

REGULATION ROUNDUP

ISSUE 58 | September 2026

A bulletin for Electrical, Gas and Plumbing industry workers brought to you by the Office of the Technical Regulator

IN THIS ISSUE

Message from the Technical Regulator

Welcome to the 58th edition
of Regulation Roundup.

Gas Installation and Appliance Safety Activity Summary 2025/26

12



Electrical Bulletin

8



Gas Bulletin

11



Plumbing Bulletin

19

FOR TECHNICAL ENQUIRIES:

Electrical

P: 08 8226 5518 (8am – 4:30pm)

Gas

P: 08 8226 5722 (8am – 4:30pm)

Plumbing

P: 1300 760 311 (8:30am – 4:30pm)



Government of
South Australia

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MESSAGE FROM THE TECHNICAL REGULATOR

Welcome to issue 58 of Regulation Roundup.

Now that Regulation Roundup is primarily an electronic publication, we are no longer as constrained by length. In this edition, we have included a number of articles contributed by other participants across the industry. We will continue to ensure these articles remain relevant and provide information that is useful to the trade.

Regulation Roundup is an excellent platform for sharing advice and important updates with the industry, and we hope you find the information both practical and valuable. As always, we welcome your feedback. Is this edition

meeting your expectations, or are there other topics you would like us to cover in future issues?

Our focus has always been – and will continue to be – safety, both in carrying out the work and in ensuring the ongoing safety of installations. That commitment remains the primary objective of Regulation Roundup.

I believe this edition is once again packed with useful information, and I encourage you to take the time to read it.

Robert Faunt, Technical Regulator

IN THIS ISSUE

Message from the Technical Regulator	2
CONSUMER & BUSINESS SERVICES	3
New Taskforce Delivers In Dodgy Tradie Crackdown	
INFRASTRUCTURE	4
Updated Standard & Advisory Note Released For Dual Reticulation Systems	
TAFE	5
Lecturer Electrical TAFE SA	
SA POWER NETWORKS	6
Keeping Small Embedded Generation CER Compliant: Updated Roles & Responsibilities For Industry	
MASTER ELECTRICIANS AUSTRALIA	7
MEA Brings Industry Together With a Line-Up of Events	
POWERING SKILLS ORGANISATION LTD	7
Media Release Electrical Apprentices	
ELECTRICAL BULLETIN	8
Mechanical Protection Of Wiring In Battery Systems	8
Excessive Voltage Drop In Battery System Backup Arrangements	8
The Modern Bathroom	9
ELECTRIC SHOCKS AUGUST 2026	10
GAS BULLETIN	11
NG & LPG Consumer Connections from Distribution Networks as of 30 June 2025	11
Gas Installation & Appliance Safety Activity Summary 2025/26	12
Expiation Notice Report	13

New office address

Please note, from 6 October 2026, the street address for the Office of the Technical Regulator will be:
Level 7, 30 Gouger Street,
Adelaide SA 5000

Same Issues, Same Risks: Ongoing LP Gas Installation Non-Compliances	14
LP Gas Cylinder Restraint Rules (AS/NZS 5601.1:2022)	14
Location of LP Gas Cylinder Regulator	14
Commissioning LP Gas Regulators	14
Identification of Pipework	15
Do We Really Need To Commission?	15
Elevated Pressure Installations	16
PLUMBING BULLETIN	19
Hydraulic Design Submissions – Updated Lodgement Timeframes & Industry Expectations	19
7–10mm Screenings Used As A Bedding Material For Sanitary Drainage	20
Expiations Issued During the 2025–2026 Financial Year	21
Use of Garden Weed-and-Feed & Similar Chemical Hose-End Products	22
BPAA Counterfeit / Non-Approved Backflow Prevention Devices	23
Lead Free Plumbing Transition – Key Dates & 2028 Installation Extension	24
Mandatory Heated Water Temperature Delivery Control	25
Plumbing Compliance Alert: Cool Room Floor Waste Gullies	27
LIST OF COMMON AUSTRALIAN STANDARDS	28
CONTACT LIST	30

CONTENTS

CONSUMER AND BUSINESS SERVICES

New Taskforce Delivers In Dodgy Tradie Crackdown

The newly established **Building Industry Response Team (BIRT)** at Consumer and Business Services is already delivering effective enforcement outcomes.

Since commencing in March 2026, BIRT's efforts have resulted in:

- expiations totalling more than \$260,000
- 122 warning letters and 53 compliance letters issued to traders
- public warning notices against 8 tradies, alerting consumers to avoid doing business with them
- 19 matters referred for further investigation and possible prosecution action.

These are the results of proactive monitoring across the building industry, reviewing 'dob in' reports from industry members and the public, and examining more than 360 complaint files from consumers who encountered difficulties while undertaking building work.

The expiations relate to investigations about unlicensed trading, falsely promoting a business as licensed, not taking out Building Indemnity Insurance where required, failing to supply contracted services, and failing to attend a Compulsory Conciliation Conference with CBS.

Strengthening Industry Integrity

BIRT's enforcement activity follows significant building industry reform in South Australia, with new offences and significantly higher penalties since January this year. The reforms expanded the number of offences now expiable by CBS, with \$5,000 expiation fees for key breaches.

The reforms aim to strengthen integrity, fairness and compliance across the building industry while providing stronger protections for consumers and compliant builders and tradespeople.

Early indications suggest the message is resonating throughout the building industry, with increased awareness that unlawful conduct will attract scrutiny by the BIRT team and enforcement action. By deterring and disrupting non-compliant behaviour, this helps create a more level playing field for builders and tradies who meet their legal obligations.

Conduct Under BIRT's Watchful Eye

BIRT officers are examining breaches of:

- *Building Work Contractors Act 1995 (SA)* – such as unlicensed activity, taking bigger deposits than the law allows, or not taking out Building Indemnity Insurance when required

- *Plumbers, Gas Fitters and Electricians Act 1995 (SA)* – such as operating without a licence, or unregistered workers performing work
- Australian Consumer Law – such as making false or misleading claims, taking deposits but failing to supply services, not honouring warranties or automatic consumer guarantees, and cold calling or door knocking customers but not complying with contract and cooling off period requirements.

BIRT's Approach To Enforcement

BIRT is taking timely and effective enforcement action where breaches are detected to protect consumers and address non-compliance. In determining the appropriate response, BIRT officers consider factors such as the level of consumer harm, the nature of the conduct, and the response by the builder or tradesperson.

The expanded ability to use expiations allows early intervention for more offences and helps address issues before they escalate. However, where traders have deliberately ignored their obligations or acted recklessly, a stronger enforcement response is pursued. Increased penalties back this up, as repeat offenders can now face fines of up to \$150,000 for individuals and \$550,000 for companies.

CBS can take disciplinary or criminal action, particularly if there has been significant loss to consumers, widespread misconduct, or deliberate and sustained unlawful behaviour. In some circumstances, licensing action may also be appropriate, such as cancellation, suspension or imposing conditions on a licence.

Report Potential Breaches

CBS welcomes reports from industry and members of the public about suspected unlicensed or other unlawful activity. Reports can be made via the [online CBS complaints form](#). Your report can help protect consumers and promote safety and fairness in the building sector.

For more information about building and construction industry reforms visit www.cbs.sa.gov.au/BCIchanges.

Updated Standard & Advisory Note Released For Dual Reticulation Systems

The Technical Regulator has published a variation of the [Standard for Dual Reticulation Infrastructure](#) in the [South Australian Government Gazette](#) on 14 May 2026.

The updated Standard sets out the minimum requirements and responsibilities for all parties involved in the design, installation and construction of dual reticulation infrastructure. Its purpose is to support the safe and reliable delivery of water services to South Australian consumers.

