

Remote Water Connections



If you live in a non-urban zoned area with no direct access to an existing water main, you will need to complete an application for a remote water connection.

How to apply

To apply for a connection, you can:

- Complete an online Connections Application at sawater.com.au/forms/connections-application
- Contact us on 1300 650 951 and ask for the Connections team
- Email cc@sawater.com.au
- Write to SA Water Connections, GPO Box 1751, Adelaide 5001

Please include:

- Your name, phone number, email and postal address
- The address of the property you would like to connect
 - If you don't own the property, please provide written approval from the property owner
- A plan showing the property in relation to the closest water main
 - Please contact Dial Before You Dig on 1100 if you are not sure
- All approvals for installation of your proposed pipework.

Responsibilities

You will be responsible for all pipework on your side of the meter. We ask that you acquire all relevant permissions before applying for a remote connection.

If your proposed pipework crosses private or public land, you will need permission from your neighbours, local council or the Department of Planning Transport and Infrastructure.

After your water meter has been installed you will be responsible for water use, quarterly supply charges and maintenance of your pipework. You can view water fees at www.sawater.com.au

Remote water service connections are generally provided in protective ground boxes located as near as practical to the closest water main.

When we receive your application, we will review your proposal. If approved, we will send an invoice and letter outlining the details of the work required. The invoice is valid for 60 days from the day it is issued.

We will aim to install the connection within 35 days of receiving your payment. Please call us on 1300 650 951 to talk to someone during the approval process.

Remote Water Connections





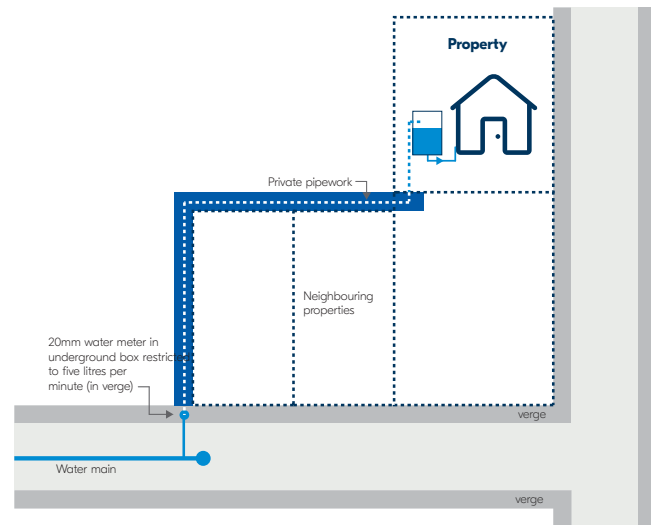
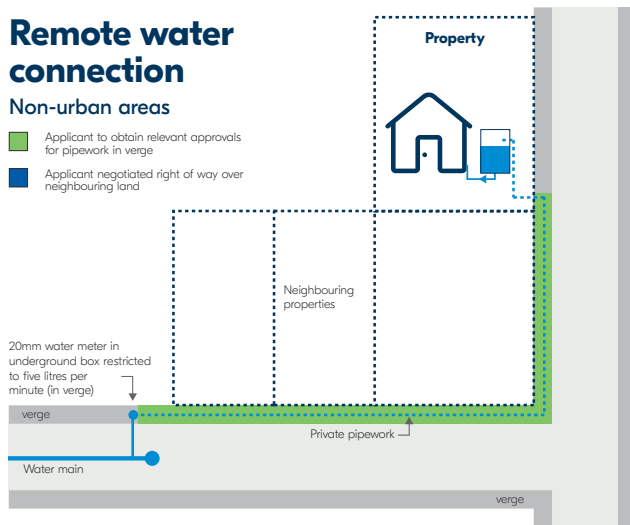
Indirect water connection - urban supply areas

Indirect water connections are no longer available. Water main extensions and direct water service connections are only available in urban areas.

Remote water connection

Non-urban areas

-  Applicant to obtain relevant approvals for pipework in verge
-  Applicant negotiated right of way over neighbouring land



Understanding your water connection

To ensure enough supply to existing properties, remote water connections can be no bigger than 20mm in diameter and are restricted to a **flowrate of five (5) litres per minute**.

Some remote connections can be difficult to access and may affect your ability to monitor water use or isolate the water service in an emergency.

Pipework can also be long, increasing the risk of damage or unauthorised access. If you have a substantially higher bill, it may be due to a damaged pipe or water theft.

We recommend you seek professional advice to assess whether a five litre per minute supply at the remote meter will achieve your property's required flow rate. Your private pipe diameter and ground level between the remote connection and your property may influence the flow rate at your property.

We recommend you install onsite storage and a pressure pump to ensure ongoing water supply. Pumping directly from your pipework is not permitted.

Plumbing requirements

Private pipework must be installed by a licensed plumber. Contact a plumber before you apply for a connection to ensure work is scheduled at the time your water meter is installed.

Consider all private plumbing costs when you estimate the cost of providing water to your property. Due to the difference between each connection, we are unable to provide estimates for private plumbing work.

Please contact the SA Water Connections team for enquiries on 1300 650 951 or email cc@sawater.com.au