

# Connections Policy

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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 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 on 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 sewerage services you are already connected to our network and do not need to apply for a connection. Your conveyancer will have advised us of the change of ownership and you can immediately begin using the services. SA Water will commence billing you from the date of purchase of the property.

If your property is not serviced by SA Water, this document will assist you in applying for a new water, sewerage or fire service connection.

## 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 an Augmentation Charge in accordance with

this policy and our Augmentation Policy if it is required to service your connection. 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, sewerage or fire service you request. You can nominate the size of service you would like on your application form or we can advise you of the most suitable size. In some circumstances SA Water will need to nominate a minimum or maximum size to suit your needs to conform to our operational or infrastructure requirements.

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 standard connection is not available at the location deemed appropriate by us you will be advised in the written offer to connect. That offer will set out the full cost of providing the requested connection/s to your property. More information on non-standard connections is provided below.

### **3.2 Extension 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 supply main does not abut your property at the time you apply.

We will estimate the costs to extend the supply main and provide you with a fixed cost quotation as part of the assessment. Our cost estimates are based on the cost to us of planning and constructing the works required to provide you with access to our network.

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. For most developments within areas zoned residential, commercial, industrial or other associated zoning or areas that are within the Government's [30-Year Plan for Greater Adelaide](#), SA Water will assume that some level of benefit will be obtained.

### **3.3 Upgrades to our existing supply network**

If an upgrade to our existing supply network is required to provide you with a connection, and you are the only customer who is going to benefit from this upgrade, you may also need to pay the costs of any upgrades required to connect you. This means if there are no other customers requesting connections in the vicinity supplied by the same infrastructure you will need to pay the upgrade costs to connect you.

For example, if SA Water's supply main or nearby pump station does not have the capacity to supply your requested service, SA Water will provide you with a cost estimate to make the necessary upgrades. If you wish to proceed with your connection you will need to pay the cost of these upgrades.

SA Water's cost estimates are based on our costs for planning and construction of the works required that provides you with access to our system.

### 3.4 Augmentation charges

If an upgrade to our existing supply network is required to provide you with a connection, and you are **NOT** the only customer requesting a connection in this area, we may charge you an Augmentation Charge. We will calculate the applicable charge in accordance with our Augmentation Policy.

The Augmentation Charge will take into consideration a number of factors including the works required to provide the services and the number of future customers expected to benefit. The Augmentation Charge is calculated under the Augmentation Policy to ensure the costs of augmenting the system are distributed fairly across all customers who will benefit from them. Our Augmentation Policy provides more information on how these charges are calculated and is available at [www.sawater.com.au](http://www.sawater.com.au).

If your connection does not require any new upgrades but you are applying for a connection in an established Augmentation Charge Area you will need to pay the applicable Augmentation Charge as a beneficiary of previous or scheduled upgrades for that area. You can check if you are requesting a connection in an existing Augmentation Charge Area by referring to our [Augmentation Charges](#) which lists all of the existing Augmentation Charges. You will also find an explanation of the proportion of the charge you will pay based on your property size and size of your connection at [www.sawater.com.au](http://www.sawater.com.au) or in the Augmentation Policy.

## 4. Application Process

To request a new water, sewerage or fire service connection, you are required to submit the relevant application form listed below. If you wish to alter an existing connection, you will need to apply with the Water/Sewerage Connection application form. You can electronically submit, or print and submit, these forms. If you do not have access to a computer we can send you a copy of these forms on request.

- Water and/or sewerage connection: [Water/Sewerage Connection Application form](#)
- Fire service connection: [Fire Connection Application form](#)

Additional requirements relating to fire service connections are set out further in section 4.5 of this document.

You can submit your application form via the following channels:

- 1 Online form
- 2 Email: [cc@sawater.com.au](mailto:cc@sawater.com.au)
- 3 Fax: (08) 7003 1118

### 4.1 Assessment of your application

Your application will be assessed for the types 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 sewerage main availability
- Augmentation requirements
- Meter size requirements
- Length of connection from main
- Water and/or sewerage main material (e.g. PVC)
- Geographical location
- Site profile and topography
- Traffic management requirements
- Obstructions to construction
- Feasibility of connection

If our mains need to be extended to provide your connection, or our network needs to be upgraded, we will advise you that no connection is possible 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 we will conduct investigation works at your cost, as agreed with you.

