

SA Water is committed to providing a safe and secure water supply to all our customers every day.

There is a potential for backflow of contaminated water to enter the SA Water network. Currently the backflow prevention devices are built into SA Water's 20mm water meters.

After extensive investigation, the installation of water meters to all 20mm water connections after disinfection of the water main was considered to be a cost effective and efficient way to guarantee our supply is safe and available for use. This activity is considered as 'scope of works' and will form a requirement of Practical Completion.

All installed water meters must be security clamped onto the water connection to protect them from theft and it is important that the water meter is not removed as part of the building process. SA Water does not accept private plumbing pipes to be directly connected to the water connection or use of water without a meter.

As soon as water is to be accessed from the water connection for construction purposes it will be necessary for the builder, or property owner, to contact SA Water through the SA Water website to arrange for the meter to be noted as active in our system. SA Water will be conducting regular audits of the development sites to ensure the process is being adhered to. Failure to do so may result in a fine of \$375.00 for unapproved connections and water use.

Below are some frequently asked questions that may help to clarify the process:

## **Frequently Asked Questions:**

### **Q - What is the reason for installing water meters prior to CPC?**

**A** – Backflow devices are built into SA Water's meters so this is an efficient way to manage the risk of contaminated water 'backflow' entering the SA Water network ensuring a safe supply to all customers.

### **Q – How will the meters be issued to developers/contractors?**

**A** – The developer's contractor will request the number of meters required. The requested meters will be delivered to site by SA Water.

### **Q – How do developer's contractors notify SA Water that meters are required?**

**A** – Email Major LD email address with the number of meters required, for which development and stage and the date and time for delivery to site. Please note that at least ten (10) business days from notification is required for SA Water to prepare the water meters for delivery.

### **Q – Can the meters be installed at any site or are they specific to a given site?**

**A** – The meters requested and issued for a particular development must be used for that development. SA Water will keep track of the meter numbers and the number of meters required for each development site and stage.

### **Q – Who will audit to check that the meters have been installed correctly?**

**A** – SA Water's Construction Technical Officer will check and audit the constructor's water meter installation Inspection Test Plan and sign off the Witness point. The correct installation and records will form part of the works and requirement of Practical Completion.

**Q – Who will pay for the meters and when?**

**A** – When an application is made to SA Water to access the water service the activation fee will be added to the homeowners water rates account for payment on the next billing cycle. Please note that should a notification not be received the meters will be regularly audited and the information updated on the relevant accounts where appropriate.

**Q – What is the builder’s responsibility when water is required on a newly created allotment?**

**A** – The builder must notify SA Water that they are commencing building on site and wish to access water. It will then be determined if a meter was fitted at time of Practical Completion or if a new meter is required

- If a new meter was fitted at Practical Completion the builder will be notified and the activation meter fee for \$125 will be added to the land owner’s rates account.
- If there is only a water connection on site and a new meter is required to be installed an invoice will be forwarded to the builder for \$260 for installation and activation of meter.

Regular audits of development sites will be undertaken and should it be determined that water is being accessed without notifying SA Water the relevant owner/builder may be charged for the water used.

**Q – What is the process for a water meter to be fitted to an existing pre-laid connection with no meter?**

**A** – It will be the same as the current process where an application on the SA Water website is to be submitted to the Connections Team. Connecting to a pre-laid connection with no meter is not an accepted practice.

**Q – Who should be contacted should the meter be stolen or damaged?**

**A** – SA Water’s Customer Service Fault reporting phone number 1300 650 950.

**Q – WHS**

**A** – All risks and possible hazards should be taken into consideration before installing a water meter.

We will be implementing this initiative for all development stages commencing construction on or after 1 July 2018.

We appreciate your cooperation with this initiative which will provide a safe and secure water supply for our customers as well as an improved meter activation process for new home owners.

If you wish to discuss further or have any feedback please do not hesitate to contact the Land Development Team via the Account Managers or the Major LD email:

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