The OTR Water and Sewerage Infrastructure Team, in conjunction with the Plumbing Team commenced a review of the Standard (originally published 9 April 2020) in 2025. The review identified opportunities for improvement and sought to ensure the Standard continues to support industry compliance and best practice. Following a thorough review and comprehensive consultation with key stakeholders and the water industry, variations were made to the Standard.

The revised Standard provides clarity on mandatory requirements for the installation and connection of dual reticulation systems to properties which standardises industry practice to reduce the risk of cross connections. This Standard is in addition to requirements set out in the Water Services Association of Australia (WSAA) codes.

Legacy assets are not expected to be updated, the intent is that going forward, the design, installation and construction of dual reticulation infrastructure including – up to the point of connection will be in accordance with the Standard.

To further support industry compliance, the OTR has also released a [Non-drinking Water Meter Reading and Monitoring in Dual Reticulation Systems Advisory Note](#). The advisory note outlines relevant compliance obligations under applicable standards and codes and provides guidance on best-practice approaches to non-drinking water meter reading and monitoring.

The Standard, advisory note and additional information, including FAQs, are available on the OTR Infrastructure technical regulation webpage:

<https://www.energymining.sa.gov.au/industry/regulatory-services/office-of-the-technical-regulator/infrastructure-technical-regulation>

Should you have any questions, please do not hesitate to contact the OTR Water and Sewerage Infrastructure Team at DEM.OTRWSInfrastructure@sa.gov.au or (08) 8226 5500.



TAFE

LECTURER ELECTRICAL | TAFE SA

THE GROWING DEMAND FOR ELECTRICAL TRADESPEOPLE

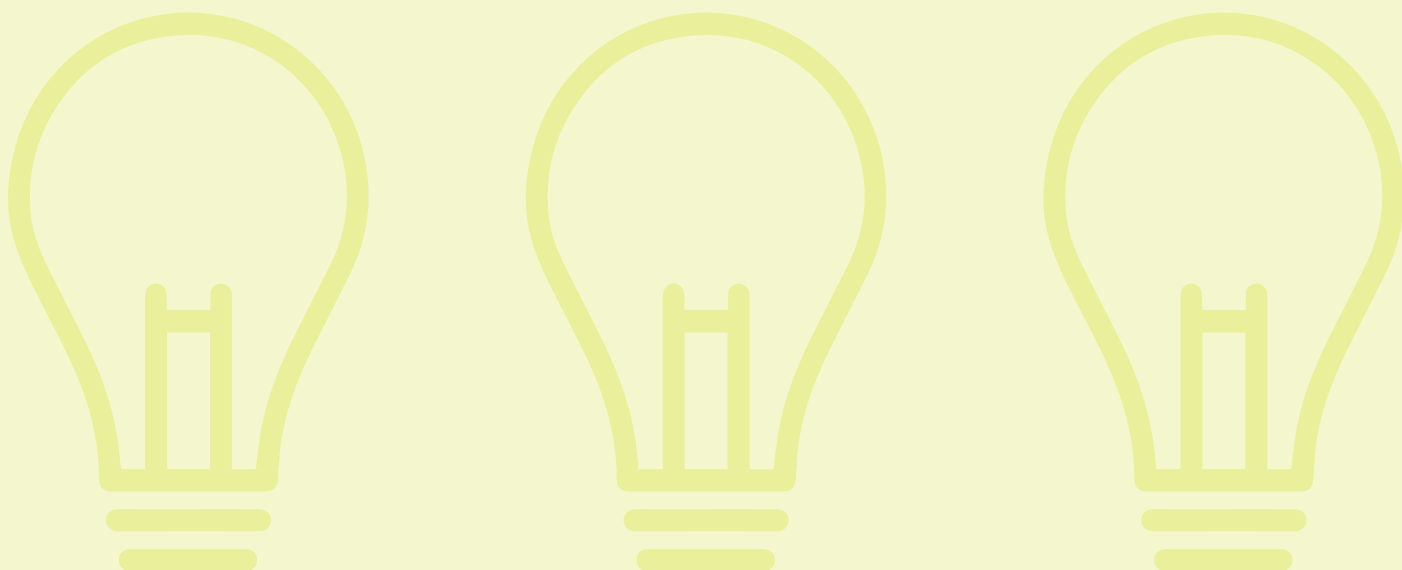
The growing demand for electrical tradespeople is becoming increasingly evident in today's market. Our industry is currently experiencing a shortage of skilled and qualified workers. Addressing this escalating demand requires ensuring that a greater number of apprentices are trained to a high standard, both on the job and through their studies at trade school.

To support the best possible outcomes for learners, TAFE SA invests in its teaching staff by attracting highly qualified candidates with strong hands-on industry experience, supported by relevant educational qualifications and practical training. As apprentice numbers continue to grow, so too does the need to recruit additional qualified lecturers to educate and support these learners. TAFE SA is therefore seeking motivated and experienced lecturers to join its team at the Tonsley Campus.

So, what qualifications do you need to become a TAFE SA lecturer?

- Minimum 5 years industry experience
- Experience and up-to-date knowledge and understanding of the Electrotechnology Industry
- A broad range of experience is preferred, including across Commercial, Industrial, Domestic, Mining
- Current Unrestricted Electrical Licence
- Qualifications in the electrical area – Minimum Cert III Electrotechnology
- A Certificate IV in Training and Assessment (40116 or 40122) is desirable but not essential

If this opportunity interests you, please send your resume to ashley.clarke@tafesa.edu.au, and we will be happy to arrange a chat. TAFE SA is also seeking to recruit lecturers who already hold the required qualifications. If this applies to you, we also encourage you to submit your resume to the same email address.





Keeping Small Embedded Generation CER Compliant: Updated Roles & Responsibilities For Industry

As South Australia's energy system continues to evolve, maintaining compliance for small embedded consumer energy resources (CER) up to 20kW for single-phase and 60kW for three-phase, remains essential to supporting a safe, reliable and secure electricity network.

To help industry stay aligned with current requirements, SA Power Networks has reviewed and updated its [SEG CER Compliance Roles & Responsibilities table](#). The update reflects changes made since the original version was published, including the rollout of export limit and Flexible Exports compliance, along with changes to relevant industry bodies.

The revised table is intended as a practical resource informing industry and customers of their responsibilities in ensuring compliant systems – from standards setting and equipment design, through application, installation, commissioning, operation and eventual decommissioning.

Why This Matters

CER compliance is fundamental to supporting the continued growth of renewables, maintaining power system security, and helping ensure positive outcomes for customers. The refreshed [Roles & Responsibilities table](#) reinforces that compliance is a shared responsibility and that everyone has a part to play.

Industry governing bodies establish and oversee the regulatory, legislative, and technical framework. This includes:

- Federal bodies such as the AEMC and AER, which establish, maintain, and enforce the National Electricity Rules
- The Clean Energy Regulator, which administers compliance for the national Renewable Energy Target Scheme
- State government and state commissions, which set and regulate jurisdictional and technical requirements
- The local regulator (OTR), which monitors and regulates safety and technical standards
- And Standards Australia and peak industry bodies, which support standards development, training, and certification

SA Power Networks' role includes providing and maintaining the tools and systems for applying for connections, supporting customers and industry through the installation process, and managing CER compliance for equipment connected to the grid. SA Power Networks also monitors and manages ongoing compliance during operation.

