1 and Type 2 environmental overflow events reported to the Environment Protection Authority (5-year annual average)*	< 135	126.6
Number of customers that have had an internal overflow in the past 12 months	191	208

* Type 1 event is an overflow >100kL, Type 2 event is an overflow to a watercourse or stormwater >5kL

While there has been a decrease in the number of customers experiencing repeat overflows compared to the previous year, our focus remains dedicated to implementing the identified actions aimed at further reducing this figure. We aim to continue to reduce the number of repeat overflows to within target by optimising the sewer cleaning process to effectively address root causes.

Communication and media activity in November and December in 2024 and April 2025, highlighting what should not be flushed or rinsed, led to a notable decrease in 'unflushables' like cooking fats, oils and wet wipes entering the state's sewers. Our Brand Health Index, awareness of information about what not to flush down toilets or rinse down sinks has increased. In 2022-23, 24% of respondents had heard information of what not to flush, this dipped to 22% in 2023-24 but increased to 26% in 2024-25. We provided practical tips to change flushing and rinsing habits, and its effect continued even after the promotion ended. The initiative was further supported by a targeted sewer cleaning program and proactive maintenance aimed at reducing blockages and overflows in key suburbs such as Morphett Vale, Seaton and Paralowie.

Over the past 3 years, the overall trend has shown a steady decline, reflecting the success of our focus on advanced cleaning methods and improved monitoring of repeat incident locations through enhanced data quality.

External responsibilities

Service outcome for customers

- Our environmental responsibilities are met.
- Security of future water supply.
- Odour is well managed with minimal customer impact.

*Adjusted for inflation.

In 2024-25 we have delivered $23.5 million of the $55.7 million investment in wastewater treatment plant renewals. Work completed this financial year includes;

- $245,000 at Christies Beach Wastewater Treatment Plant renewing assets such as the UV facility crane, control facility air conditioners, caustic storage tank, gas blowers, gearbox and auger renewals.
- $5.4 million to renew ageing assets at Bolivar Wastewater Treatment Plant including replacing stabilisation lagoon bank concrete panels, effluent ring main, Digester 1 insulated cover, Powerhouse Essential Services Switchboard, recycled water disinfection equipment, and various other minor mechanical and electrical renewals.
- $52,000 to renew recycled water surge vessels and some pump controls, gas compressor and surge vessels, and various smaller mechanical and electrical assets.
- $270,000 to renew assets in regional facilities.
- $94,000 for minor mechanical and electrical renewals at the Glenelg Wastewater Treatment Plant.

External responsibilities (continued)

How this is measured	Target by 2028	2024-25 result
Compliance with environmental protection obligations	100%	100%
Number of odour complaints received	550	655

Compliance with environmental protection obligations

In 2024-25, we have met our target of 100 per cent compliance with legislated environmental protection responsibilities. A total of $17.8 million of the $55.7 million has been invested on the following key projects:

- Port Augusta West Wastewater Treatment Plant hardstand and ancillaries — $3.5 million
- Hahndorf Wastewater Treatment Plant Environment Improvement Plan — $3.3 million
- Port Augusta East Wastewater Treatment Plant Environment Improvement Plan — $1.8 million
- Millicent Wastewater Treatment Plant Environment Improvement Program — $1.7 million
- Glenelg Wastewater Treatment Plant improvements — $1.2 million
- Infiltration assessment to reduce infiltration across the regional network — $680,000
- Mount Gambier wastewater system improvements — $1.3 million
- Mannum pump station and pipe for recycled water — $754,622
- Port Lincoln Wastewater Treatment Plant inlet works improvements — $422,845
- Improving the Northern Adelaide Irrigation Scheme infrastructure — $225,250
- Smart wastewater networks — $150,000
- Research into Adelaide coastal waters — $81,000

