

## Newsletter to Customers of Barossa Infrastructure Ltd

13 January 2025

### *Manage your BIL water carefully*

We are very aware that many BIL customers need additional temporary water this Water Year. We currently do not have any to distribute.

We have asked SA Water if they can transport more water to us this Water Year. SA Water advised that they cannot.

We cannot allow customers to use some of their Off Peak water during the Premium period. Until 1<sup>st</sup> April you can only use the Premium water that remains available on your account.

We cannot allow customers to go into excess water use. **If you go into excess, we will suspend (turn off) your water supply.**

### *Why?*

Our Water Transport Agreement with SA Water specifies the maximum volume we can take from SA Water in summer. If we exceed that (say by allowing some Off Peak water to be used in the Premium period or by customers going into excess), SA Water may temporarily supply us with no water. If this happened, no customers would have access to BIL water during this time.

The BIL Customer Contract says:

Clause 9.4 “Nothing... entitles the Customer to take more water than its Water Entitlements allow.”

Clause 11 “The Customer will not take any water from its Water Delivery Point in excess of its Water Entitlements.”

### *So, what can you do?*

Your best option now is to agree with another customer to transfer water between yourselves. [Fill in this form](#) and return it to us by email or to the office in person.

If you need additional temporary water but cannot find a customer willing to transfer, [fill in this form](#) to get on our waiting list. The list is long, and we may not be able to allocate you any

additional water this Water Year. While on the waiting list, **you can only use the Premium water that you currently have remaining on your account.**

If you have more BIL water than you will use this Water Year, [fill in this form](#) and we will distribute it to customers on our list.

From 1<sup>st</sup> April, your remaining BIL Off Peak water (if any) becomes available again.

### *Office Closed 22<sup>nd</sup> January*

The office will be closed on Wednesday 22<sup>nd</sup> January due to the Tour Down Under taking over the streets and car parks around the office.

Steve and Caleb will still be available for any water supply issues.

### *Contacts for BIL*

<u>Barossa Infrastructure Ltd</u>			<u>Infrastructure Maintenance Services</u>	
Simon Schutz	0403 743 199	<a href="mailto:Simon@BIL.net.au">Simon@BIL.net.au</a> (Mon - Fri)	Steve Dewar	0418 845 738
Adam Broadbent	0427 714 019	<a href="mailto:Adam@BIL.net.au">Adam@BIL.net.au</a> (Mon, Tue, Fri)	Caleb Staehr	0432 074 572
Office	8563 2300	Wed - Fri 8.30-1.30 & 2.00-4.00		

If you would like to discuss anything BIL related, please call Simon.

