



TRACE A PLACE

UTILITIES

(THE WIRES AND WHEREFORES)

c/- Service to Youth Council Inc.,
128 Glen Osmond Road,
Parkside. S.A. 5063.
Phone 272 2544.

UTILITIES

The Wires and Wherefores

- OR: how to get - the telephone connected
- the gas turned on
- the power turned on
- the garbage taken away

(1) LET THERE BE LIGHT (Electricity)

Who Controls It?

The Electricity Trust of South Australia (E.T.S.A.) supply power to the houses of people living in Adelaide.

How Do You Get It?

When you move into a house or flat, the electricity will usually be connected. But, the power may have been turned off by E.T.S.A. If this has happened, there will usually be a form left for you to fill in. This is called a transfer form and it must be filled in and returned to E.T.S.A.

If there is no power and no transfer form, you should check the fuse box to see if the power has been turned off at the switch. While you are there, check to see if any fuses have blown.

If you are still having problems after you have checked these things, ring E.T.S.A. on 223 0383 or a regional office, and ask if the power has been turned off to your house or flat.

How Much Will It Cost?

The Electricity Trust asks you to pay a deposit or bond to have electricity supplied to your home. There are no age restrictions on you having an account in your name.

If you have had an account in your name with E.T.S.A. in the last two years, and have paid the bills when they were due, you won't have to pay a bond.

Electricity accounts are sent out every 3 months. The cost of these can vary depending upon how much electricity you use. For a household that only has electric heating and/or cooking and no gas, the cost could be up to \$100 for 3 months. It will cost you a lot if you use electric heaters, clothes dryers and have a waterbed for example. E.T.S.A. put out a pamphlet telling you how much power certain appliances use. It might be an idea to have a look at this to see how much different things will cost you.

What If I Haven't Got Much Money?

If you are a pensioner, that is receiving a pension from the Department of Social Security, then you won't have to pay a deposit providing that you pay your accounts when they are due. If you are unemployed, you will still have to pay the deposit. But, if you are having trouble paying the account, go and see someone at E.T.S.A. to see if you can pay a little back at a time.

Who has to pay to get things fixed?

If the problem is that the supply of electricity is not getting to your house, then E.T.S.A. will usually fix it. But, if the problem is something which is wrong in your house, like a fuse, you must get an electrician in to fix it. If the house is rented, it will often be up to the landlord to pay for the cost of repairs. But, if the problem occurred because of damage or neglect by you, you will be the one who has to pay for it.

What happens to the deposit?

When you move out of your house or flat, the \$35 deposit will be taken off the amount that you owe. For example, if you only owe \$20, then you would receive \$15 of your deposit back.

What happens if I don't pay my account?

If you don't pay the account, the Electricity Trust will cut your power off. You must go into one of the E.T.S.A. offices and ask to talk to someone about your account and why you are having problems with it. They may let you pay it back a little at a time.

Contact: The Electricity Trust of South Australia,
 25 Grenfell Street, Adelaide
 Phone 223 0383.

There are also branches of E.T.S.A. in various suburbs listed in the telephone book.

(2) GOING TO GET THE GAS.....

Where does it come from?

The South Australian Gas Company supplies gas to house-holds in Adelaide.

How Do You Get It?

When you move into a house or flat, there will usually be a transfer form for the gas account there to fill in. You must fill this in and send it or take it to the gas company along with a deposit. If there is no transfer form at the place you can go to the gas company and ask for one. If there are any problems with the gas supply, ring the gas company on 217 0111 or a suburban office.

How Much will it Cost?

The South Australian Gas Company asks for a \$40 deposit to have the account put in your name. As with the electricity there are no age restrictions on having an account in your name. If you have had an account with this company in South Australia in the last three years (for twelve months or more) and you have paid your bills when they were due, you will not have to pay a deposit.

What if I haven't Got Much Money?

If you are a pensioner you don't have to pay a deposit as long as you pay your accounts on time. If you are unemployed, you will still have to pay the \$40 deposit.

How Often Do the Bills Arrive?

The gas company sends out accounts every 2 months. If you are having trouble paying an account, go and see someone at the gas company and explain this to them. It is possible that they will let you pay the money that you owe in small amounts, instead of all at once if you do this.

If you don't do anything about the account, they will cut the gas off.

What happens to the Deposit?

When you move out of a house or flat, you must contact the gas company and tell them. The bond will be taken off the amount of money that you owe them.

Contact: The South Australian Gas Company,
 35 Waymouth Street, Adelaide.
 Phone 217 0111.

There are also offices in those suburbs listed in the telephone book.

(3) RINGING IN THE EARS (Telephones)

Who Provides Them?

Telecom Australia is the company that supplies us with telephones.

How Much Do Telephones Cost?

(a) The first thing that you will have to pay for will be the cost of changing the telephone account into your name. This can cost as much as \$15 plus rental.

It is cheaper to do this changeover as soon as you can.

(b) The second thing that you will have to pay for will be the rental of the phone which must be paid in advance. The current cost of rental for 3 months is \$26-25. This money must be paid in advance, and it will have to be paid every 3 months.

