

# Relocating an existing water connection or meter

To relocate or alter an existing water connection or meter, please complete an application online at [sawater.com.au](http://sawater.com.au). When we receive your application, we will conduct an onsite assessment. If the meter can be relocated, we'll send you an approval letter detailing your service requirements along with your tax invoice. The tax invoice is valid for 60 calendar days from the date of issue

After receiving your payment, we will relocate your meter within 25 days.

Only 20mm and 25mm water connections can be relocated. These are found on most residential properties and can be relocated up to four metres.

## Meter relocation in footpath

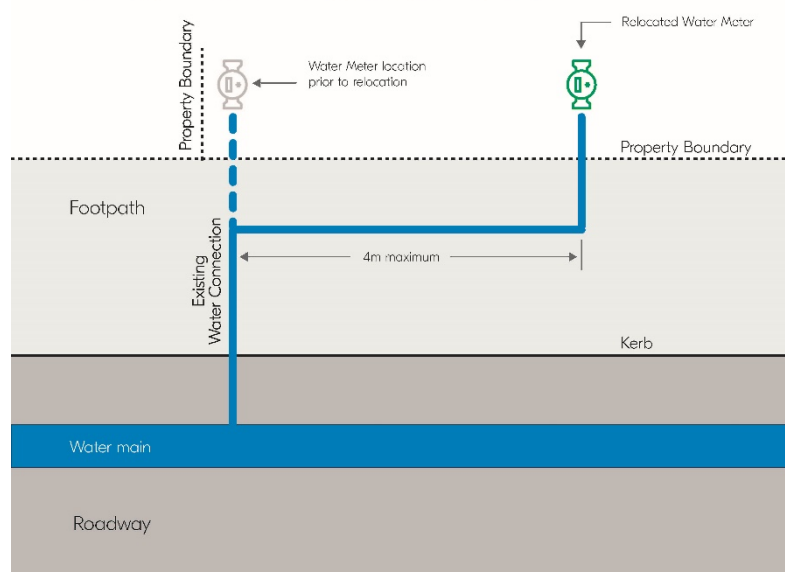


Diagram 1

Larger water connections will need to be disconnected from the main before we can install your new connection, as shown in diagram 2.

## Meter disconnection and new meter connection

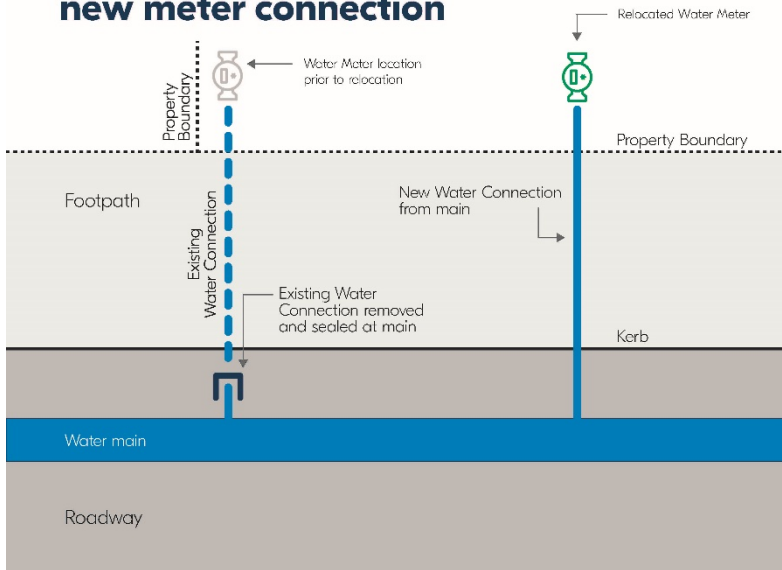


Diagram 2

## Relocation options

### Relocation in roads

Unless you request otherwise, we will shift the water connection in the footpath as shown in diagram 1. If you would like the water connection shifted in the road, as shown in diagram 3, we will estimate an additional cost. Relocation of water connections in roads are done when property owners need to shift their water connection to lay a new drive-way. The existing water connection as shown in diagram 1 will remain under the driveway as part of a standard water connection water relocation. If we need to undertake maintenance on our infrastructure, we may need to dig up your driveway and reinstate it once repaired, at your cost with grey non-slip concrete or standard pavers.