Number of odour complaints received

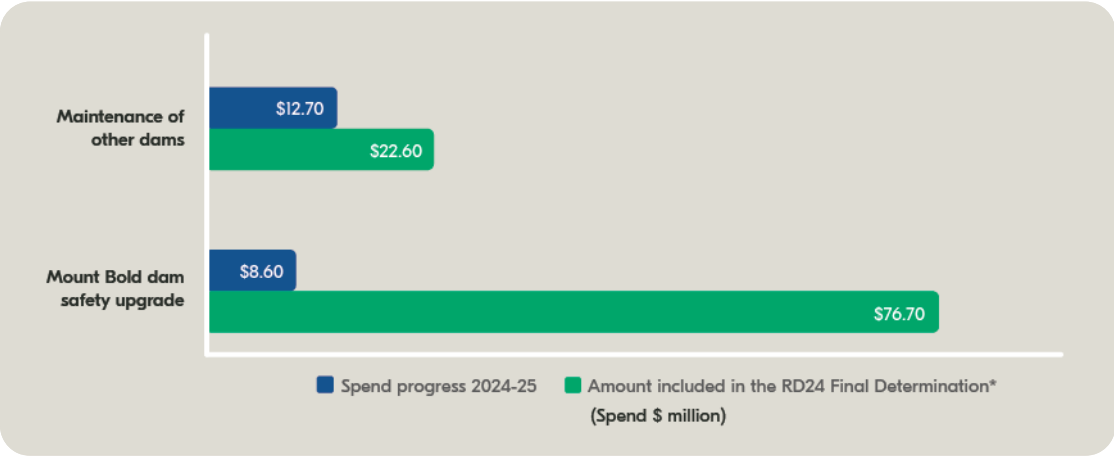
In 2024-25 there was an increase in the number of odour complaints. While historical odour hot spots are being addressed through capital investment and proactive maintenance of wastewater network, new odour hotspots are forming. These new hot spots are a result of growth and sub optimal outcomes which were not accounted for in the original target of <550 odour complaints. Consequently, we have experienced higher odour complaints than the original target which are continuously prioritised for investigation.

A $4 million capital investment was made in 2024-25 in construction of a Gawler West chemical dosing unit and Whyalla odour control unit. These units are going through final walk-throughs before commissioning. Construction of an odour control unit at Morphett Vale is in progress as well as network modification at Andrews Farm.

Dam safety

Service outcome for customers

- Dam structures are safe.



*Adjusted for inflation.

How this is measured	Target by 2028	2024-25 result
Meet guidelines set by the Australian National Committee on Large Dams (ANCOLD) by July 2028	17 of 20 dams compliant	16 of 20 compliant

We proactively manage 20 large dams across South Australia, to ensure trusted water services for our customers. To minimise dam safety risks, we implement an ongoing dam safety upgrade program, prioritising works across our portfolio to progressively reduce risk. The program is scheduled to ensure we maintain water security, balance other corporate risks and deliver best value for money.

Currently all 20 of our dams are operated safely and efficiently, with 4 dams (Baroota, Warren, Sturt and Mount Bold) being assessed and requiring upgrades according to the updated guidelines set by the Australian National Committee on Large Dams Alignment (ANCOLD). The upgrade at Mount Bold will be one of the largest dam projects ever delivered in our history. A change to the delivery timeframe enables the optimisation of design options and the evaluation of dam safety.

The Warren Dam Safety Upgrade is still in the options study phase, which is due to be completed in late 2025. Early in 2024, engineering investigations found there have been changes in the condition of the dam causing a reduction in stability at full capacity, which is consistent with the dam's age and engineering standards at the time it was constructed. The detailed review found the need to implement interim measures to improve the stability of the dam during major rainfall events so it can continue to operate safely. Work was completed in September 2024 to lower the height of the dam's spillway. These works improved the stability of the dam during major rainfall events, and ensures it continues to operate safely.

