

Issue 29 – June 2018

Leak Analysis and Water Profiling Service

Understanding your water consumption patterns

SA Water's Business Technical Support team continues to observe positive customer outcomes from the Leak Analysis and Water Profiling Service. The service could be as basic as attaching data logging equipment to water meters and exposed pipes to capture water consumption at set intervals as frequent as one minute. From here our Technical Support Team would look at irregular water use patterns and base line water flow.

Alternatively it could be a detailed over view of a site including but not limited to:

- Walk through of a site to get a better understanding/familiarisation about the water use and infrastructure at the site
- Deploy monitoring equipment on meters (and sub meters if there are any onsite)
- Visiting tenants at the site if there are any to discuss water use
- Identifying opportunities
- Collate data from logging



The data collected is analysed and graphs produced in a report to help identify base flow leaks, cases of equipment left running, irrigation patterns and other opportunities for water efficiency and cost savings.

To find out more please see the following link which provides more information about the service available to our business customers [Leak Analysis and Water Profiling Service](#)

Alternatively you can email us at Business.Relations@sawater.com.au or phone us on 7424 3753.

Your Account Explained

SA Water Billing Process

SA Water's Business Customers often ask us how SA Water generates its bills, what information it contains and why bills are received when they are. A detailed explanation of our bills can be found in the section [Understanding Your Bill](#) on the SA Water website, but some of key features are explained here.

1 Daily water use
Your average daily water use compared with the same quarter for previous years.

Year	Water Use (kL)
2010	~1000
2011	~1200
2012	~1000
2013	~1000

2 Water
Quarterly meter reading, water use details (in kilolitres (kL) - 1kL = 1000L) and a supply charge to deliver the water

Meter	Previous reading	Current reading	30kL
990502102	02 Jan 13 3804	21 Mar 13 3893	99kL

3 Sewerage
Access charge 01 Apr 13 to 30 Jun 13 Property value: \$455,000 at 31.12¢ cents per \$1000
Quarterly charge for removal and treatment of wastewater based on your property's value as determined by the Valuer General \$141.62

4 Other
Levy 01 Apr 13 to 30 Jun 13 Save the River Murray Levy See how your money is being invested to improve the health of the River Murray, search for 'Save the River Murray Levy' at www.sa.gov.au \$9.50

5 SA Government concession
Water Provided by the Department for Communities and Social Inclusion www.sa.gov.au/concessions \$38.75 or \$27.50 or \$66.25 cr

6-11 Account details
Your account
 Account number 03 86870 27 4
 Invoice date 30 Jan 13
 Pay by 15 Feb 13
 Total due \$335.26
Account summary
 Residential property: 10 Local Street East Suburb SA 5555
 Previous balance \$375.45
 Amount paid \$375.45
 New charges \$335.26
 Current balance \$335.26

12 Paying your bill
Payment slip
 Account number 03 86870 27 4
 Invoice date 30 Jan 13
 Pay by 15 Feb 13
 Total due \$335.26
Payment options:
 - BPAY: Telephone and Internet Banking - BPAY® Call your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information: www.bpay.com.au
 - Direct debit: Call us on 1300 650 950 and we'll send you an application form or download the form at www.sawater.com.au to arrange payment from your cheque or savings account (no credit cards).
 - Paying by phone - 1300 650 870 Call us to make a payment using Visa or Mastercard - 24 hours a day, seven days a week.
 - Paying online - www.bpay.sawater.com.au Visit www.bpay.sawater.com.au to make a payment using Visa or Mastercard.
 - Paying by mail: Detach the payment slip and post it with your cheque or money order to SA Water GPO Box 1036 Adelaide SA 5001.
 - Paying in person: Present this account and payment to a Commonwealth Bank branch, BPAY® outlet or Australia Post. This includes retailers displaying the BPAY® logo. No credit card payment accepted. For retailer locations visit www.bpay.com.au

SA Water prepares its bills according to geographical billing 'groups'. In order to calculate water consumption, SA Water engages a contractor to read every Business customer meter across the State at quarterly intervals. The same contractor also reads residential meters. Because SA Water has approximately 800,000 accounts, it would be impossible to read all of these customer meters in the same 3 month period and issue the bills at the end of this time. Consequently, meters are read, and bills generated according to geographical billing 'groups'.

Each Council area is assigned a number, which comprises the first 2 digits of your account number. For example, customers in Tea Tree Gully have the prefix '28' on their account number, Onkaparinga has '86' and so on. Meters in certain council areas are read together and these comprise the billing group. Each billing group is processed by the SA Water billing team, at different weekly intervals, hence why bills are received at different times, for different customers.

In terms of the content of a Business Customer bill with regards to charges, the major components contained in each should be:

- Quarterly Supply Charge for Water
- Quarterly Supply Charge for Sewer (if applicable)
- Water usage in kilolitres, and the period within which this has been used

The back of the bill contains details of the number of Meters at that particular site and the Meter identifier or number for each. It will also have the individual meter readings and their usage.