Solar retailers are responsible for:

- Educating customers on equipment suited to their needs and current standards

- Obtaining the appropriate approvals through SA Power Networks
- Ensuring installations are completed in accordance with applicable standards, including commissioning and close-out
- Managing and rectifying non-compliant installations

Installers are responsible for:

- Installing equipment that complies with electrical and network standards
- Commissioning equipment and completing the connection close-out process
- Meeting relevant safety reporting obligations

Customers also play an important role in ongoing compliance. This includes maintaining systems in line with manufacturer instructions and contractual obligations, maintaining internet connectivity for Flexible Exports sites, and ensuring any setting changes are only undertaken by an authorised installer in line with the Technical Standard. Where systems are decommissioned or ownership changes, customers are also responsible for notifying new owners of relevant obligations and arranging the appropriate disposal or recycling of equipment.

Supporting Better Outcomes For Industry And Customers

The [updated Roles & Responsibilities table](#) is designed to support a clearer understanding of who is responsible for what, and when. A shared understanding helps reduce avoidable non-compliance, improve installation quality, minimise rework and support a smoother customer experience.

SA Power Networks provides self-service tools through the Portal to support compliance and encourages industry participants to address non-compliant applications promptly, educate their teams, and seek support where needed.

For further information, please contact the Customer Service Team on 13 12 61, Monday to Friday, 8:00am to 5:00pm, or email customerservice@sapowernetworks.com.au

MASTER ELECTRICIANS AUSTRALIA

MEA Brings Industry Together With a Line-Up of Events

Master Electricians Australia (MEA) is continuing to support and connect Australia's electrical industry through a range of events and initiatives designed to recognise excellence, support the next generation of electricians, and provide practical learning opportunities for contractors and workers.

In addition to local events, over the coming months, MEA will be hosting several key events, providing opportunities for electrical professionals from across the country to network, share knowledge and celebrate the achievements of the industry.

MEA National Awards – Melbourne

One of the highlights of the MEA calendar, the MEA National Awards will be held in Melbourne on 30 October 2026 from 5pm to 11pm.

The awards recognise the outstanding achievements of electrical contractors, apprentices and industry leaders who continue to deliver high standards of safety, professionalism and innovation across the sector.

The evening offers a valuable opportunity for members and industry partners to come together, celebrate success and recognise the people who are helping shape the future of the electrical industry.

Due to strong industry demand, this year's event has already sold out.

The awards follow the All Energy Australia exhibition and conference at the MCEC 28 – 29 October, where MEA will showcase our latest VR training modules, giving attendees a hands-on look at the technology.

Trans-Tasman Apprenticeship Challenge

MEA has partnered with Master Electricians New Zealand to deliver the Trans-Tasman Apprentice of the Year Challenge, to be held in Auckland in November 2026.

MEA will run the Apprentice Challenge across Australia to determine State winners as well as the five highest-ranked apprentices nationally, who will be named "Australian Trans-Tasman Challengers". The Australian Challengers will be announced in September 2026 and will receive a sponsored trip to New Zealand to compete.

The challenge represents an exciting milestone for the industry, strengthening connections between the Australian and New Zealand electrical sectors while celebrating apprentice excellence and the future of the trade. It also provides apprentices with a unique opportunity to test their skills against their international peers in one of the region's premier industry competitions.



POWERING SKILLS ORGANISATION LTD

Media Release | Electrical Apprentices

Australia Needs More Electricians. The Challenge Is How To Create Them.

New research from Powering Skills Organisation (PSO) has identified one of Australia's biggest workforce opportunities: unlocking the capacity that already exists within the apprenticeship system.

The Electrician Workforce Capacity Study: Why more apprentices are essential and who holds the keys to growth examines how Australia can grow the electrician workforce needed to support the energy transition, housing construction, major infrastructure and economic growth.

The research finds that demand for electricians is expanding rapidly across the economy, far beyond earlier clean energy estimates. While demand continues to grow, the system creating skilled workers is not expanding at the same pace.

Importantly, the report finds the challenge is not a lack of interest in electrician careers. Apprentice demand remains strong and completion rates are among the highest in the vocational education sector.

Instead, the key challenge is how apprenticeship opportunities are created.

Electrical contracting businesses currently train 71 per cent of all electrician apprentices, yet only around one in three employs an apprentice. The report identifies this as the largest immediate opportunity to grow workforce supply within the existing system.

The study also finds that workforce demand alone does not automatically create workforce supply. Apprenticeships depend on employers creating opportunities, and those decisions are shaped by business conditions, costs and capacity.

Importantly, the report demonstrates that workforce growth is possible. During the Boosting Apprenticeship Commencements program, energy apprenticeship commencements increased by around 45 per cent, equivalent to approximately 10,500 additional commencements.

The report concludes that no single group holds all the keys to growth. Expanding Australia's electrician workforce will require a coordinated response across employers, industry and government.

By strengthening the conditions that support apprenticeship creation, Australia has an opportunity to unlock workforce capacity that already exists within the system and deliver the skilled workforce needed for future economic growth.

Read the report:

<https://poweringskills.com.au/publications/electrician-workforce-study>



ELECTRICAL BULLETIN



MECHANICAL PROTECTION OF WIRING IN BATTERY SYSTEMS

The OTR are finding battery installations where the conductors between the power conversion equipment (PCE) and the battery have not been provided with the required mechanical protection.

Clause 5.3.1.4.3 of AS/NZS 5139 requires these conductors to be protected by at least medium-duty conduit, or an equivalent form of mechanical protection, where the battery does not incorporate internal overcurrent protection.

These conductors can carry high fault currents and require mechanical protection to help reduce the risk of a serious arc fault resulting from accidental impact or abrasion.

Modifying conduit by slicing down the centre so it's easy to install after terminations have been made impairs its impact protection.

Some battery system manufacturers have additional covers that may need to be sourced and installed to help maintain this level of protection.

Below is a photograph that shows **no** consideration has been made for mechanical protection of cables.



EXCESSIVE VOLTAGE DROP IN BATTERY SYSTEM BACKUP ARRANGEMENTS

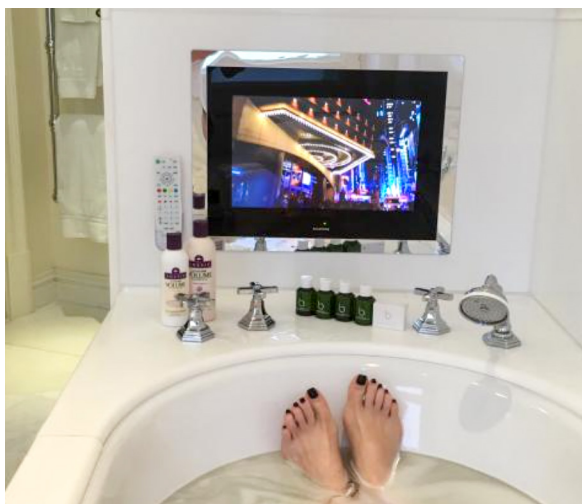
Alternative Supplies fed from battery systems are becoming increasingly common where a battery inverter with an internal or external 'disconnection device' (in accordance with AS/NZS 4777 series) has been installed to provide whole or partial backup to an electrical installation.

An issue OTR are starting to find is that in some instances the disconnection device has been installed some distance from the main switchboard, requiring the submains to be extended to and from the device. The additional cable length increases the voltage drop across the installation, from the grid to the load.

In most cases clause 3.6 of AS/NZS 3000:2018 (+A1 – A3) limits the total voltage drop within an installation to 5%. Where the installation of a disconnection device increases the length of the submains, installers should confirm that the additional cable run does not cause this limit to be exceeded.

In these situations, the increased cable length should be considered during the design stage, and conductor sizes increased where necessary to maintain compliance.

THE MODERN BATHROOM



New bathroom concepts seen on the internet and TV renovation programs have sparked a range of unusual enquiries to the OTR recently. From permanently mounted TV's to electric toilet seats or the sparky's worst nightmare, a chandelier over a bath tub! Throw in the waterfall spout, the omission of a shower screen and a bath in the middle of the room, it can create quite a headache selecting the right accessories and layout.

