



# Connection Policy

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**Government of  
South Australia**

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## 1. Does this policy apply to you?

This policy applies to all applications to SA Water for:

- Standard and non-standard water, recycled water and wastewater connections from our network to your property (as explained in this document)
- Fire connections; and
- Disconnections from our network.

This policy outlines the application process to alter existing connections. Applicable fees and charges are set out in the Fees and Charges Schedule.

The purpose of this policy is to explain:

- What constitutes a connection and disconnection from our network;
- The application process for connection or disconnection;
- The fees payable; and
- Any other conditions that may apply.

This policy provides information on the process SA Water follows when assessing an application for connection or disconnection and details your options should you wish to have a decision reviewed.

SA Water will not accept applications for connection or disconnection from any party other than the owner of the property or a person authorised by the owner of the property. By submitting an application you acknowledge that you are the owner of the property or are authorised to submit a request on behalf of the owner. SA Water will communicate to the party who submits the application. It is the responsibility of that party to communicate with the owner/s or occupier/s of the property.

The terms and conditions of connection and disconnection contained within this policy form part of the terms and conditions under our Standard Customer Contract, available at [www.sawater.com.au](http://www.sawater.com.au).

## 2. Connections

### 2.1 Do you need to connect?

If you are moving into an existing property with water and wastewater services you are already connected to our network and do not need to apply for a connection. Your conveyancer will advise us of the change of ownership and you can immediately begin using the services. SA Water will commence billing the owner from the date of purchase of the property.

If the property does not have a metered water connection or wastewater connection to the SA Water network, you may want to apply for a water and/or wastewater connection through our online form which can be found on [sawater.com.au](http://sawater.com.au). The SA Water [Standard Customer Contract](#) is applicable for connecting to our service network.

When subdividing an existing property, or for community title division, we will automatically assess your land division for new connections after your division has been lodged with Plan SA and referred to SA Water for comment.

## 3. Fees & Charges

To connect to SA Water's network, you will be required to pay a connection fee. You may also be required to pay for extensions of mains, upgrades to the supply network or pay an Augmentation Charge. These charges are explained further in sections 3.2, 3.3 and 3.4 of this policy.

You will be advised of the fees and charges that apply to your connection upon assessment of your application. Further information is provided below to assist you in understanding which fees and charges may apply to you.

### 3.1 Connection fees

The connection fee for a standard connection is determined by the type and size of water, wastewater, recycled water or fire service you request. You must nominate the size of service you would like in your application. During the application assessment SA Water may determine a minimum or maximum size based on your likely forecasted demand and to conform to our operational or infrastructure requirements. An SA Water Officer will discuss these requirements with the applicant at the time of assessment.

Standard connection fees are listed in the [Fees and Charges Schedule](#) by connection size. The Fees and Charges schedule is updated annually and is available at [www.sawater.com.au](http://www.sawater.com.au).

If it is determined by our assessment that a non-standard connection is required to connect your property at the location deemed appropriate by us, you will receive an approval letter which will include the full estimated cost of providing the requested connection/s to your property which will be valid for 60 days. More information on non-standard connections is provided below.

Please be aware there is an administration fee payable by the customer when a non-standard connection or main extension is required.

### 3.2 Extension and capacity upgrade fees and charges

In addition to your connection fee you may need to pay the costs:

- of extending the network to meet your connection if the relevant main does not about your property at the time you apply; and
- of upgrading SA Water's main or other relevant infrastructure, such as a pump station, if these assets do not have the capacity to facilitate the requested connection.

If an extension is required to connect your property SA Water will explain this process to you.

For both extensions and capacity upgrades SA Water will:

- Contact you prior to progressing your application to advise an extension or capacity upgrade is required,
- Charge you the relevant application fee to undertake investigations and designs for the extension and/or capacity upgrade in order to provide you with an estimate, This application fee includes processing of the application, investigation and design of the works required, and the provision of a quote for the works requested and provide you with an estimate for the cost of works,
- Should you choose to proceed, SA Water will issue you with an Invoice and an approval letter for the connection along with a concept design for extensions and/or capacity upgrades.
- On payment of the invoice SA Water will deliver the work detailed in the Invoice to enable your connection.