If difficult construction conditions exist, such as existing services in the construction path, underground water, trees, rock or requirements for traffic management etc., the connection will be deemed non-standard and you may be required to pay all of the additional construction costs. The cost that you will be required to pay will be set out in a fixed quotation provided in our offer to connect.

In some instances a site visit may be required to approve your application. If required, an inspector will visit your property as part of the assessment process. We will contact you if you are required to meet the inspector at the site.

## **4.2 Offer to connect**

Once your application has been assessed we will respond with an offer to connect, as set out in 4.1 above. An offer to connect will detail the following:

1. The type of connection available:

- Standard water or sewerage connection
- Non-standard water or sewerage 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
  - Special characteristics include, but are not limited to:
    - Non-drinking water
    - Water of fluctuating quality
    - High or low water pressure/flow rates
    - Sewerage services requiring additional infrastructure
    - Indirect water and/or sewerage service

Additional terms and conditions are applicable to services with special characteristics and are set out in the Special Characteristics Schedule available at [www.sawater.com.au](http://www.sawater.com.au)

The required fees and charges payable for your type of connection

3. The construction program associated with the design and construction of your connection, including timeframes

4. Any approvals you are required to obtain and any preconditions for SA Water to do the work, e.g.:

- Providing a building plan for sewerage connections by a specified timeframe
- Keeping the connection site clear and accessible

5. 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**

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 SA Water commencing construction.

### **4.4 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 endeavors 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 sewerage connection within 30 business days
- A non-standard sewerage connection within 50 business days

Connections that 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 detail the expected construction timeframe in your approval letter.

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

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

The fire service connection application process follows the same process for water and sewerage connections listed in the Application Process section of this document with the following differences:

- SA Water will assess your fire service application and reply to you in writing within 20 business days. A site inspection is required for all fire service applications to determine whether a connection is available
- You are required to provide the results of a Flow Test and Network Analysis with your application
- You are required to design the construction of the internal fire system based on the results of the Flow Test or Network Analysis
- You are required to pay any costs associated with reconnecting or installing new internal infrastructure to the connection

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 or temporarily disconnect your water, sewerage 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, sewer or fire service, you can apply to have them disconnected. A disconnection may only be requested by you, 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 sewerage from the supply address into SA Water's sewerage network.

SA Water will not disconnect a property where it is known to, or suspected by, SA Water that there is a person or persons living lawfully or unlawfully in the premises.

Although this process ceases water and/or sewerage 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.

### **5.2 Temporary water meter removal**

If you have a water connection and are in the process of demolishing and rebuilding, you may request a temporary water meter removal for a period of 60 calendar days.



### **5.3 Fees and charges for disconnection**

Fees and charges for permanent and temporary 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.

### **6. Application process for disconnections**

To request a permanent water and/or sewerage disconnection or temporary water meter removal, you must submit a water/sewerage connection application to SA Water and complete the disconnection section. You can download or print the Water/Sewerage Connection Application form. If you do not have access to a computer we can send you a copy of these forms on request.

You can submit your application form via the following channels:

- 1 Online form
- 2 Email; [cc@sawater.com.au](mailto:cc@sawater.com.au)
- 3 Fax: (08) 7003 1118

#### **6.1 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.

#### **6.2 Payment**

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.

#### **6.3 Disconnection/decommissioning**

Once your payment has been received, SA Water will decommission its infrastructure. We will endeavor to decommission your service within 25 business days.

#### **6.4 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

## 7. 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 Fax: (08) 7003 1118
- 3 Phone: 1300 650 951

Interpreter Services information is available on our website [www.sawater.com.au](http://www.sawater.com.au)

We welcome compliments, suggestions, complaints or comments/questions as an opportunity to build your confidence and trust in us and to generally improve our customer service performance and efficiency. If you would like to make a compliment, suggestion or complaint, please contact us by:

1. Completing our [Feedback form](#)
2. Calling our Customer Services Centre on 1300 650 950
3. Writing to:

Customer Advocacy &  
Resolution

Manager SA Water  
GPO Box 1751  
Adelaide SA 5001

4. Email: [customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au)

If you would like a decision made under this policy reviewed, 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).