Most of these unusual requests can be accommodated if consideration is given to the designated zone and required protection rating of the equipment to be installed.

Table 6.1 of AS/NZS 3000:2018 Guidance on the selection and installation of Electrical equipment for baths, showers and other fixed water containers clearly outlines what equipment is allowed in each zone, and if allowed what the minimum IP rating must be.

Some key points to remember when designing an electrical installation in a bathroom:

- Unless otherwise stated, extra low voltage equipment is not exempt from the required IP rating in table 6.1. This is particularly important when selecting pendant lights to hang over baths.
- The restricted zones shown in AS/NZS 3000:2018 Figure 6.1 – 6.14 do not apply where the body is not expected to become immersed or wet in normal service such as around toilets or plumbing valves.
- Electrical equipment recessed into a ceiling such that all live parts are above the lower surface of the ceiling, is considered to be outside any zone immediately below the ceiling.

Remember, the eCoC is signed by the electrician, not the bathroom stylist.

ELECTRIC SHOCK INCIDENT LIST

Shock Source	Cause	Contributing Factors	Injury	Action to Make Safe
Appliance flexible cord.	Cat had chewed through the cord.	Occupier went to use toaster not realising the flexible cord had been damaged.	Occupier received electric shock to hands.	Network Operator attended and identified fault removing toaster from service.
Metal fence and gate.	High resistance neutral connection in distribution pit.	Owner heard the fence humming and received a shock when opening the gate, they could not have known the supply neutral was faulty.	Owner received electric shock to hands.	Network Operator attended site and repaired neutral connection.
Overhead street crossing.	Truck had brought down overhead street cable.	Owner coiled up downed cable and tied it to pole only to later moved it to mow nature strip at the front of his home.	Owner received electric shock to hands.	Network Operator removed damaged overhead cable no longer in service.
Kitchen benchtop socket outlet.	Moisture.	Owner was cleaning tiles behind kitchen bench and did not realise they had allowed water to get into a socket outlet.	Owner received electric shock to hand.	Network Operator attended and isolated faulty circuit involved. Owner to arrange Electrical Contractor to repair.
Light switch in shed.	Water from defrosting freezer.	Canteen worker was cleaning out defrosting freezer, then turned off light switch with wet hands.	Worker received electric shock to hands.	Electrical Contractor attended site to investigate and isolate/repair light switch.
Static charge.	Person exercising.	Person was exercising on yoga mat then went to turn on tap and received shock.	Person received static shock to hand.	Network Operator attended and identified static electricity build up as only cause.
Socket outlet.	Moisture had entered Socket Outlet.	Employee went to turn on water pump not realising non-Ingress Protection rated socket outlet installed outside in the weather had become contaminated with water and dust.	Employee received shock to hand.	Electric Contractor isolate circuit and replaced socket outlet with I.P. rated one.
PV Array connections.	Holding both unprotected cable ends.	Electrical worker held both positive and negative bare cable ends not realising the risk.	Electrical worker received electric shock and burn to one hand.	MC4 style connectors fitted to PV array cable ends and workplace procedures reviewed.
Dishwasher.	Appliance had a dead short Active to Earth.	Owner went to use dishwasher which since the last time they used it had developed a fault.	Owner received electric shock to hands.	Network Operator attended and identified fault in unit isolating circuit.
Switchboard door.	Switchboard door had been left open.	Employee went to close switchboard door and did not realise recent rain had entered the main switch inside liveing the metal frame including the door.	Employee received electric shock to hands.	Network Operator attended identified cause and isolated power source until Electrical Contractor could affect repairs.
Cable connections.	Water dripping onto cable connections.	Worker was cutting water pipe. Water ran onto incorrectly terminated cables adjacent, liveing up water pipe.	Worker received electric shock to leg as he leaned on pipe.	Electrical Contractor isolated circuit and affected repairs.
SWER Neutral conductor.	Contractors cut through underground conductor.	Worker installing underground water pipe next to transformer pole cut return neutral conductor for high voltage SWER system on farm.	Worker received electric shock to hands.	Network Operator isolated SWER transformer supply and repaired neutral return conductor adjacent the transformer pole.
Ceiling void cabling.	Live cables not terminated.	Plumber accessing ceiling void brushed against an unterminated cable assuming it was not live.	Worker received electric shock to hands.	Workplace isolated until Electrical Contractor can affect repairs.
Cable terminated in junction box.	Cable still supplied from switchboard.	Electrical worker terminating conductors at junction box had not realised they had isolated the wrong circuit.	Worker received electric shock to hands.	Electrical worker isolated correct circuit and tested first before resuming work.



GAS BULLETIN

NG & LPG Consumer Connections from Distribution Networks as of 30 June 2025

Gas connections to South Australia's distribution networks continued to grow steadily between 2018 and 2025. As of 30 June 2025, there were **496,640 gas connections** across the state, comprising **489,917 natural gas connections** and **6,723 LPG metered connections**.

During the 2024-25 financial year (1 July 2024 to 30 June 2025), the total number of gas connections increased by **9,479**. This growth included **8,882 new natural gas connections** and **597 new LPG connections**, demonstrating ongoing expansion of both natural gas and LPG distribution networks throughout South Australia.

The adjacent charts show the growth trajectory of gas connections in South Australia, figure 1 highlights the growth in NG connections from 2018 to 2025 while figure 2 show LPG metered connections from 2021 to 2025.

These figures do not provide LPG cylinder connections; however, Gas Energy Australia estimate as of March 2023 there are **135,000** South Australian homes currently relying on LPG for in-home cooking, hot water and heating. As of 2025 Elgas estimates there is **153,000** homes using LPG in SA, that's an increase of **18,000** homes utilising LPG in 2 years.

Gas remains a major energy source for many South Australian homeowners and businesses, and the **demand for unrestricted licensed gas fitters has never been higher**. Apprentices and

plumbers are encouraged to complete the required training and qualifications to obtain Gas Fitting Worker Registration, which allows them to perform any gas fitting work.

For further information regarding licensing requirements, please contact

Consumer Business Services (CBS) on **131 882**. CBS can provide advice on your current licence status and details of suitable training or TAFE courses required to obtain an unrestricted gas fitting licence.