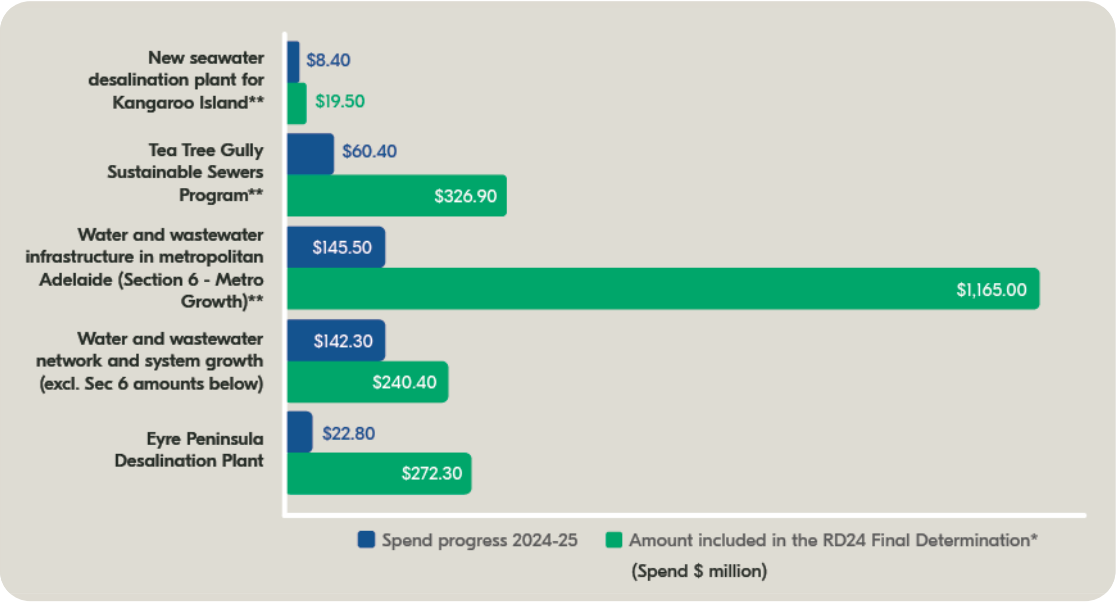
The Baroota Dam Safety Upgrade experienced some delays as the project was rescoped to a staged reduction in dam safety risks. The first stage of works will take place in 2026, while investigations into the future stages of work continue.

The Myponga Dam Safety Works project began in February 2024 and involved refurbishment of the spillway gates system. At South Para Dam an important spilway joint was repaired in 2024. Other investigations and designs have progressed in readiness for the delivery of a range of smaller asset renewal projects to continue to maintain overall dam safety.

Growth and water security

Service outcome for customers

- Increased demand for water and wastewater services is met.



*Adjusted for inflation.
** Investment as directed by the South Australian Government under the *Public Corporations Act 1993* and the *South Australian Water Corporations Act 1994*. Note $1165 for Metro growth is made up of $1192 million RD24 allowance less $27 million of expenditure that was brought forward from 2023-24.

How this is measured*	2024-25 result
Number of water connections constructed	13,609
Number of wastewater connections constructed	2,696

* This is connections data only and does not include CSIS data of created or cancelled accounts or acquired customers (such as 4,700 TTG customers).

Growth

Water and wastewater network and system growth

Water and wastewater network and system growth projects have included a $142.3 million investment over 2024-25.

An investment of $134.6 million in wastewater network and treatment plant growth includes the following:

- Bolivar Wastewater Treatment Plant inlet upgrades — $15.1 million
- Upgrades at Bolivar and Finger Point wastewater treatment plants - $3.7 million
- Virginia wastewater network augmentation — $3.35 million
- Increase in the capacity of the Yankalilla water system — $5.5 million

An additional $4.5 million has been spent on extensions and capital subdivision repayments for metro wastewater and recycled water infill growth as per the Connection Policy.

Growth and water security (continued)

Metro Growth

In 2024-25 we began delivering the largest expansion of our metropolitan water and wastewater networks in decades, to support the State Government's Housing Roadmap and enable an estimated 40,000 new homes to be built across South Australia during the next 4 years.

This essential work is underway across Adelaide's northern suburbs including Angle Vale, Elizabeth North, Davoren Park, Craigmore, Blakeview, Munno Para, Smithfield, Virginia, Roseworthy and the Gawler Belt.

Since September 2024, our crews have laid nearly 14,000 metres of pipe, with up to 16 teams working across multiple sites. A record 189 Development Agreement Formal Instruments (DAFIs) were issued to developers in 2024-25, enabling services for 6,792 new allotments (up from 4,800 the year before).

