

Your new connection



Steps and Timeframes

Assessment, we will:



1. Assess your application to check we can meet your needs.
2. Visit your property, if required.
3. Design your connection to meet Australian standards. We will give you a copy of the proposed design and installation information.
4. Invoice you within 20 Days.

Your invoice is valid for 60 days.

Invoice and payment:



1. Pay your invoice, confirming the proposed design is correct and that you agree to our terms and conditions.
2. Once paid we will schedule your installation.

If we don't hear from you within 60 days we'll assume you have changed your mind.

Scheduling installation:



We will schedule the installation of your new service according to the type of service and work required. Our timeframes for connection are:

- Standard water within 25 days
- Standard sewer within 30 days
- Non-standard water within 35 days
- Non-standard sewer within 50 days

Please note you may need to engage the services of a licensed plumber to complete the internal connections from your meter.

Welcome to our services:



On a quarterly basis we will bill you for your water supply, use and sewer charges. Go to sawater.com.au to receive your bills by email or to sign up to mysawater, offering full account management at the click of a button.