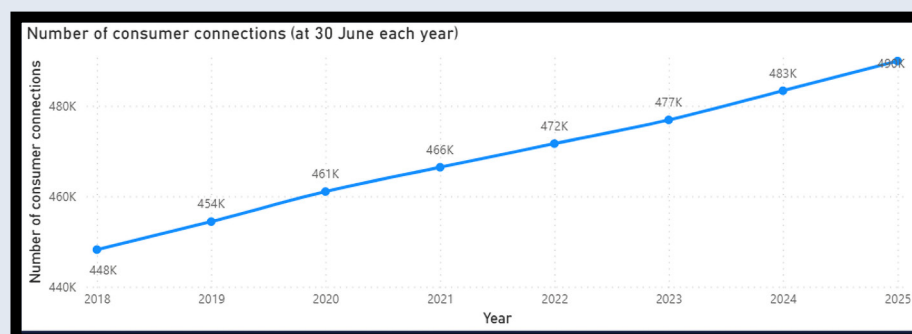


Figure1: Natural Gas Distribution Network Gas Connections

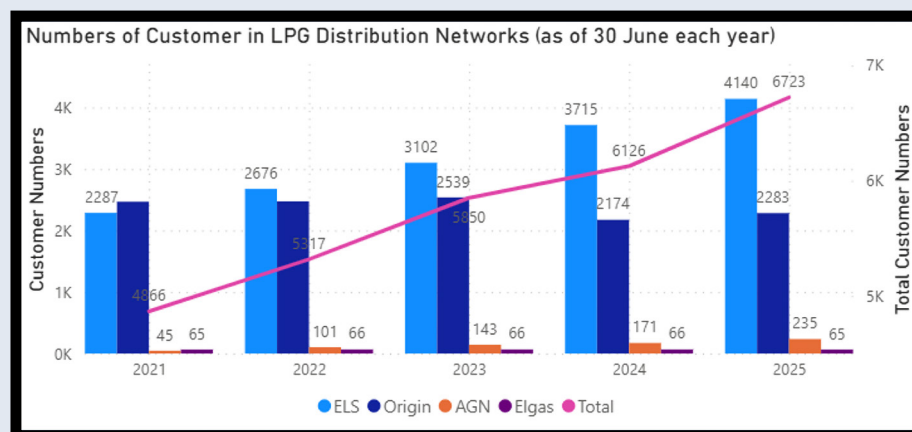


Figure 2: LPG Distribution Network Gas Connections

Gas Installation & Appliance Safety

Activity Summary 2025/26



The Office of the Technical Regulator (OTR) is responsible, under the Gas Act 1997, for the monitoring and regulation of safety and technical Standards with respect to gas installations in South Australia. This involves ensuring that installation work is performed in a safe manner, using appropriate methods and materials that are compliant with relevant Standards.

The monitoring and regulating of gas installation work is carried out by our gas inspectors from the Gas Installation and Appliance Safety team within the OTR who are authorised officers under the Gas Act 1997.

The OTR carries out audits of gas installations to ensure that standards are being met and that only certified appliances are being installed. Complaints and incidents concerning gas installations are also investigated.

Below is the gas inspectorate's activity summary from the last financial year.

Total gas audits undertaken by the OTR – 1290

Audit breakdown as follows:

- 339 industrial and commercial audits
- 736 metropolitan domestic audits
- 114 catering audits (vendors) at public events
- 101 regional audits

Type B appliance certifications – 153

The approved certifications below show the megajoule breakdown groups:

- 34 appliances certified ranging up to 1,000MJ/hr
- 93 appliances certified ranging from 1,000MJ/hr to 5,000MJ/hr
- 26 appliances ranging above 5,000MJ/hr

Remedial work notices issued – 96

- 66 Notice of non-compliance letters issued to contractors
- 30 Notice of non-compliance letters issued to owners
- 131 verbal directions issued

Direction notices given to gas contractors and owners regarding non-compliant installations. Owners issued a direction are required to engage the services of a licensed gas contractor to complete remedial work.

Expiation notices issued – 16

A total of 23 fines were issued; 7 contractors received 2 fines from individual jobs due to multiple breaches being identified.

- 15 contractors issued expiation notices
- 1 owner received an expiation

Under the Gas Act 1997, the OTR can issue a fine to a person who has completed gas work that is not compliant to the AS/NZS 5601 standards, the AS 3814 standard and some parts of the AS/NZS 1596 standard. Where a person is unlicensed or has a restricted worker's licence, the OTR is obliged to advise the Consumer Business Services so that they may further investigate the issue of licensing.

Complaints, incidents and regulatory correspondence – 37

- 19 reactive complaints received and resolved
- 9 reported gas incidents
- 9 referrals to CBS

Engagement and education presentations – 31

- 20 TAFE Cert III and Cert IV presentations
- 9 Master Plumber Association of SA Roadshows
- 2 Public engagements (Caravan and Camping Show and Master Builders Home Show)

Technical advice to industry – 8166

Technical phone and email enquiries received resulting in technical interpretations on Standards or advice / referrals to appropriate industry stake holders over the financial year.

EXPIATION NOTICE REPORT

Location	Non Conformance	Breach	Expiation Issued
Willunga South	Owner - Responsibility of owner or operator of infrastructure or installation	Appendix E.5 AS/NZS 5601.1 and Section 56 (2) of the Gas Act	2
Willunga	Incorrect hose-assembly for freestanding commercial cooking appliance	Clause 6.10.2.7 AS/NZS 5601.1	1
Flinders Park	Failure to provide fire emergency isolation (EFV)	Clause 5.2.11 AS/NZS 5601.1	1
Flinders Park	Prohibited types of joints and fittings (water fittings used)	Clause 4.4 AS/NZS 5601.1	1
Mount Barker	Gas leak on pipework at hot water heater, gas certificate of compliance not submitted	Appendix E.5 AS/NZS 5601.1 and Section 56 (2) of the Gas Act	2
Mount Gambier	Gas leak on pipework at hot water heater, failure to provide fire emergency isolation (EFV)	Appendix E.3.1 & 5.2.11 AS/NZS 5601.1	2
Wynn Vale	Failure to test for gas tightness by installing contractor	Appendix E.3.2 AS/NZS 5601.1	1
Mount Barker	Gas leak on outlet pipework from billing meter	Clause 3.5.1 AS/NZS 5601.1	1
Adelaide	Gas isolation not provided to commercial kitchen when there is more than one appliance & uncapped isolation valve	Clauses 5.2.9.2 & 3.4.3 AS/NZS 5601.1	2
Morphett Vale	Failure to provide fire emergency isolation (EFV)	Clause 5.2.11 AS/NZS 5601.1	1
Morphett Vale	Failure to provide fire emergency isolation (EFV)	Clause 5.2.11 AS/NZS 5601.1	1
Morphett Vale	Failure to provide fire emergency isolation (EFV)	Clause 5.2.11 AS/NZS 5601.1	1
Kingscote	Gas certificate of compliance not submitted	Section 56 (2) of the Gas Act	1
Adelaide	Gas isolation not provided to commercial kitchen when there is more than one appliance & failure to seal pipework provided for future use	Clauses 5.2.9.2 & 3.4.3 AS/NZS 5601.1	2
Mount Barker	Gas leak on pipework at spray booth, gas certificate of compliance not submitted	Appendix E.3.1 AS/NZS 5601.1 and Section 56 (2) of the Gas Act	2
Prospect	3 x non-certified gas appliances installed, gas certificate of compliance not submitted	Clause 6.1.2 AS/NZS 5601.1 and Section 56 (2) of the Gas Act	2

Notices issued between 1 July 2025 and 30 June 2026

Same Issues, Same Risks: Ongoing LP Gas Installation Non-Compliances

Despite repeated industry guidance provided through Roadshows and the Regulation Roundup, inspectors continue to identify non-compliances relating to LP Gas cylinder installations. Of particular concern is that many of the non-compliances being identified involve basic gas fitting.

The following 3 articles that discuss LP Gas cylinder restraints and LP Regulators have been reprinted to reinforce key compliance requirements and assist gas fitters in avoiding common non compliances. Gas fitters are reminded that repeated non-compliance with these fundamental requirements may result in enforcement action being taken.



Storm damage to a side gate which in turn knocked 2 x 45kg cylinders off balance causing considerable strain on the high-pressure pigtail connections.

LP Gas Cylinder Restraint Rules (AS/NZS 5601.1:2022)

Appendix J of AS/NZS 5601.1:2022 integrates mandatory cylinder safety rules directly from **AS/NZS 1596:2026** (The storage and handling of LP Gas). This consolidation ensures gas fitters have clear, direct access to essential compliance regulations without needing to buy both standards.

- **Mandatory Restraint Rule:** Appendix J.4(c) dictates that cylinders with a water capacity between 25L and 200L must be physically secured to prevent falling.
- **45 kg Cylinder Application:** A standard 45 kg LPG cylinder has a water capacity of roughly 108L, meaning it legally requires a restraint.



Image shows Integral 2-stage regulator not commissioned, the outlet pressure at the regulator is set at 2.1kPa

Location of LP Gas Cylinder Regulator

The outlet of the regulator must be above the cylinder valves, this allows any liquid LP Gas that may form to drain back into the cylinder, liquid LPG can damage the regulator diaphragm causing it to become brittle. See Appendix J6 of AS/NZS 5601.1:2022 for cylinder regulator requirements.

