

Relocating an existing water connection or meter

To relocate or alter an existing water connection or meter, please apply via the online Connection Application form on our website, www.sawater.com.au and we will undertake a full assessment. When we receive your application, we will conduct a desktop or 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 meters.

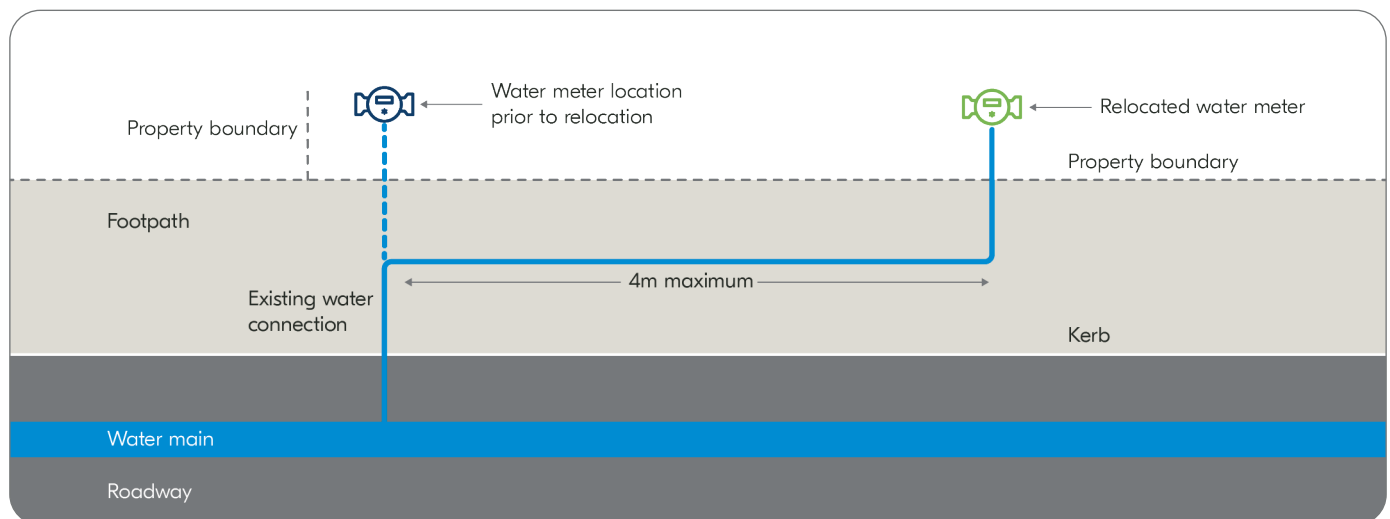


Diagram 1: Meter relocation in footpath

Larger water connections or relocations greater than 4m, will need to be disconnected from the main before we can install your new connection, as shown in diagram 2.

