

Dear Sir/Madam,

Congratulations on your recent purchase of a property at Lightsview.

Water Utilities Australia supply recycled water (reWater) to properties in the Lightsview Estate as a safe and environmentally responsible alternative to potable water for garden irrigation and toilet flushing. The reWater supply to your property is metered separately to your drinking water and you will receive a separate bill for your reWater supply from Water Utilities Australia. Drinking water will continue to be supplied and billed by SA Water. By using reWater, you will be helping to reduce Adelaide's reliance on water sourced from the River Murray and desalinated water. By using reWater, Lightsview residents are demonstrating their active care for the environment.

In order for us to keep our records up to date, please complete the enclosed 'Lightsview Customer Details Form' and return this form to us by posting it to:

Water Utilities Australia
Suite 1005, 147 Pirie Street
ADELAIDE SA 5000

Alternatively, you can send your completed form to us by email to info@wua.com.au or fax **(08) 7999 7599**.

If you have purchased a property that is yet to be built or is not currently connected to the recycled water network, please arrange the connection of your recycled water service by contacting us on lightsviewconnections@wua.com.au or **(08) 7999 8555**. Someone (owner, tenant, builder) will need to be present at the time of connection as a recycled water cross connection audit is required to be undertaken to confirm that your property has been safely connected and that reWater is only being plumbed to safe applications (i.e. toilet flushing, garden watering, etc.). This requires access to your property to check all water services and will be undertaken at a time that is convenient for you.

If you are starting construction of a new property, it is important that your house is properly plumbed to enable the reWater connection to be safely made. Your builder or plumber should be aware of the requirements if you advise them that your property is being connected to ReWater. If you have any questions about this process, please contact us on the above details.

Also enclosed in this pack is a brochure about reWater, including what reWater can and cannot be used for, information on connecting to the Lightsview reWater system and our Standard Customer Sales Contract that sets out the terms on which we supply recycled water retail services to you as a customer. We will supply "Warning – Do Not Drink" stickers upon the meter installation. Regulations require these stickers to be placed next to any tap that recycled water is supplied through, including toilets.

If you require any further information about your recycled water service, please call us between 10:00am and 4:00pm Monday to Friday on **(08) 7999 8555** or visit our website, www.lightsviewrewater.com.au.

Yours sincerely,

Customer Service Team
Lightsview ReWater

Lightsview ReWater Supply Co Pty Ltd

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