

Standard and non-standard connections

Our Connection Policy outlines the process we follow when assessing an application for connection or disconnection. The policy applies to all connections from our network to a property and includes the information considered when determining if a connection is standard or non-standard.

When construction conditions make a job more complex, the connection may be classed as non-standard. For non-standard connections our standard fees will not apply and you will need to cover the costs of the construction required. The cost that you will be required to pay will be set out in a fixed quotation provided in our offer to connect. Any financial quote provided will be valid for 60 calendar days from the date of issue.

To determine if your connection is standard or non-standard we consider the unique requirements of your property and the construction required to provide the connection. Below you'll find general criteria of what may be considered a non-standard connection. Other attributes may be considered as non-standard including specific site requirements as determined by a site inspector.

Criteria	Water	Sewer
Length/size of connection from main	- Length > 25m - Size > 50mm - Main size > 200mm	- Length > 30m - Size > 150mm - Main size > 375mm
Depth of connection and/or main	N/A	- Residential: 3.0m or deeper - Commercial: 3.0m or deeper
Location of the work	- CBD/North Adelaide location - An area that requires permits - Contaminated sites - Train and tram corridors	- CBD/North Adelaide location - De-watering locations - An area that requires permits - Contaminated sites - Train and tram corridors
Traffic Management requirements and impacts to other customers	- On or close to a road managed by the Department for Infrastructure and Transport - CBD/North Adelaide location	- On or close to a road managed by the Department for Infrastructure and Transport - CBD/North Adelaide location
Obstruction to construction	- Gas mains (high pressure) - NBN fibre optic cables - SAPN cables (high voltage) - Trees	- Stormwater - Gas mains (high pressure) - NBN fibre optic cables - SAPN cables (high voltage) - Trees
Fire services	Quotation required	N/A
Main Extensions	Quotation required	Quotation required
Dewatering	N/A	Quotation required
Rock excavation	Quotation required	Quotation required

For further information on connections and disconnections, please see our [Connections Policy](#).

If you require any further information about the Connections Policy or lodging a connections application, please contact a Connections officer on 1300 650 951 or email cc@sawater.com.au