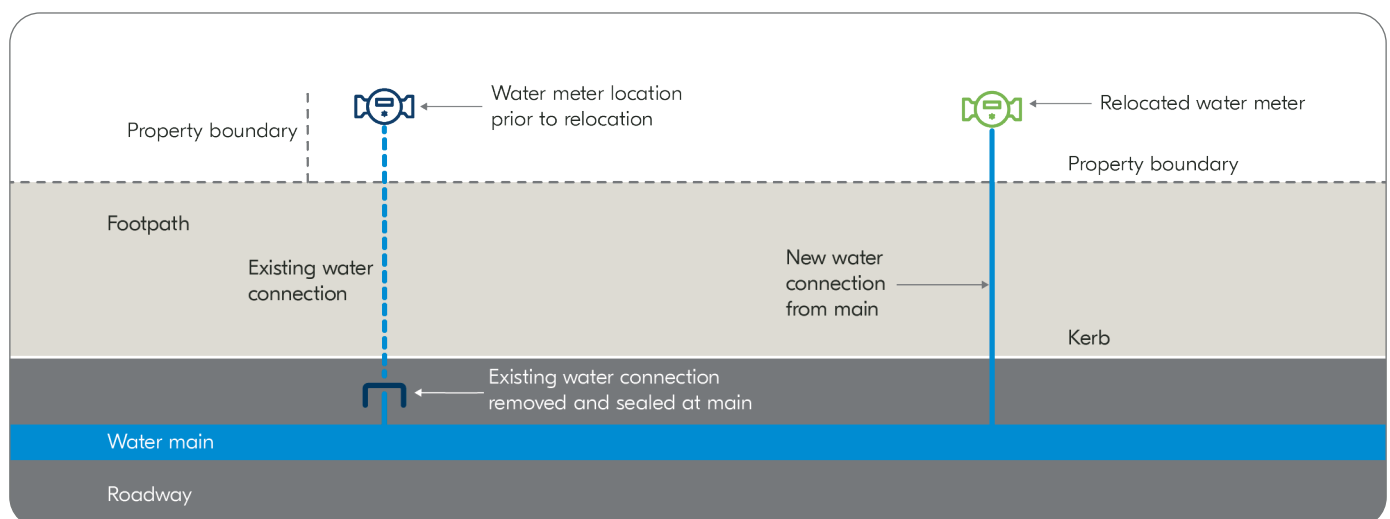


Diagram 2: Meter disconnection and new meter connection

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 3. This will incur an additional charge.

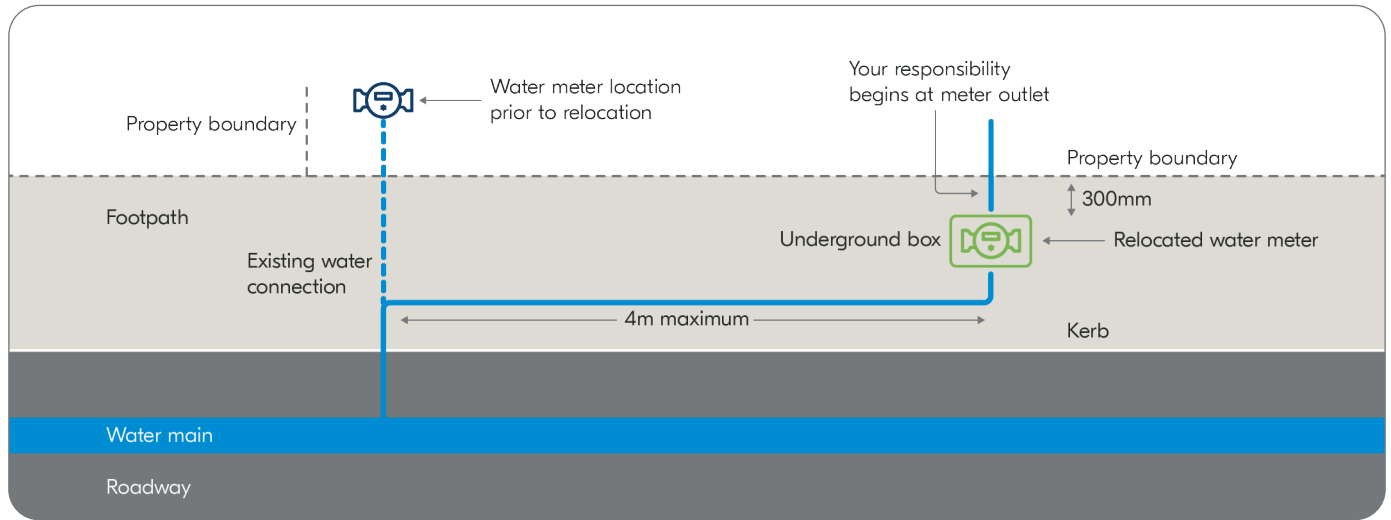


Diagram 3: Meter in underground box



Example of water meter in box

Plumbing requirements

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



Example of temporary connection to your plumbing

How to apply

Please apply via our website, www.sawater.com.au and go to the online Connection Application form following link - [SA Water - Apply for and track connections](#).

You will also need to provide us with:

- Your name, phone number, email and property address.
- A simple drawing and photo from the footpath 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 400mm from a side property boundary. All meters are located between 500-600mm inside the front property boundary or under the footpath in an underground box.

You are responsible for

- Reconnecting your internal pipework to the meter.