## Meter relocation in roadway

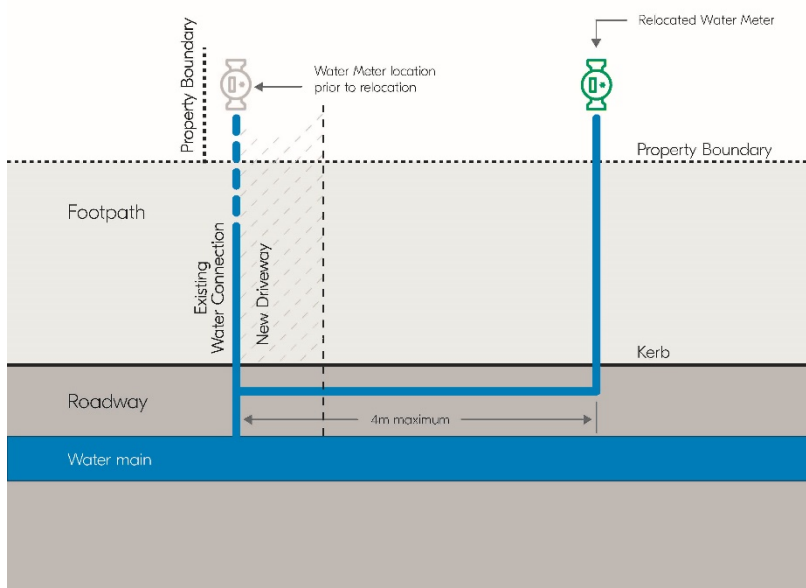


Diagram 3

## Meter relocation in underground box

We can also relocate your meter in an underground box within the footpath. The underground box will be positioned no more than 300mm from your property boundary as shown in diagram 4. This will incur an additional charge.

### Meter in underground box

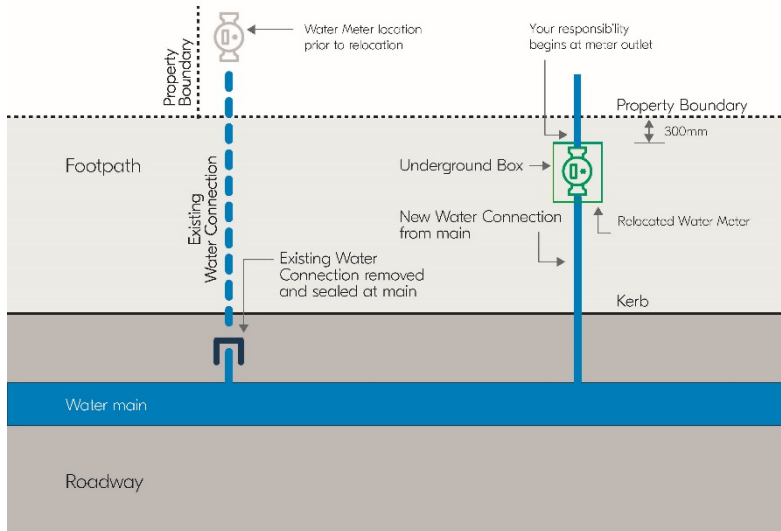


Diagram 4

## Plumbing requirements

To ensure your water supply is uninterrupted, we will reconnect your meter to your plumbing with a temporary connection, as shown in Diagram 5. You will need to contact a licensed plumber to reconnect with a permanent connection.



Diagram 5: Example of temporary connection to your plumbing.

## How to apply

To apply for a connection relocation, you can:

- Complete an online Connections Application form
- Contact us on 1300 SA WATER (1300 729 283) and ask for the Connections Team
- Email [cc@sawater.com.au](mailto:cc@sawater.com.au) and specify your requirements
- Write to SA Water Connections, GPO Box 1751, Adelaide 5001

You will also need to provide us with:

- Your name, phone number, email and property address
- A simple drawing of your property showing the meter's current location and your proposed location

A list of any obstructions, including large trees, Stobie poles, electricity or gas boxes, work site toilets, rubble, retaining walls and brick letter boxes. There may be an additional cost if we are unable to complete the connection.

Please be aware that meters are required to be 400 mm from a side property boundary. All meters are located between 500-600 mm inside the front property boundary or under the footpath in a CI box.

### **You are responsible for**

- Confirming if you need your water connection relocated within the roadway
- Reconnecting your internal pipework to the meter.