Commissioning LP Gas Regulators

Gas inspectors undertaking audits are finding many LPG gas regulators are not being commissioned. Generally, testing the operating pressure at the appliances inlet test points shows the pressures lower than the prescribed 2.75kPa, resulting in gas appliances operating at lower pressures than specified by manufacturers, thus the appliances are not performing to their maximum efficiency.

It is the installer's and service person's responsibilities to ensure there is adequate supply to the gas appliances.

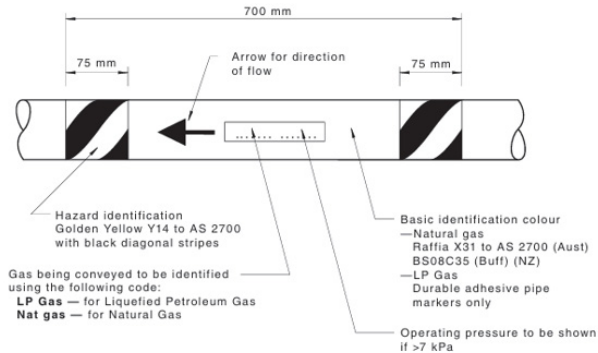
The main reasons for supply being diminished are:

- An undersized gas service
- Gas regulator undersized
- Gas regulator not commissioned *
- Or a combination of these.

** Normally the outlet of the integral 2-stage regulator located at the cylinder should be set to an operating pressure of 3kPa, this allows for the correctly sized outlet service with allowable pressure drop of 0.25kPa to provide 2.75kPa to the appliance inlets.*

Identification of Pipework

With the exception of single-occupancy residential premises, above-ground consumer piping must be clearly identified where the operating pressure exceeds 7kPa or where the pipework is located in areas where it may not be readily recognised as gas consumer piping. Identification is particularly important where multiple services or piping systems are present, as it helps prevent confusion, promotes safe operation and maintenance, and reduces the risk of accidental interference or damage. Further guidance on consumer piping identification requirements is provided in AS/NZS 5601.1 Clause 5.1.12.



Do We Really Need To Commission?

Installing a new or replacement continuous flow hot water, cooktop, space heater, LPG regulator or ANY gas appliance or component that has gas flowrate adjustment **MUST** be commissioned correctly to avoid under OR over pressurisation.

The process is far from complete just because the appliance or component is connected and the installation has tested sound as, incorrectly set gas pressures will have an adverse effect on the way the appliance, or in the case of a stage 1, 2 or dual stage gas regulator, how the entire installation may operate.

Recently the OTR investigated an incident where a gas fired hot water storage cylinder had not been commissioned

correctly. When tested, the actual 'operating' pressure provided to the burner was 0.49kPa, approximately half of the required 1kPa required as documented within the appliance manufacturers instructions. The lack of pressure, and the fact that Natural Gas is lighter than air, filled the combustion chamber from the top downwards until the fuel gas ignited on the pilot flame resulting in an explosive occurrence in all directions.

The pictures below show the lid and internal 'Wok Top' of the storage cylinder damaged beyond repair. It was fortunate in this case that no one was injured and there was minimal property damage.



Carrying out the Commissioning of this appliance would have highlighted an additional issue with this installation in that there was a partial blockage in the supply pipework from the gas billing meter to the property. This was subsequently cleared and a new Hot Water Storage Cylinder installed.

In the absence of the manufacturer's installation instructions [AS/NZS 5601.1:2022 Appendix N](#) provides guidelines for the commissioning of gas installations and appliances, and [AS/NZS 5601.1:2022 Appendix P](#) provides a Gas installation checklist (*Not exhaustive and to be used in conjunction with AS/NZS 5601 parts 1 and or 2 to ensure that all essential safety requirements are met*).

In short – Commissioning:

- **Is not optional.** It is a requirement of **AS/NZS 5601** and of **every manufacturer**.
- **Is your only way** to ensure that the correct operating pressures are achieved.

- **Ensures** the correct operation of appliance safety devices.
- **Ensures** appliance controls operate correctly.
- **Ensures**, where applicable, that the flue system is working correctly.
- **Ensures**, when carried out correctly, that the appliance operates at its designed optimum efficiency and meets the manufacturer's performance specifications.
- **Is a legal and compliance requirement.** Completion of commissioning must be declared on the electronic Certificate of Compliance (eCoC) following the installation of gas pipework or appliances.
- It is a **myth** that a gas appliance or gas regulating device is a 'Plug and Play'!

**DO NOT BE 'THAT GAS CONTRACTOR'
THAT BECOMES A HEADLINE WHEN
SOMETHING GOES WRONG !**

Elevated Pressure Installations

The OTR continues to identify non-compliant gas installations where consumer piping operating at pressures above 7kPa has been installed in the ground beneath buildings.

In South Australia, consumer piping installed beneath a building shall not operate at pressures above 7kPa. Where operating pressures above 7kPa are required, the piping shall be installed so that it is not located in the ground beneath the building footprint.

The term building includes more than just the habitable structure. It includes Class 7a Carparks and Class 10a non-habitable buildings or structures as defined in the National Construction Code (NCC). It also includes a concrete slab that forms part of the building structure where there is potential for any leaking gas to migrate into or under the building structure. An example of this is an external path that was poured as part of the building foundation.

A common issue is that the non-compliance is not identified until late in the project, often after the building slab has been poured. This can result in project delays, and significant additional expense.



Don't Forget The Above 3kPa Submission

As a reminder where the outlet pressure of a gas meter is required above 3kPa, written approval is required from the Technical Regulator before work commences. Review of the online submission by the OTR prior to work commences can identify and address potential non-compliances, such as consumer piping location before the installation begins.

How the process works:

1. Access the submission

The Above 3kPa submission can be accessed via the Gas Trades webpage or through a link provided by the OTR:

[Above 3kPa Submission](#)

2. Complete and submit the form

Complete the form, upload supporting documents and plans where required.

3. OTR Review

An automated notification is sent to the OTR, where an inspector reviews the application.

4. Additional Information (if required)

If more information is required, the gasfitter will be prompted to create an iApply account before making required changes to and resubmitting the application.

5. Application approval

If the submission satisfies the intent of the relevant Standards, the OTR will approve the application. A PDF summary of the approved submission will be emailed to the gasfitter, and the gas supplier notified that gas can be connected, subject to the suppliers' requirements.

The OTR aims to review all submissions within two weeks. However, if additional information is requested, the review process will recommence once the updated submission has been received.

In the example below, gas consumer piping operating at pressures above 7kPa was located in the ground beneath the foundation. Prior to gas being supplied to the site the consumer piping was required to be relocated to a compliant location in accordance with AS/NZS 5601.1:2022.



Before



After

Gas Safety Investigation Submission

July 2026 saw the launch of a new online reporting tool for gas incidents and potential non-compliances. All are encouraged to familiarise themselves with this reporting tool and utilise it to notify the OTR of any gas-related incidents or suspected non-compliances identified during the course of their work activities.

Timely reporting supports the OTR's ongoing regulatory and safety functions and assists in identifying emerging risks across the industry. All submissions are reviewed by an OTR inspector, with further investigation or regulatory action undertaken where appropriate.

If you observe a gas incident or identify a potential non-compliance, we encourage you to submit a report through the online form. Your contribution plays an important role in promoting safety and supporting compliance of South Australia's gas industry.

To submit a report, access the online reporting form via the link [Gas Safety Investigation Submission](#).

