



Upgrading our water mains

so you always have safe clean drinking water

If your water main is being replaced, this brochure has information about the work we do and why, as well as what you need to do and how you can contact us.

Our annual water main replacement program delivers proactive maintenance of Adelaide's water distribution network. Regular annual and proactive reviews ensure their integrity and determine when they need to be renewed.



Government of
South Australia

What to expect when we upgrade your water main

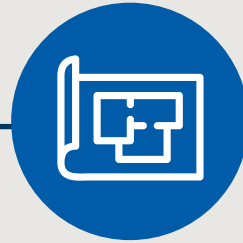
If the pipes in your street are being renewed, we have a clear process to ensure the work is done efficiently and with minimal disruption to you and your community.



Your water main is identified for renewal to ensure reliability and longevity



Site visits are undertaken by the project team to understand community and environmental needs



We plan and design the water main renewal



Customers are informed of the schedule of works



We keep disruption to a minimum

We are committed to keeping disruption to a minimum and work with our contractors to do the same. However, you may experience:

- noise and dust from construction equipment and vehicles
- increased traffic in and around your local street
- restricted access to properties while digging trenches and laying new pipes
- temporary parking restrictions
- excavation work on roads and footpaths
- temporary interruption to your water supply.

To ensure safety, we will also manage traffic and walkways around the work site.

The excavated trench will be backfilled at the conclusion of each day to ensure safety and to minimise disruptions to traffic or property access.



Working hours

Most work will be undertaken between 7am and 7pm Monday to Friday. In high traffic areas or at locations where water supply is critical, work may happen at night or on the weekend. Advance notice of construction timeframes will always be provided, unless there are unplanned technical constraints.



Locations for the new water main are marked on the road



Pipes and machinery are placed in safe areas along the street ready for crews to use



Construction of the new main begins:

- Traffic management is put in place to ensure your safety
- Trenches are dug and pipes are laid in sections
- Trenches are backfilled each day for safety and to enable traffic movement
- Connections to your meter are moved from the old to the new main
- Roads and any impacted landscaping is reinstated soon after completion



Water main renewal is complete



Interruptions to your water supply

Temporary interruptions to your water supply will be required as we transfer connections from the old main to the new main. These are usually scheduled during the middle of the day when demand for water is at its lowest. Overnight outages may occur in areas where day works are not practical, for example in school zones.

You will receive a minimum of four days' notice before your water service is temporarily interrupted, to enable you to prepare.



Finalising the work

Once the pipes are laid, roads and landscaping are reinstated to the original condition as close as practical. Road reinstatement will occur soon after completion of the works, but opened to traffic as soon as possible after the work is finished.

About our water mains

Pipes

We own, operate and maintain more than 27,000 kilometres of water mains across the state. Our water network consists of large trunk mains that transfer high volumes of water between our reservoirs, the River Murray, water treatment plants, the Adelaide Desalination Plant and more than 540 storage tanks. Smaller reticulation mains connect to the trunk mains and run along most suburban streets to provide water to your home.

Water mains are generally very reliable and have an asset life of approximately 100 years. Some mains may last longer and others may need to be replaced sooner, depending upon ground conditions and the type of material used.

Why main breaks happen

Water mains can break for a number of reasons, but the most common cause is ground movement. For example, during years of low rainfall, we have a higher rate of main breaks. Low rainfall causes soil shrinkage and hardening, making pipes more prone to failure.

Data reported by the Australian Bureau of Meteorology shows that Adelaide's break rates are consistently lower than those in Brisbane, Sydney and Melbourne.

Laying pipes

Most pipes are made of PVC and laid in 6 to 9 metre segments to accommodate easy transportation. Pipe trenches are dug around 1.2m deep, but may be deeper due to the terrain, to accommodate larger pipes or to avoid underground services such as telecommunications.

How to contact us

For further information please contact our Customer Care Centre



1300 SA WATER (1300 729 283)



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watertalks.sawater.com.au

Plan ahead

When we let you know your water is being turned off, you may like to fill:



buckets to manually flush your toilet



some jugs with drinking water and place them in the fridge



your kitchen sink or basins with water for washing hands and dishes.

If you think you'll need more water for other purposes, you may wish to fill your bath or more buckets.



Translation services

عربي /Arabic

للحصول على نسخة من هذا المنشور مترجمة الى اللغة العربية، يرجى زيارة الموقع www.sawater.com.au/mainrenewal

Chinese Simplified/简体中文

如需这份小册子的简体中文翻译版本，请访问网站 www.sawater.com.au/mainrenewal

Greek/Ελληνικά

Για μια μεταφρασμένη έκδοση αυτού του φυλλαδίου στα Ελληνικά, παρακαλώ επισκεφθείτε www.sawater.com.au/mainrenewal

Khmer/ខ្មែរ

សម្រាប់កម្រិតប្រែសម្រួលនៃខ្លឹមសារនេះជាភាសាខ្មែរ សូមចូលទៅកាន់គេហទំព័រ www.sawater.com.au/mainrenewal

Vietnamese/Tiếng Việt

Để có bản phiên dịch của tài liệu này bằng Tiếng Việt, xin hãy truy cập www.sawater.com.au/mainrenewal