



# Leigh Creek to receive SA Water services

## Project background

As you would be aware, the management of Leigh Creek township is transitioning from Flinders Power Partnership (formerly Alinta Energy) to the State Government.

The transition involves a range of government agencies which are being coordinated by the Department of Planning, Transport and Infrastructure (DPTI) in partnership with the Outback Communities Authority (OCA) and SA Water.

Most of the transition will commence on 1 January 2017. However, SA Water will take over the management of water and wastewater services within Leigh Creek on 14 December 2016. We will continue to supply you high quality water and sewerage services rate-free for all of 2017.

To ensure we maintain a quality service and respond to any issues or faults in a timely manner we are recruiting three new SA Water employees.

Any issues or faults with your water service should continue to be reported to Leigh Creek's Town Administration. From 3 January 2017, Leigh Creek's existing Town Manager will transition into the

OCA's inaugural Manager of Leigh Creek Contracts and Services. The OCA will be the first point of contact for reporting water supply or sewerage issues. Please see the article 'Reporting an Issue' for more information.

## Where will my water come from?

Leigh Creek residents (and those from outside Leigh Creek who currently receive water from the township) will continue to receive the same quality water as they receive now from Flinders Power. Your water will continue to be sourced from the same series of bores located close to the Leigh Creek township. Water from Aroona dam will not be used for the town water supply.

Water is collected from these bores and treated in the existing reverse osmosis (RO) desalination plant, located just outside the Leigh Creek township. The desalination process removes almost all impurities and up to 98% of salt in the water. Once the impurities are removed, the water is disinfected to make sure that it is safe for you to drink and complies with Australian Drinking Water Guidelines.



## Water and Sewerage Rates

For the first year from 14 December 2016 to the end of 2017 SA Water will provide water and sewerage services rate-free, as per the current arrangements with Flinders Power.

**From 1 January 2018, SA Water will commence water and sewerage charges** for Leigh Creek customers, consistent with that of all our South Australian customers.

Under our regulated business model there is a state-wide price for water supply. Whether a customer is in a metropolitan or regional area, the customer pays the same price for water as every other residential customer in the state, no matter how much it costs to provide water to that area.

Customers will receive their water bill quarterly.

Wastewater charges will also apply from 1 January 2018. This charge is based on the capital value of the property.

For more information on SA Water's water and sewerage prices for our residential and commercial customers, please visit [www.sawater.com.au/accounts-and-billing/](http://www.sawater.com.au/accounts-and-billing/).

## What does this mean for me as a tenant to DPTI?

As per current practice throughout the state, SA Water bills the landlord (in this case DPTI) based on the water consumption and valuation of each individual residence or commercial enterprise. DPTI will forward a copy of the SA Water bill to their tenants in order to recover costs as agreed in the terms of the Tenancy Agreement.

The terms of the Tenancy Agreement detail what charges (water supply, water use and sewerage charges) DPTI charge back on to their tenants. It also confirms the landlords and tenants responsibilities.

## Metering

All residential properties within Leigh Creek are currently metered. SA Water will read these meters at regular intervals to calculate the quantity of water utilised by each property for billing purposes.

All other properties such as commercial businesses, service providers, medical or education institutes etc. that may not be already metered will have their meters installed before 1 January 2018.

## Saving Water

SA Water understands that water usage within Leigh Creek is significantly higher than the state average, due in part to its arid climate. This has resulted in the pleasant "green oasis" image of Leigh Creek. While we are keen to maintain this image, we must also ensure water efficient practices are well understood and encouraged. Saving water is great for the environment, and it can also help reduce your water bills.

To help Leigh Creek residents identify their water usage and conserve water, SA Water will provide our customers in Leigh Creek with sample bills throughout 2017 based on actual consumption. This information will enable residents to understand and minimise their water costs from 2018.

**The 2017 sample bills are for information only and do not have to be paid.**

## Water-Smart Gardens

We all use water differently, but studies have shown that on average, South Australians use about half of our water outside our homes, in their gardens and other outdoor areas. For those looking to create or maintain a water-smart garden we intend to provide expert guidance in the coming months.

## Helping you to identify leaks

Leaks can be as visible as a dripping tap, or hidden until you get your water bill. Water leaks can waste a lot of water, so the quicker you can identify and fix them the better. By reading your meters quarterly throughout 2017, SA Water can help you identify any leaks within your property to help you save money from 2018 onwards when charging commences.

## Reporting an Issue

If any of our Leigh Creek customers experience a water supply or sewerage issue they should first report this to Town Services on **08 8675 4272**.

Due to employee leave, any issues arising between 21 December and 31 December should be reported to Will Fergusson (Flinders Power) on 0417 219 754.

From 1 January 2017 Town Administration will be managed by the OCA and will be contactable under a new number. The OCA will advise residents of this number in an upcoming communication.

As the service provider in Leigh Creek, SA Water will be responsible for the operation and maintenance of all pipework external to your property. All pipework from the meter into an individual property will be the responsibility of the owner to maintain and repair, as is usual practice throughout South Australia.



If Leigh Creek Town Administration identifies the issue as a SA Water issue, they will make direct contact with us and we will send a repair crew to fix the issue.

If in an emergency, Leigh Creek customers are unable to contact Town Administration they may contact SA Water's service fault line directly on **1300 883 121**.



## Other Serviced Communities

Flinders Power currently supplies drinking water to some external providers who in turn service local areas outside Leigh Creek. SA Water will provide these water services to these separate providers from 14 December 2016.

For example, SA Water will continue to provide water to the Lyndhurst and District Progress Association and the Outback Communities Authority, who will remain responsible for water provision within the Lyndhurst and Copley townships respectively.

**Current customers of these providers will remain their customers and not transfer to SA Water.**

Any issues with water supply within these areas outside Leigh Creek should continue to be reported to their current supplier. If the fault is found to be in the pipeline operated by SA Water, the service provider will contact SA Water's Customer Service Centre. If, in emergencies, the service provider is not contactable, then individuals should contact SA Water's service fault line directly on [1300 883 121](tel:1300883121).

## Trespassing

As part of the transition, SA Water will take over from Flinders Power a number of water and sewerage assets and sites. These sites are critical to your water supply and sewage treatment. For safety reasons, these sites are monitored by SA Water's on-ground staff for unlawful intrusion. It is important that unauthorised members of the public do not trespass on these sites at any time. If you see anything you are concerned about, please contact SA Water on [1800 036 588](tel:1800036588).

## For More Information

If you would like any further information on the transition of water services to SA Water, or wish to discuss any ideas, concerns or leave feedback on what the transition will mean for you please visit [www.sawater.com.au/current-projects](http://www.sawater.com.au/current-projects), email [project@sawater.com.au](mailto:project@sawater.com.au) or contact SA Water's Customer Service Centre on [1800 812 362](tel:1800812362).

## Water and Wastewater Contact Details

- **Report an issue or fault:**

Leigh Creek Town Services [08 8675 4272](tel:0886754272)

If Town Services cannot be contacted:

SA Water 24/7 Fault report line [1300 883 121](tel:1300883121)

- **All other enquiries:**

SA Water Customer Service Centre [1300 650 950](tel:1300650950)



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