Important Reminder To Type B Gas Appliance Installers & Commissioning Agents

Recent audits undertaken by the Office of the Technical Regulator (OTR) continue to identify instances where Type B gas appliances are being supplied with gas and operated without a current and valid Notice of Commissioning Gas, and/or where appliances are being placed into commercial operation without a Type B Certificate of Compliance.

These requirements are fundamental to ensuring the safe commissioning and operation of Type B gas appliances. The ongoing occurrence of these non-compliances is a matter of significant concern.

The OTR takes this opportunity to remind all that compliance with the requirements of the Gas Act 1997 and Gas Regulations 2012 is mandatory. Failure to comply with these requirements may result in the gas supply to the appliance being isolated by authorised officers, expiations being issued, and, in serious or repeated instances referral to Consumer and Business Services.

All are encouraged to review their processes and ensure that the required approval and certifications are in place before a Type B gas appliance is supplied with gas or placed into commercial operation.

Preventing Flue Gas Nuisance: A Key Responsibility

AS/NZS 5601.1:2022 Clause 6.7.5 states:

"Flue gases shall be prevented from entering a building or causing a nuisance to any person in the vicinity."

This clause places a clear responsibility on the licensed gas fitter to ensure that the installation is not only mechanically compliant, but also that combustion products are safely dispersed.

Gas Fitter's Responsibilities Under Clause 6.7.5

With modern homes being built closer together, smaller setbacks, higher boundary fences and outdoor living areas, nuisance from flue gases has become a more common issue. The gas fitter is responsible for:

- Selecting an appliance location that allows combustion products to disperse safely.
- Ensuring flue gases cannot re-enter the dwelling or neighbouring buildings through windows, doors, vents or other openings.
- Considering the impact on neighbouring properties, not just the customer's property.
- Choosing an appropriate flue system, terminal and discharge direction to minimise nuisance.
- Extending the flue above the roof or using a power flue where necessary if a standard terminal location is likely to create nuisance.
- The explanatory note to Clause 6.7.5 identifies extending the flue above roof height, careful terminal selection and location, or using a power flue as acceptable ways to prevent nuisance.





PLUMBING BULLETIN



Hydraulic Design Submissions – Updated Lodgement Timeframes & Industry Expectations

The Office of the Technical Regulator (OTR) is reminding industry participants that hydraulic design submissions must be lodged a minimum of 28 days before the first plumbing installation inspection booking is required, replacing the previous 14-day expectation.

Hydraulic designs are required for a range of developments including commercial and industrial projects, multi-storey residential developments, multi-dwelling developments and installations incorporating alternative performance solutions.

Why Submit Early?

The hydraulic design review process is not an approval process.

Rather, it provides an opportunity for the OTR to identify potential technical and compliance issues before installation work commences. Early identification of issues can:

- reduce costly rework
- minimise project delays
- improve installation outcomes
- reduce disruption to plumbing contractors and developers
- improve overall compliance with the Plumbing Standard and the National Construction Code.

For complex plumbing installations, addressing design concerns before construction commences can save significant time and resources for all parties involved.

Common Issues That Delay Assessment

To assist with efficient processing, hydraulic consultants are encouraged to ensure submissions are complete and relevant to the plumbing work being assessed.

Common issues that may increase assessment times include:

- submission of large plan packages containing non-relevant architectural or engineering documentation
- missing pipe sizing or hydraulic calculations
- incomplete sanitary drainage or water service details
- missing backflow prevention information
- inadequate legends or system descriptions

- lack of detail regarding alternative plumbing solutions
- omission of schematic plumbing designs for developments where these are required.

Understanding The Plumbing Standard

Plumbers should ensure they are familiar with the requirements of the [South Australian Plumbing Standard](#), including plumbing categories that require booking and audit by the OTR.

A well-prepared submission that clearly demonstrates compliance with applicable standards and regulatory requirements will assist in reducing requests for further information.

Industry Collaboration & Future Improvements

The OTR is currently investigating opportunities to modernise the hydraulic design submission process and improve integration with existing digital systems.

As part of this work, industry feedback will be sought regarding:

- improvements to the hydraulic design submission process
- potential integration with the eCoC platform
- linking hydraulic designs to plumbing installations and installers
- opportunities to support ongoing professional development of hydraulic designers and plumbing practitioners
- improving overall industry consistency for complex plumbing installations.

The OTR encourages early lodgement and ongoing engagement with industry stakeholders to support better project outcomes and improved regulatory efficiency.

For hydraulic design enquiries contact the OTR Plumbing Team at otr.hds@sa.gov.au.

7–10mm SCREENINGS USED AS A BEDDING MATERIAL FOR SANITARY DRAINAGE

The Office of the Technical Regulator (OTR) signals increased enforcement focus on sanitary drain trench bedding compliance from 1 September 2026.

The OTR has issued a Plumbing Advisory Note reinforcing the requirement for licensed plumbers and drainage practitioners to ensure sanitary drainage systems are installed on appropriately prepared and continuously supported trench bases.

[OTR-PAN-Bedding-of-trenches-for-sanitary-drainage-systems-June-2026.pdf](#)

Issued on 4 June 2026, the advisory note reminds industry practitioners that ground conditions must be assessed prior to installation, suitable bedding methods selected, and all work carried out in accordance with the requirements of AS/NZS 3500.2.

The OTR emphasises that sanitary drainage pipework must be provided with continuous support capable of accommodating both pipeline and ground loads. In stable ground conditions, drains may be installed on an undisturbed trench base that is free from rocks, tree roots and other obstructions, or supported using approved bedding materials including 7–10mm screenings, suitable recycled materials, cement mortar, or clean free-running sand. A minimum compacted bedding thickness of 75mm is required.

The advisory note further highlights that surface water and groundwater must not be permitted to compromise bedding

integrity. Overlay and support materials must be of a standard equal to or greater than the bedding material, while backfill must be free from builder's waste, bricks, concrete, rocks and other hard materials exceeding the limits prescribed by the Standard.

For installations in filled, unstable or water-charged ground, bedding and support systems must be specifically designed to suit the prevailing site conditions. The OTR notes that where a site engineer specifies components such as swivel joints, knuckle joints or expansion joints to accommodate ground movement, this is indicative of unstable ground conditions and necessitates the use of an appropriately engineered bedding solution.

The advisory note also clarifies that Appendix G of AS/NZS 3500.2 provides guidance only for residential Class 1 buildings and does not override the mandatory provisions of the Standard. The OTR continues to recommend the use of 7–10mm screenings, noting their self-compacting properties and suitability for installation depths of up to 200mm.

The OTR has advised that inadequate trench base preparation and support may result in non-compliant installations, system failure, rectification requirements and regulatory enforcement action. As of 1 September 2026, trench bedding compliance will form a key area of OTR compliance and enforcement activity, and licensed practitioners should ensure their installation practices fully satisfy the relevant regulatory and technical requirements.



EXPIATIONS ISSUED DURING THE 2025–2026 FINANCIAL YEAR



Under the *Water Industry Act 2012* (the Act) and the *Water Industry Regulations 2012*, expiation is an enforcement mechanism that enables specified alleged offences to be addressed through the payment of a prescribed fee as an alternative to prosecution through the courts. The purpose of expiation is to provide a proportionate and efficient regulatory response to non-compliance while supporting the broader objectives of compliance, accountability and deterrence. Regulation 41 of the *Water Industry Regulations 2012* prescribes expiation fees for a range of offences under the Act.

Expiation is not used as the Office of the Technical Regulator's (OTR) primary compliance or deterrence tool. Consistent with its risk-based and graduated compliance approach, the OTR's priority is to achieve compliance through administrative and corrective enforcement measures. These may include education, engagement with responsible parties, requests for rectification, compliance directions, improvement actions, audits, inspections, and other regulatory interventions aimed at securing prompt correction of non-compliant installations and preventing recurrence.

