

## Newsletter to Barossa Infrastructure Ltd Customers

22 February 2023

### *High Flow, Low Pressure*

The combination of high flow due to the hot and dry weather, one pump out of action at Olsen (Airfield) pump station and a relatively low Warren reservoir water level, has stretched some parts of BIL's network to its limits. Over the next few days, we expect a small number of customers to experience low pressure and so lower flow rates.

Compounding this is blocked or partially blocked customer filters.

**If you experience low flow, please first clean your filter. If low flow persists, please call Steve.**

### *Poor Water Quality*

As the water level in the Warren reservoir drops (in preparation for [SA Water's outlet works](#) over winter), we are seeing highly variable water quality. I continue to speak with SA Water but there is not much that can be done this side of vintage.

Customers in the Ebenezer area may also experience partially blocked customer connections or filters due to cut grass in the water.

As mentioned earlier, please first clean your filter and if low flows persist, call Steve.

### *Customer Contract Termination Policy*

A Customer Contract Termination Policy for customers who do not pay their BIL invoices has been developed. This is nothing new - the policy is consistent with the Customer Contract and simply formalises how we already work with customers in this situation.

If you find yourself in financial difficulty, please give me a call sooner rather than later.

Customer Contract Termination Policy: <https://barossainfrastructure.com.au/wp-content/uploads/BIL-Customer-Contract-Termination-Policy.pdf>

Customer Contract: <https://barossainfrastructure.com.au/wp-content/uploads/BIL-Customer-Contract-2017.pdf>

### *Additional Water and Surplus Water*

Contact Neville if you need [additional temporary water](#) or if you expect to have [surplus temporary water](#) this Water Year.

### *Contacts for BIL Operations*

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