#### **Major Development work:**

- For major development work requiring a complex connection/extension to SA Water's network an individual estimate for undertaking investigations and design will be undertaken and communicated to the applicant for agreement.
- Following agreement of design should you choose to proceed, SA Water will issue you with an Invoice and an approval letter for the design costs.
- Following completion of design SA Water will provide a concept design for extensions and/or capacity upgrades along with an estimate of construction costs.
- Subject to agreement on construction costs SA Water will prepare a contract for undertaking construction.

### 3.3 SA Water Trunk main infrastructure

Trunk mains are solely designed to transfer large quantities of water/wastewater between the SA

Water infrastructure.

Connections to our trunk water and/or wastewater network are based upon the relevant Water Services Association of Australia (WSAA) Codes and detailed in SA Water's Network Infrastructure (Water and wastewater) requirements that are available on [www.sawater.com.au](http://www.sawater.com.au)

These mains are not designed for residential and/or commercial usage and therefore a lesser level of service is typically offered (e.g. the main may be shut down for maintenance at any time).

Should a connection be determined to be possible any specific costs and conditions that may apply with your connection will be advised to you once assessment of your connection application has been undertaken.

### 3.4 Special Characteristics

In some circumstances special characteristics may be included as part of the conditions for your connection. Special characteristics are additional conditions to the standard customer contract that ensure you are aware that conditions which differ from standard service conditions exist. These characteristics include, but are not limited to:

- Non-drinking water
- Water of fluctuating quality
- High or low water pressure/flow rates
- Wastewater services requiring additional infrastructure
- Remote water and/or wastewater service.

If you are applying for a new connection, you will be advised of the applicable special characteristics after the investigation process to confirm ability to complete your connection has been carried out. This typically occurs at the time of invoicing for your new connection.

If you intend to sell your property, under the Standard Customer Contract you are expected to advise any prospective purchasers of the special characteristics and conditions of any relevant retail service. You can achieve this by providing a copy of this letter to prospective purchasers.

Please refer to the Special Characteristics Schedule for more information, available at [www.sawater.com.au](http://www.sawater.com.au).

### 3.5 Materials Rebate

We will contribute 50% of the cost of materials (pipes and fittings) towards the extension of mains where it is determined by us to benefit other customers ([Major Development Developer Charges](#)).

For most developments within areas zoned residential, commercial, industrial or other associated zoning or areas that are within the [Land Supply Report for Greater Adelaide](#) (July 2023) SA Water will assume that some level of benefit will be obtained.

### 3.6 Augmentation charges within Greater Adelaide Regional

All new, incremental allotments that **are able to be serviced by SA Water**, within the Greater Adelaide Region (GAR) Figure 1 of the [Land Supply Report for Greater Adelaide](#) (July 2023) will be subject to an augmentation charge to connect to SA Water infrastructure.

Separate augmentation charges will be payable in relation to connection to water infrastructure and wastewater infrastructure except:

- An allotment that is to be connected to only one service (ie either water or sewer) will only be charged for the applicable service.
- An augmentation charge for a particular service will not be imposed in relation to an allotment when SA Water is not the licensed retailer for that service under the *Water Industry Act 2012 for the allotment*.
- An augmentation charge is not payable in relation to an allotment where it is connected to SA Water infrastructure using the existing connection, or where a new connection replaces a

single existing connection.

- An augmentation charge IS NOT payable in relation to:
  - An allotment development by or on behalf of a not-for profits entity that is registered with the [Australian Charities and Not-for Profits Commission](#), or a community housing provider as registered on the [National Regulatory System for Community Housing](#).
  - An apartment; or
  - Any other category of allotment determined by SA Water subject to the Minister for Housing Infrastructure's consent.

A residential allotment typically has one standalone dwelling. A Torrens Title Development will be liable for each additional incremental allotment/ dwelling., A strata-titled or a community-titled development would be liable for a charge for each unit/allotment within.

An incremental residential development means any development that increases the number of connections to SA Water. In this way if a residential property is demolished and rebuilt, it will not be an incremental development. However, where a residential property is demolished and two built in its place, the second property will be an incremental development and liable for the augmentation charge/s. In a situation where two properties are demolished to build a group of eight units, the six additional residential properties will be incremental, and liable for the augmentation charge/s.

