

Newsletter to Barossa Infrastructure Ltd Customers

26 March 2020

COVID-19

We have decided to temporarily close BIL's office to customers and members of the public to help minimise the spread of COVID-19.

We are contactable by phone and email, like usual.

Payments, temporary transfer forms and the like are best sent to us electronically. If you don't have a scanner, text or email a photo of the form straight from your smartphone.

If you must bring in hard copies of forms, please place them in the letter box located in the brick wall at the entrance to BIL. If paying by cash or cheque, call the office before you come to ensure someone will be available to take it straight out of the letter box.

Operationally, Steve and Caleb will be working separately so if one becomes ill the other should be able to continue working to keep your water flowing.

If you need to speak with them, please do this via phone rather than in person at your customer connection.

Our workshops normally hold parts and equipment so that Steve and Caleb can fix almost every burst, breakdown or failure in the network. We have purchased some additional parts should supply chains become severely disrupted.

We have also increased the frequency of maintenance on critical parts of the network so that if a full lockdown occurs, we have given ourselves the best possible chance of remaining operational.

If you have any questions, please give me a call.

Contact for BIL Operations

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Simon Schutz | General Manager