

From 1 July 2019, we will assume ownership, management and operation of the CWMS network servicing the District Council of Yankalilla region and the drinking water supply network in Wirrina.

About us

We are South Australia's leading provider of water and sewerage services for around 1.6 million people. For more than 160 years we have been working together with South Australians to ensure a reliable supply of safe, clean water, and a dependable sewerage system.

We are a statutory corporation reporting to an independent Board, and included in the portfolio of the Minister for Environment and Water.

Billing and Charges

SA Water issues quarterly bills that will include your water use, sewerage access charge and any applicable concession payment.

Drinking water supply and use

Our 2018/19 charge for water supply is made up of two parts:

- a fixed charge for water supply - \$74.45 per quarter (\$297.80 per year), and
- a tiered charge for water use.

Tier	Usage Charge	Price per Litre	Indicative Quarterly Threshold	Daily Threshold
1	\$2.362/kL	\$0.002362	0 to 30 kL	0 to 0.3288 kL
2	\$3.370/kL	\$0.003370	30 to 130 kL	0.3288 kL to 1.4247 kL
3	\$3.652/kL	\$0.003652	Above 130 kL	Above 1.4247 kL

Sewerage (access charge)

This cost is for the removal and treatment of sewage and used water from your property. It is based on your property value as determined by the Valuer-General.

Our sewerage charges are worked out by applying a rate in the dollar to the value of your property. This means the number of cents charged per \$1,000 of property value.

To work out your sewerage charge, divide your property value by 1000. Then multiply that number by the rate that applies to our Residential – Country customers which is \$0.36950). To calculate an annual charge, multiply by four.

The 2018/19 minimum charge is \$79.80 per quarter (\$319.20 per year).

Wirrina Property Owner contribution

Wirrina property owners will need to make a financial contribution in order to become our customer. This one-off payment will go towards necessary upgrades so we can continue to deliver safe, clean drinking water to you.

The Wirrina property owner contribution amounts below are only available to property owners who become a customer at the time we assume responsibility for the water network on 1 July 2019.

- \$4,000 per house (including vacant land)
- \$2,000 per apartment

Wirrina businesses will also be required to make a financial contribution on a pro-rata basis.

Should individual property owners decide to connect after 1 July 2019, the financial contribution will increase yearly by 5%.

Property owners can choose to remain a customer of the Council, with the current rate structure in place, mindful that for the majority of residents these rates are higher than our state-wide pricing.

Payment assistance

We are committed to helping our customers meet their financial obligations and to maintain continued access to water and sewerage services.

We understand that sometimes it's difficult to meet household expenses and other financial obligations due to economic hardship, temporary financial difficulty or unforeseen life events.

Property owners who need to discuss an alternative payment arrangement are encouraged to contact our Credit Management team on 7424 1560 or email creditmanagement@sawater.com.au.

More Information

If you would like more information or you would like to know what this means for you, please call our Senior Stakeholder Engagement Advisor, Aaron Glossop, on 7424 3195.