Augmentation charges are also applicable to all other classes of land use (i.e. Commercial, Industrial and Reserves) using applicable multipliers. Refer to [www.sawater.com.au](http://www.sawater.com.au) for current charges.

### **3.7 Augmentation charges outside Greater Adelaide Region**

For allotments that are able to be serviced outside of the GAR all fees and charges documented in this policy may be applicable excluding the GAR Augmentation charge. It is at SA Water discretion to identify new Augmentation areas however these will follow the gazettal process and be published on the SA Water website.

## **4. Application Process**

To request a new or to alter water, recycled water, wastewater or fire service connections, submit your request via the online Connection Application form\*\* - [SAWater - Apply for and track connections](#) and we will undertake a full assessment.

A lodgment fee is payable on submission of an online application\*\*. This fee covers the costs associated with assessing your application. This fee will be deducted from the final construction cost if your project goes ahead.

Additional requirements relating to fire service connections are set out further in section 4.6 of this document.

### **4.1 Assessment of your application**

When all relevant information has been submitted, we will assess your application for the type of connection you need. We will process your completed application within 20 business days.

To determine whether a standard connection is available we will consider:

- Water and/or wastewater main availability
- Augmentation requirements
- Meter size requirements
- Length of connection from main
- Water and/or wastewater main material (e.g. PVC)
- Geographical location

- Site profile and topography
- Traffic management requirements
- Obstructions to construction
- Feasibility of connection
- Water Services Association of Australia (WSAA) code compliance.

If difficult construction conditions exist, such as existing services in the construction path, underground water, trees, rock or requirements for traffic management DIT (Department of Transport) road construction, high voltage power, day/night works etc, the connection will be deemed non-standard and you will be required to pay all construction costs. Our standard and non-standard costs factsheet can be found on [www.sawater.com.au](http://www.sawater.com.au).

If our mains need to be extended to provide your connection, or our network needs to be upgraded, we will advise you that a connection is possible subject to an extension of our main, upgrade of our network, or both at this time. If you still wish to proceed with investigations into the costs to provide a connection through mains extension and/or upgrades to our network, a fee is payable by you before we conduct investigation works. If you proceed with the quoted works with the same concept design the investigation costs will be deducted from the final required fees and charges.

We may need to conduct a visit to the site to assess your application. We will contact you if you need to meet a SA Water representative at the site. You can also request a meeting on site if you would like to discuss your application. The cost that you will be required to pay will be set out in a fixed quotation, valid for 60 days, provided in our offer to connect.

If SA Water is unable to fulfil your request for the connection requested due to serviceability issues and/or needing an upgrade or extending our infrastructure, we will contact you to discuss potential alternative solutions.

## 4.2 Offer to connect

Once your application has been assessed and we can provide a service, we will respond with an offer to connect. An offer to connect will detail the following:

1. The type of connection available:
  - Standard water, recycled water or wastewater connection
  - Non-standard water, recycled water or wastewater connection
  - A connection is not available without extension of, or upgrades to, the existing supply network.
2. The type of service available to your property once you are connected:
  - Standard service
  - Standard service with special characteristics

Additional terms and conditions are applicable to services with special characteristics and are set out in section 3.4.

3. The required fees and charges payable for your type of connection;
4. The construction program associated with the design and construction of your connection
5. Any approvals you are required to obtain and any preconditions for SA Water to do the work, e.g.:
  - Providing a building plan for wastewater connections by a specified timeframe
  - Keeping the connection site clear and accessible.



6. Any post-construction requirements, e.g.:

- Connection of internal plumbing
- Any requirements of the Office of the Technical Regulator, e.g. installation of an isolation valve and/or back-flow prevention device.

### **4.3 Payment of Connection Fees and Charges**

Once your application has been approved and you fulfill any prerequisite requirements, you will receive an invoice along with your approval letter which sets out the fees and charges payable and how to pay them. This invoice will be valid for 60 days. If payment is not received within 60 days, SA Water will assume you do not wish to proceed.

