

# Strata Water Solutions

Phone: 8172 0816 Email: enquiries@stratawater.com.au



Strata Water Solutions (SWS) has been supplying, fixing, reading meters and managing the SAWater accounts for Strata and Community Corporations for over 21 years. Meters are read throughout the state – Roxby Downs, Robe, Normanville, Victor Harbor, Murray Bridge etc. (with no extra charge for regional services) and all suburbs in the Metropolitan area.

Meters are either fixed by contract plumbers or are incorporated in new building developments or fixed by the customer's own plumber. In our case we stock and install the same meters used by SAWater. They retail at \$100 and are available from the SWS office if you engage the services of your own plumber to install.

**Our standard fee for supply and fit is \$300 (inc GST)** but a written quote is given for all jobs. There are variations e.g. where an isolation ("turn off") valve is required or bricks/pavers are to be removed. If access is an issue, an electronic reader will be required for an additional \$160. This will enable the meter to be read remotely off-site and avoid any interruptions at reading time. It also allows the meter to be fixed in obscure positions e.g. in the ceiling or below a kitchen sink.

SWS read the meters on or around the same time as the Government meters are read by the SAWater readers and is supplied with a schedule of reading dates for all Local Government areas. The SAWater account is received and paid electronically in our office on the due date and the unit owners are "sub billed" based on the private water meter reading - they pay for what they use only. There are minor adjustments to balance to the SAWater account usually due to variations in the reading date.

There may also be larger adjustments for "common ground" usage (readily identified by subtraction from the main meter) and this can by request, be either split evenly over the entire group or billed separately to the Strata/Community Corporation.

Customers can pay their accounts at any Commonwealth Bank, Bpay (savings a/c only) Credit Card or by cheque or money order posted to the office.

**After the meters are fixed, Strata Water Solutions will bill for a fee of \$12.00 per unit per quarter (inc GST) :-**

1. Read the private meters and the SAWater meter in accordance with the SAWater quarterly reading schedule.
2. Receive accounts from SAWater and pay electronically on the due date
3. Prepare itemised accounts for individual unit owners and collect payments
4. Prepare a Body Corporate Summary of total water usage and provide it to the Body Corporate Manager
5. Undertake Special readings if/when requested (\$16.50 each) for settlement purposes
6. Investigate/identify abnormal usage and report to the Body Corporate

The overall advantages of private metering are evident

1. Individual meters measuring individual water usage
2. Pay for what you use
3. Meter fitted to your unit and owned by you
4. Identification of high water users
5. Identification of abnormal usage e.g. leaking toilet cisterns or leaking common ground pipe work
6. If your unit is rented, you have the opportunity to write into the Tenancy Agreement that the tenant is responsible for all water used. A standard tenancy agreement does not have this condition and in fact, the Landlord is responsible for the first 125/135 Kls under that agreement. Our experience is that tenanted units use the most water and this is much to the discontent of permanent owners on the site



If the concept of private metering is of interest, please ring 8172 0816 to discuss the matter further but remember to firstly consult your Body Corporate Manager and/or an on-site representative (usually the Presiding Officer) of the Strata/Community Corporation. No action can be initiated by an individual without the consent of the Corporation. If you request a quote and don't proceed with the job, a \$55 call out fee will apply.