November 2026

Becoming an SA Water customer

We're looking forward to welcoming you as a SA Water customer and we're here to help you prepare and keep you informed.

This update includes important information about the transition of your water services from the District Council of Coober Pedy to SA Water, including **key dates, account transfer arrangements, billing information and support options**.

Reading your water meter

Your next water meter read will be in the first two weeks of December**.** To ensure accurate billing, please make sure the water meter on your property is accessible. If access to the meter is not possible, you may submit a meter reading directly to Council (see the Council website for details).

This reading will:

- be used to calculate your total water usage and prepare your final water account with Council
- become your starting water meter read for your new SA Water account

Transition date

The **water service is planned to transition to SA Water** during **December 2026**. From that time, we'll be responsible for supplying safe and reliable drinking water services to the Coober Pedy community. Your wastewater service will still be managed by Council. When you become a new SA Water customer, you will receive a welcome pack outlining your account information, support options, and the services available to you.

Key dates

Final council meter read/ starting SA Water read: During the first two weeks of December 2026

Expected transition to SA Water: December 2026

SA Water begins charging for water use: From December 2026

First bill from SA Water: March 2027

Outstanding bills with the council

Any money owed to the **District Council of Coober Pedy** for water or other services will remain with the council and will not be transferred to SA Water.

If you currently have a payment arrangement with Council, this arrangement will not transfer to your new SA Water account. If you would like to discuss payment options for your new account or set up a payment arrangement with SA Water, please contact us and we'll be happy to help.

Construction update

Works to upgrade Coober Pedy's water system are already underway. Upgrades to the water treatment plant will improve the safety and reliability of the system, as well as delivering water quality benefits.

From November, **we will be developing a new water depot for local staff** at the corner of Hutchison Street and O'Neill Court. Residents and nearby businesses may notice increased construction activity in the area during this time, including noise, dust and the movement of vehicles and equipment.

We will minimise disruptions to your water supply and impacts to local residents during construction as we carry out these works.

Financial hardship

If you are having difficulty paying your bill, our financial assistance program provides personalised support, including flexible payment arrangements tailored to each person's individual situation. The sooner you contact us, the sooner we can help find the right solution for you. To discuss the support options available, please call us on **1300 SA WATER (1300 729 283)**.

Concession Discount

If you are already receiving a concession for water, this will be automatically applied directly to your water bill, reducing the amount you need to pay. To check your eligibility or apply if you are not already receiving a concession, visit Concessions SA at www.sa.gov.au/topics/care-and-support/concessions or contact them on 1800 307 758.

You will need your SA Water account number to apply. If you do not yet know your account number, it will be provided in your **Welcome Pack**, which will be sent when you become an SA Water customer.

Stay informed

If you'd like to receive future updates directly to your inbox, scan our QR code and subscribe via our Water Talks website. Or you can email us at **Coober_Pedy_Transition@sawater.com.au** or contact us on **1300 SA WATER** (1300 729 283).