A new application may need to be made when you are ready to commence with revised fees applicable as at the time of proceeding.

Full payment is required prior to SA Water commencing construction.

### **4.4 Payment of Augmentation Charges**

Augmentation charges will be applied when SA Water issue the Developer Agreement Formal Instrument (DAFI), or where there is no DAFI required Augmentation charges are invoiced with other SA Water Connection Fees and Charges. The augmentation charge is the applicable charge at the time the invoice is issued. Developers are able to defer payment of the Augmentation charge. Where payment is deferred, SA Water will register a caveat on the title which will be withdrawn upon payment in full. Withdrawal of the caveat and payment occurs at the same time as settlement.

### **4.5 Construction and connection**

SA Water is committed to delivering connection services in accordance with our regulatory service standards. After you have paid your invoice we will use our best endeavours to construct/activate your service within the following timeframes to meet regulatory service standards:

- A standard water connection within 25 business days
- A non-standard water connection within 35 business days
- A standard wastewater connection within 30 business days
- A non-standard wastewater connection within 50 business days.

Connections that also require extension or upgrade of the supply network may take longer in the construction phase because they are dependent on extension or upgrade works separate to the connection works. SA Water will communicate the expected construction timeframe once payment of SA Water construction works has been received.

### **4.6 Additional information for fire service connections**

A fire service connection is a dedicated unmetered water connection to a property for the sole purpose of fire-fighting.

To connect a fire service with SA Water the following requirements need to be fulfilled:

- A site inspection is required for all fire service applications to determine the availability of a connection
- You are required to provide the results of a Flow Test and Network Analysis (dated within 12 months) with your application to help us assess the availability of water supply. The application form for Flow Test and Network Analysis can be found using the link: [SA Water - Application forms](#)
- Submit both MFS boosted and non-boosted design flows and information on modes of



operation.

- You are required to design the construction of the internal fire system based on the results of the Flow Test or Network Analysis.
- Submit any associated special conditions or commentary.
- Pay any private costs associated with reconnecting or installing new internal infrastructure to the new connection.
- You will ensure the operating demands when the service is operated will not damage SA Water pipes or affect the services that we offer other customers.
- Installation of inline fire pumps and direct connection to fire tanks may be subject to conditions.

SA Water does not accept liability for flow rates and water pressure that do not meet the minimum requirement of the South Australian Metropolitan Fire Service or the Country Fire Service.

SA Water has no obligation to design, construct or maintain its water supply network for fire-fighting purposes. SA Water complies with any requirement or scheme established under section 98 of the Water Industry Act 2012.

## **5. Disconnections**

SA Water is able to permanently disconnect your water, wastewater and/or fire service at your request. Details of the circumstances permitted are set out below along with the process and the applicable fees and charges.

### **5.1 Customer request for permanent disconnection**

If you no longer require a water, wastewater or fire service, you can apply to have them disconnected. A disconnection may only be requested by the land owner. SA Water will only disconnect your service if fulfilling your request or dealing with an emergency.

This process will cease the flow of water into the supply address and cease the discharge of wastewater from the supply address into SA Water's wastewater network.

SA Water will not disconnect a property where SA Water knows, or suspects, that there is a person or persons living lawfully or unlawfully in the premises.

Although this process ceases water and/or wastewater services to your property, if your property still abuts a water and/or sewer main the relevant supply charge and/or rates on property value will still be payable by you. This is referred to in the Standard Customer Contract as the Availability Charge, which the property owner pays for the service/s to be available to the property.

Please be aware, should you require a new water service at any time in the future, you will need to submit a new connection application and the applicable fee to lay a new connection and fit a meter will be paid by you.

### **5.2 Fees and charges for disconnection**

Fees and charges for permanent disconnection are listed in the Fees and Charges Schedule, which is updated annually. The schedule is available at [www.sawater.com.au](http://www.sawater.com.au). These fees are based on our costs to physically disconnect and decommission our infrastructure.

If difficult conditions exist, such as existing services in the disconnection path, underground water, trees, rock or requirements for traffic management DIT (Department of Transport) road construction, high voltage power, day/night works etc, the connection will be deemed non-standard and you may be required to pay additional costs. The cost that you will be required to pay will be set out in a fixed quotation, valid for 60 days.