(c) The third thing that you will have to pay for with a telephone is the calls that you make. Local calls cost you 12 cents per call. It costs more to call people interstate, especially during the day. It's a good idea to pay as you use the telephone if you have one. This at least means that you have some money to help pay the bill when it arrives. These bills or accounts are sent out every 3 months.

What If I Haven't Got a Phone and I want one?

If the place where you are living has had a telephone connected up until very recently, it may cost you about \$15 to have it re-connected. But, it can cost you as much as \$150 to have it reconnected. If the house or flat has never had a telephone connected in the past, it will cost you \$150 to get one.

Can I get rid of the Telephone if I don't want to have to pay for it?

If the house or flat where you are living has got a telephone and you don't want to have it there, you can ask for Telecom to take it away. In this case, ring Telecom and ask them to disconnect the telephone.

Contact:

Telecom Australia,
The Advertiser Building,
127 King William Street,
Adelaide.
Phone 225 9111.

If you are having trouble with your telephone, call the following number: 1100.

(4) WHERE DOES ALL THE GARBAGE GO?

Who Collects It?

Local Councils are responsible for providing a garbage collection service in each area of Adelaide.

How Often Does It Happen?

Usually the garbage is collected once a week, on a particular night, or morning.

What Will They Take?

You must usually have your rubbish in a bin. The number of bins you are allowed to put out varies from area to area. Garbage collectors will not usually take away larger items like old furniture or branches of trees. But once a year, most councils have a special rubbish collection where any larger pieces of rubbish can be collected and taken away.

How Do I Know When It Happens?

Normally if you watch which night other people in your street put their bins out on the footpath you will know when the garbage collection happens. You can ask a neighbour if you're unsure. If you are still left in the dark, you can ring your local council and ask about it. All the councils are listed in the blue pages of the telephone book under "Local Government".

Do I Have to Pay to Have my Rubbish Taken Away?

Councils ask people who own houses or flats in the local area to pay "rates". These are amounts of money which go towards paying for such services as garbage and the upkeep of parks and roads. So, if you are renting a place you will not have to pay rates. You will not have to pay any specific money towards garbage collection either. But, some of the money that you pay to your landlord in rent will go towards paying for garbage, roads and parks.

(5) HOT AND COLD RUNNING PROBLEMS (Water)

Who Supplies It?

The Engineering and Water Supply Department of South Australia supplies water to households in Adelaide and country areas.

How Much Can I Use?

Every household is allowed a certain amount of water for every six months that they can use. If you use over the set amount of water you will have to pay extra money for this. You will be sent a small piece of paper every 6 months which says how much water you have used.

What Will It Cost Me?

If you live in a rented house or flat, the landlord will have to pay. Water and sewer rates every six months. So, you will not have to pay for these. But, if you use extra water, that is, more than you are allowed for that 6 months, you will most probably have to pay for the extra. The charge for "excess water" is 32 cents for every kilo litre of extra water that you use.

What If a Pipe Bursts?

If a pipe bursts or is leaking above the ground within your garden or yard you will have to get a plumber in to fix it. The landlord in most cases will have to pay the cost of this. But, remember to get written quotations from plumbers, electricians or anyone doing some work for you so that you know beforehand how much it is going to cost.

If a pipe is leaking or has burst underground in your yard, you will still have to call in a plumber to fix it. But, the Government will allow you some more water to make up for the water that you lost through having a leak. An inspector will come around from the Engineering & Water Supply Department and read the water meter. They will then allow you about half the amount of water that they think you have lost through having a leak without charging extra for it.

Contact: The Engineering and Water Supply Dept.
 Head Office: State Admin. Centre,
 Victoria Square, Adelaide.
 Phone 227 9911.

The number to ring to inquire about burst pipes or complaints is 211 7166.

There are offices in other areas of Adelaide which may be closer to where you live. These can be found on page 40 of the telephone book.

(6) A SEWER-CIDE NOTE! (Sewerage)

Who Does This Job?

The Engineering and Water Supply Department (E. & W.S.) is responsible for sewerage removal from households.

What is the Cost?

If the house is a rented place, then the landlord must pay "sewer rates" to the Department concerned. Thus, you will not have to pay as you contribute through your rent. It is only when you own a house that you must pay all of these rates.

What If the Toilet Won't Work - Who Fixes It?

If you have a problem with your "loo" and it won't work, you will have to call a plumber in to have a look at it. Usually the landlord will have to pay for the cost of this. If it was something that you did to break the loo or stop it from working, then you may have to pay for it.

If the reason is more serious than just a simple blockage in the pipe for example, you may have to ring the Engineering and Water Supply Department and tell them about the problem.

Contact: The Engineering and Water Supply Department,
 Head Office: State Admin. Centre,
 Victoria Square, Adelaide.
 Phone: 211 7166

So, you may have problems with all the things that we have talked about in this pamphlet from time to time

Remember, if you are unsure about something, ring the people concerned and ask about it!