The bill Pay by Date can be found in the top right hand corner. This is important to know, in order to avoid any late payment charges.

Another question we are often asked is the origin of the Capital Value of a customer's property. This figure, which is on your account, is determined by the Valuer General's Office and if you are a Non-Residential business customer, will determine your sewer charge, and if you are a Commercial customer, will determine both your water supply charge and sewer charge. The back of the bill explains the steps to follow if you object to the property value that your property has been assigned. The Value General Department can be contacted by post, email or phone.

If you think that there is an item missing from your bill, or have any other billing related issues please contact Business.Relations@sawater.com.au or phone us on 7424 3753.

What is Service Rent?

Service Rent Charges Explained

In their third or fourth quarter accounts some customers will notice an additional charge referred to as 'Service Rent' that is not charged on their other quarterly accounts throughout the year.

Service Rent is an annual fee charged by SA Water when there is more than one meter on a property and the charge is to recover costs associated with reading the additional meter, maintaining records and maintaining and replacing the additional meter.

If your property is in a metropolitan area or a country township, only one meter is allowed per property. If your property is in a country lands district, one water meter is allowed for every 250 hectares of contiguous rateable land. Any additional meters will attract a service rent charge.

Service Rent is calculated on how many months in the financial year the property has had additional water meters installed. If an additional meter is installed or disconnected within the financial year a charge may apply for that month, but not the preceding or remaining months depending on if the meter has been installed or removed.

If there are one or more potable water or recycled water meters recorded on the same account, only each additional potable water meter will be charged Service Rent.

If you have any queries regarding a service rent charge on your account, please contact your Business Relations Consultant directly or Business.Relations@sawater.com.au or phone us on 7424 3753.

Leakage Allowances

Are you eligible?

While customers are responsible for maintaining their internal pipework from the meter, if you do discover a concealed leak on your property you may be eligible for an allowance. SA Water has a leakage allowance policy to assist customers who have experienced significant leaks at their property. Allowances are based on 50% of the deemed water wasted and capped at 600kL. Only one allowance will be granted per five year period.

To be eligible for a leakage allowance, the leak must be concealed, eg underground or in a wall cavity, due to natural causes and repaired within six weeks of the leak being detected or a notice of high water use being issued.

When applying for a leakage allowance applicants must provide evidence that the leak has been repaired by supplying either a copy of the plumber's invoice, or written confirmation of the materials used and work undertaken to complete repairs, including a copy of any tax invoices for materials used in the repair.

There are a number of exclusions to the leakage allowance policy, which include recycled water, faulty or malfunctioning appliances and fittings that are not concealed, such as toilet cisterns and hot water systems, if the leak has not been repaired, evidence of negligence or where the leak is caused by vandalism.

Leakage allowances can be applied for through the [SA Water website](#) along with further information on eligibility criteria.

SA Waters recycled water systems

Want to know learn about recycled water production and permissible uses and your supply?

If you would like to learn more about how recycled water is produced and the differences in the permissible uses of water and or a specific wastewater/recycled water treatment plant which supplies your business, SA Water Business Relations welcome requests for site tours. Please contact us via email Business.Relations@sawater.com.au or phone us on 7424 3753.

SA Water Smart Metering Portals

Hear what our “portal” customers are saying about our Customer Water Use Portal and the CBD mySmartWater Portal pilot!

“It has been of significant benefit to our organisation as on several occasions we have been able to identify water losses promptly and act immediately. As an example we received an Alert on 21/11/17 for high water usage which went from 15kl to a high of 51kl per day. Our contract Plumber was able to investigate immediately and prevent ongoing wastage (fault found in Air-conditioning Cooling Towers). This was the second high water usage we were able to identify and take appropriate action to reduce. If not for the portal we would finally have received a much larger Water Account as we had no way of knowing our water usage was very high.”

- Fred Jongejan, Courts Administration Authority

“The portal has been invaluable for the daily monitoring/management of Stadiums. The easy to interpret reports enable quicker responses.”

- Anthea Shem, Special Projects, Office for Recreation and Sport

“The portal is easy to use and a powerful tool to monitor and report water consumption across our sites.”

- James Moulds, Commercial Manager, Adelaide Airport Ltd

“A fantastic resource that has allowed us to visualise water consumption on a daily basis, with opportunities to improve water conservation, and also to monitor for water loss around our Centre.”

- Rob Pellaschiar, Facilities Assistant, Westfield Marion

“If you can't measure it, you can't manage it”

- Wayne Yorath, Sustainability Officer, Adelaide and Monarto Zoos

Please call Business Relations for more information on the portals and what access can provide for you! Phone us on 7424 3753

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.