### **5.3 Application process for disconnections**

To request a disconnection of a water, recycled water, wastewater or fire service connections, submit your request via the online Connection Application form\*\* - [SAWater - Apply for and track connections](#) and we will undertake a full assessment.

A lodgment fee is payable on submission of an online application. This fee covers the costs associated with assessing your application. This fee will be deducted from the final cost if your project goes ahead.

## **5.4 Assessment of your application for a disconnection**

SA Water will assess your application for disconnection and reply to you in writing within 20 business days.

## **5.5 Payment of Disconnection**

Once your application has been approved, you will receive an invoice along with your approval letter, which sets out the fees and charges payable and how to pay them. This invoice will be valid for 60 days. If payment is not received within 60 days, SA Water will assume you do not wish to proceed and close the application. A new application will need to be made when you are ready to commence.

Full payment is required prior to disconnection/decommissioning commencing.

## **5.6 Disconnection/decommissioning**

Once your payment has been received, SA Water will decommission its infrastructure. We will use our best endeavours to decommission your service within the following timeframes to meet regulatory service standards:

- A standard water connection within 25 business days
- A non-standard water connection within 35 business days
- A standard wastewater connection within 30 business days
- A non-standard wastewater connection within 50 business days

## **5.7 Notification that a disconnection is not approved**

SA Water may advise you that a disconnection cannot be accommodated if:

- The disconnection may impact other customers.
- The supply address is occupied by tenants or unauthorised occupants.

# **6. Unauthorised connections**

SA Water does not allow unauthorised connections, these may include;

- connecting to our network without an authorised connection process
- installing a water meter not recorded by us
- not reporting a stolen or missing meter from the property
- connecting to our network without a meter or by-passing the meter

In accordance with the Water Industry Act 2012, penalties may apply for unauthorized connections.

## **6.1 Managing unauthorised connections**

If SA Water identifies an occupied property without a water meter connected, the full cost of the meter as per our [Fees and Charges Schedule](#) will be added to the next quarterly water bill and a meter will be fitted at the premises.

In addition, as a requirement under the Water Industry Act a maximum penalty of \$20,000 can be

imposed for unauthorised connections. It is also an expiable offence, attracting a \$750 fine. The Act also provides for SA Water to recover compensation for losses resulting from an illegal connection.

## 6.2 Enquiries and dispute resolution

If you have enquires about a future connection, fire service, customer requested disconnection or a connection/disconnection application, please contact our Connections Team:

1. Email: [cc@sawater.com.au](mailto:cc@sawater.com.au)
2. Phone: 1300 650 951

If you have enquires about augmentation charges please contact:

Email: [majorld@sawater.com.au](mailto:majorld@sawater.com.au)  
Phone: 08 7424 2111  
Or  
Email: [LD@sawater.com.au](mailto:LD@sawater.com.au)  
Phone: 08 7424 1119

### Deaf, hearing or speech impaired customers:

Contact us through the [National Relay Service](#) and ask for SA Water on 1300 729 283.

- TTY users phone 133 677 then ask for SA Water on 1300 729 283
- Speak and Listen users phone 1300 555 727 then ask for SA Water on 1300 729 283

### Free translating and interpreting services:

Do you need an interpreter? Use our free interpreting service by calling 131 450 and ask them to connect you with SA Water.

### We welcome your feedback:

Your feedback is important to us and helps us improve our services.

Talk to us If you believe your matter has not been addressed and would like to make a complaint, you can:

[Complete our online enquiry and feedback form](#)

OR

- call us on [1300 SA WATER \(1300 729 283\)](tel:1300729283) during business hours
- visit us at 250 Victoria Square, Adelaide SA 5000.

If you have done this and believe your matter has not been adequately addressed, you may [request an internal review online](#) or ask for one during a call. Our Customer Advocacy and Resolution team will contact you within two business days to discuss the next steps and keep you informed about what's happening, why it's happening, as well as provide a timeframe to resolve the matter. Please follow our standard process set out in the Customer Enquiries, Complaints and Dispute Resolution Process available at [www.sawater.com.au](http://www.sawater.com.au).