Tea Tree Gully Sustainable Sewers Program

The Tea Tree Gully Sustainable Sewers Program will convert approximately 4,800 properties connected to the City of Tea Tree Gully's Community Wastewater Management System to our modern sewer system. This includes gravity mains, low-pressure systems, pump stations and associated rising mains. As of end of June 2025, a total of 1,244 properties is now converted to our sewer network of which 615 were connected in 2024-25. Around 50% of the conversions involved the installation of low-pressure sewer systems.

To date, 28.5 kilometres of sewer mains have been constructed, including 15.4 kilometres delivered in the 2024—25 period. Additionally, the second of the project's 2 main wastewater pump stations located at Marsha Drive was completed and commissioned in June 2025.

Water security

Kangaroo Island Desalination Plant

The Kangaroo Island desalination plant began supplying water in July 2024. Three large underwater pipelines were laid off the coast of Penneshaw to support the new facility. The 200-metre-long submerged pipelines have included two intake pipes that draw in seawater for treatment into safe, clean drinking water at the new, 2 million litre per day capacity desalination plant near Hog Bay Road.

The third outfall pipe returns saline concentrate from the desalination process to the ocean, in accordance with strict environmental guidelines.

The desalination plant provides water to people living in American River, Island Beach, Baudin Beach and Sapphiretown.

Penneshaw's desalination plant will work alongside the existing nearby desalination facility and Middle River Water Treatment Plant to increase the security of Kangaroo Island's drinking water supply.

Eyre Peninsula desalination project

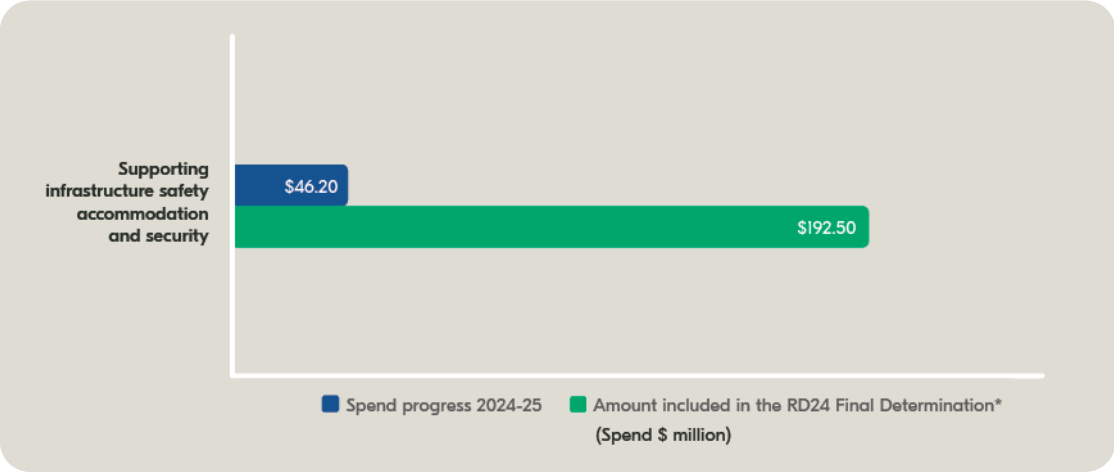
A new 5.3GL/a desalination plant at Billy Lights Point will provide a new reliable, climate-independent source of drinking water, alleviating pressure on existing Uley South Basin groundwater sources and progressively the River Murray connection via the Lock to Iron Knob pipeline.

Approval of the desalination plant by the Government was obtained in November 2024 and works began on the project in early 2025. Once operational, the desalination plant will be able to produce 16 megalitres of safe, clean drinking water per day.

Operating our business

Service outcome for customers

- Safe and secure operation of our business.



*Adjusted for inflation.

The majority of our investment for this category over 2024-25 includes:

- Safety programs to improve safe access, remove manual handling hazards, and improve switchboard safety — $13.4 million.
- Purchasing major plant and equipment — $2.881 million.
- Reactive and proactive replacement of customers' water meters — $11.576 million.
- Upgrading work sites — $2.804 million.
- Upgrading security infrastructure — $9.016 million.
- Upgrading of the supervisory control and data acquisition (SCADA) in the country regions — $5.4 million.

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