

## Issue 26 – September 2017

### Trade waste funding

#### Resource Productivity Assessment Grants – round three open

SA Water business customers wanting to improve the management of their trade waste are now able to apply for funding to help cover some of the costs of a tailored assessment of their operations.

The Resource Productivity Assessment Grants are the first component of the State Government's Trade Waste Initiative. It presents a valuable opportunity for SA Water customers that meet trade waste volume and load thresholds. Eligible businesses can apply for funding of up to \$10,000 to cover up to 50% of the costs to undertake an assessment.

The assessment will help identify opportunities and make recommendations to improve the way trade waste is managed by the business. The aim is to enhance productivity and performance as well as reduce costs for the business. In addition, the assessments can be tailored to assess potential savings relating to materials, energy and water on-site.

Applications for round three of the grants close at 5pm on Friday 17 November.

#### Trade Waste Implementation Grants now open through to 30 March 2018

The second component of the Trade Waste Initiative is the Food and Beverage Implementation Grants. These grants offer eligible SA Water food and beverage customers funding to cover up to 50% of the costs for implementing trade waste management solutions, up to a maximum of \$300,000. Applications for round two are now open.

**Note that the current funding rounds may be your last chance to apply, therefore we strongly encourage you to review the components of the Initiative to determine if it may be of benefit to your business.**

More information on the Trade Waste Initiative, associated funding, eligibility criteria and application forms can be found on the *Green Industries SA* [website](#).

# Open State

## SA Water has teamed up with the Open State festival in 2017



Open State is a festival of collaboration, innovation, ideas and enterprise held annually in Adelaide. This year, Open State will run from 28 September–8 October. Alongside Open State, we will help bring together community, government and business to ignite discussion, celebrate innovation and find practical solutions to the challenges facing South Australia now and in the future.

By partnering with Open State, we will be one of more than 100 events encouraging South Australians to co-create their future across six categories: future human, future planet, future cities, future food, future enterprises and future democracy. Last year's festival had more than 25,000 attendances and 19 million social media impressions. This year, the festival aims to reach a wider audience and help influence our audience to turn ideas into action, and we invite you to be a part of it. Attend our event 'SA Water: Smart Water Network' to help co-create South Australia's future.

SA Water's smart network includes 3 water quality sensors, 11 flow meters, 31 pressure sensors, 100 smart meters, 305 leakage sensors throughout the Adelaide CBD. Learn about why SA Water has implemented a smart water network, how it works, what it means for customers, the community and SA Water and what the future of a smart water network looks like.

### SA Water: Smart Water Network

**Date:** Tuesday 3 October 2017

**Time:** 10:30am – 12:00pm

**Location:** The Learning Centre, SA Water House, 250 Victoria Square Adelaide

**Cost:** Free

To reserve your tickets visit: <https://openstate.com.au/events/sa-water-smart-water-network> ; <https://www.eventbrite.com.au/o/sa-water-14502850252>

Visit [openstate.com.au](http://openstate.com.au) for more information and to explore the many exciting events and guest speakers that will be part of Open State 2017. We can't wait to see you there!

# The Standard Customer Contract

## What is it?

You may be aware when you sign up to a new water, wastewater or dual reticulation (recycled water) service with SA Water, you enter into our Standard Customer Contract. The contract is an agreement between the customer and SA Water as the service provider. It's an important document for customers and SA Water alike, as it clearly outlines key responsibilities of both parties throughout the course of the service being provided. This includes meters and meter accuracy; process for instances of planned and unplanned interruptions to a service; billing and meter estimation policies; bill payment terms; and your rights if you believe you have been overcharged. The contract details these responsibilities in full, but see below for more information on a select few:

- **Meters and meter accuracy:** *Section 5.2 of Standard Customer Contract*

A common question we hear is “who owns the meter?”. **5.3(a)** states SA Water owns the meter, including the inlet riser, stop tap and associated fittings. **5.3(d)** is important as it states the customer must protect the meter from an accident or damage, and charges apply for the replacement of a damaged or lost meter and/or fittings.

A second question we often get asked is regarding accuracy of meters and what a customer should do if they believe their meter is recording water usage incorrectly. **Section 5.5** covers accuracy of water meters and states if you believe your meter is not accurately recording your water and/or re-cycled water usage, you can request SA Water test your meter. There are charges associated with this request, which depend on the meter size. These are detailed in SA Water's Fees and Services Schedule, which is available on the [Standard Customer Contract](#).

- **Interruptions:** *Section 8 of the Standard Customer Contract*

Water main breaks, leaks, blockages and spills can cause unplanned interruptions and **Section 8.2** of the contract outlines SA Water's obligations in these instances. We will endeavour to restore your retail service as soon as practically possible and within the timeframes specified in the regulatory service standards. Planned interruptions may be necessary to conduct maintenance, repair or augmentation to a network, but also in the event of emergencies and for health and safety reasons.

**Section 8.3** details SA Water's obligations in the instance of a planned interruption, including that SA Water aims to provide you with at least four business days' notice prior to planned works that will cause an interruption to your water service. This notice will be in writing where practicable but may be by radio or newspaper.

- **Payment of bills:** *Section 11 of the Standard Customer Contract*

SA Water has clear rules on payment of bills and these are outlined in the contract. **Section 12** also details the process for billing disputes if you disagree with the amount you've been charged on your SA Water bill. The contract states steps in the process for reviewing a bill on request, but our initial advice is to discuss the concern or query with your Business Relations consultant, who will be able to review your account and discuss the matter initially in person.

If you have any questions regarding the contract, your Business Relations Consultant is the first point of contact to help resolve these. They can also provide you a copy, or alternatively, you can view it on the SA Water [website](#).

## Who are the Business Relations team?

The Business Relations team provides a single SA Water contact point for our major business customers as well as volume and load-based trade waste customers. They can efficiently assist with any SA Water related queries from customers. They also proactively engage with customers to offer support, drawing upon the team's diverse range of expertise.

The team consists of Business Relations (BR) Consultants, Technical Consultants, Business Development Officers and a Business Relations Support Officer.

Each Business Relations Consultant manages a portfolio of customers. By meeting regularly with our customers the BR Consultants are able to better understand and act on customer requests and needs. This could include billing queries, assisting in coordinating connection upgrades to water or wastewater services, coordinating augmentation, and upgrades of SA Water networks to enable customer site expansions.

Within the team, our Technical Consultants are on hand to provide more complex consultation to customers to assist them to make the most out of the water and/or wastewater products that we offer.

These technical services include:

- Cleaner Production (trade waste quality improvement for manufacturing business such as food manufacturing)
- Water profiling and leak analysis (through monitoring of water consumption and site analysis)
- Smart metering (through our Customer Water Use Portal product)
- Irrigated Public Open Space (IPOS) – best practice irrigation program

The Business Relations team are also custodians of non-residential reticulated water supply agreements and manage the process of customer connections, including approvals. They also interface with external regulatory bodies, create and renew contracts and pursue new business opportunities relating to recycled water mains.

Additionally, the team manages Off Peak Transportation products and services through its Business Development Officer. This involves providing support for Third Party Access requests with respect to commercially-negotiated applications, such as Barossa Infrastructure Limited or the Clare Peak Water Transportation Scheme.

Should your business require any assistance from SA Water's Business Relations team, please contact us by calling (08) 7424 3753 or emailing [Business.Relations@sawater.com.au](mailto:Business.Relations@sawater.com.au).

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.*