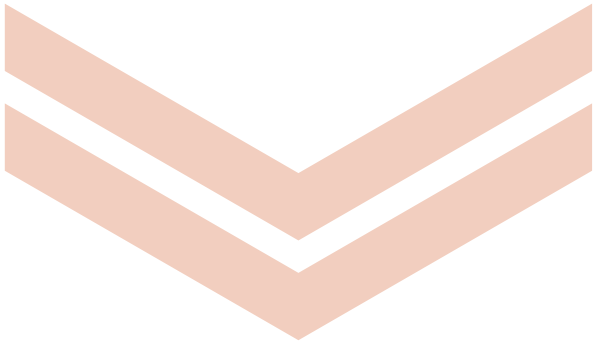
The OTR will generally seek to obtain voluntary or directed compliance before considering punitive enforcement action. Where non-compliance is not rectified, is repeated, is deliberate, or presents an unacceptable risk to public safety, water infrastructure, or regulatory objectives, the OTR may consider escalating its enforcement response. In such circumstances, an expiation notice may be issued for an alleged offence where appropriate under the legislation, or, in more serious matters, prosecution may be pursued. The use of expiation therefore forms part of a graduated enforcement framework and is intended to complement not replace the OTR's primary objective of achieving and maintaining compliance.

To the right is a list of expiations issued to plumbing industry stakeholders for the 2025–2026 financial year period.

No.	Description of Alleged Offence	Expiation Amount (\$)
1	Failure to comply with a direction	\$420
2	Non-compliant underfloor installation	\$420
3	No booking for inspection	\$420
4	Failure to test for water tightness	\$420
5	Failure to test for water tightness	\$420
6	Failure to test for water tightness	\$420
7	Non-compliant water component of a plumbing installation	\$255
8	Non-compliant plumbing installation	\$420
9	Non-compliant plumbing installation	\$420
10	No booking for inspection	\$420
11	Non-compliant base of trench for sanitary drain installation	\$420
12	Backfilled sanitary drain without testing	\$420
13	No booking for inspection	\$420
14	Insufficient separation of a drinking and non-drinking water installation	\$420
15	Backfilled sanitary drain without testing	\$420
16	Failure to comply with a direction	\$420



**Government
of South Australia**



USE OF GARDEN WEED-AND-FEED & SIMILAR CHEMICAL HOSE-END PRODUCTS



1. Purpose of this Advisory

This advisory information is intended to alert homeowners and occupiers to plumbing hazards introduced when garden weed-and-feed products, fertilisers, pesticides, and similar chemical dosing devices are connected to a drinking water garden tap via hose-end applicators. Incorrect use can cause backflow of chemicals into the drinking water plumbing installation, presenting risks to public health and the wider water supply.

2. Plumbing Hazard Explanation

Hose-end garden chemical products commonly work by drawing concentrated chemicals into the water stream. These connections are considered high backflow hazards due to the potential for chemical contamination, hose submersion, or pressure loss events that may result in reverse flow.

3. Legislative and Regulatory Framework

In South Australia, the *Water Industry Act 2012* requires property owners to ensure that plumbing installations do not compromise the safety of drinking water supplies. The Technical Regulator publishes plumbing standards under section 66 of the Act, and may issue advisory guidance for public awareness under section 71.

All drinking water plumbing installations must comply with the National Construction Code (NCC) Volume Three – Plumbing Code of Australia (PCA) and AS/NZS 3500.1, which require adequate backflow prevention based on hazard level.

4. Plumbing Versus Non-Plumbing Items

Garden hoses and chemical applicators are not plumbing installations. However, the garden tap is part of the plumbing installation and must be protected against backflow where a hazard exists.

5. Compliant Methods of Use

Homeowners may safely use hose-end garden chemical products only where appropriate protection is provided, including:

- Installation of a WaterMark-certified atmospheric vacuum breaker
- Installation of a permanently installed high hazard testable backflow prevention device by a licensed plumber

6. Non-Compliant Practices

Unsafe practices include connecting chemical products directly to unprotected drinking water taps, removing backflow prevention devices, or submerging hoses connected to drinking water services.

7. Homeowner Responsibilities

Homeowners and occupiers are responsible for maintaining plumbing installations in a condition that prevents contamination of the drinking water supply and for ensuring compliant use of garden equipment.

8. Further Information

Further advice may be obtained from licensed plumbing contractors or the Office of the Technical Regulator.

BPAA COUNTERFEIT / NON-APPROVED BACKFLOW PREVENTION DEVICES



The Backflow Prevention Association of Australia (BPAA) recently shared an industry awareness newsletter regarding **Counterfeit / Non-Approved Backflow Prevention devices identified on Online Marketplaces.**

The BPAA have provided the following information within the newsletter.

"There has been a recent influx of counterfeit backflow prevention devices and repair parts currently being sold on online marketplaces.

Whilst counterfeit repair parts have been seen before, we are aware from our USA colleagues of complete counterfeit devices being offered for sale.

Two specific examples have been identified:

1. Counterfeit "975XL" Assembly

A knockoff version of the Zurn Wilkins 975XL Reduced Pressure Zone Assembly was purchased from Amazon. Upon inspection, the assembly had:

- No manufacturer name cast or label on the body
- No model number
- No serial number
- No listing or approval markings

A genuine Wilkins 975XL / 975XL2 is WaterMark approved and this is mandatory for any backflow device when installed in Australia.

2. Suspect Watts 009M3-QT Assembly

An assembly listed as a 009M3-QT sold also does not appear to list Watts as the manufacturer anywhere on the product or packaging, calling into question its authenticity and approval status.

Not all backflow devices advertised and sold on-line are fake, but it is buyer beware, as in Australia, all backflow prevention devices must bear the federal Government authorised WaterMark trade mark.

The National Construction Code (NCC) requires any plumbing or drainage product of a type listed on the WaterMark Schedule of Products, to be WaterMark certified. It must be certified before it can be installed and must be installed by a licensed plumbing practitioner.

If a product listed on the Schedule of Products is to be installed in Australia, including products purchased via online merchants, the product must be:

- WaterMark certified, and
- Marked with the WaterMark trade mark, WaterMark licence number and the applicable product specification, and
- Listed on the WaterMark product database and provided with a Scope of Use statement specifying its intended use, and
- Any associated product packaging and promotional material may also be marked with the WaterMark trademark and licence number.

It is legal to buy and sell non-WaterMark certified plumbing and drainage products in Australia. However, if the product type is listed on the Schedule of Products, but is not WaterMark certified, a licensed plumbing practitioner is not permitted to install it.

It is the installer's responsibility to ensure the product has the WaterMark and is listed on the product database.

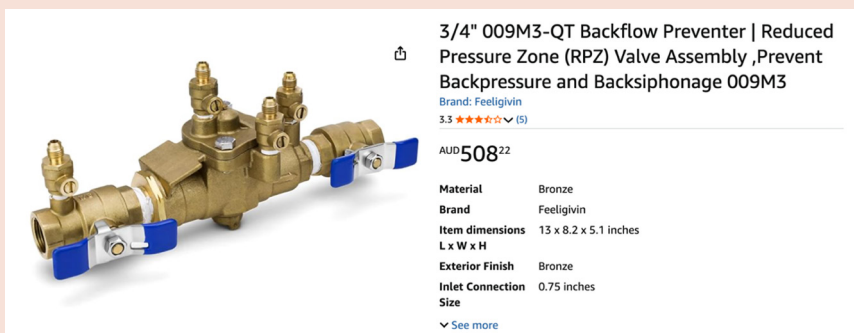
Installing a non-WaterMarked product may open the installer to harsh penalties imposed by the state or territory plumbing regulator.

Required Action:

1. Do not install any backflow device purchased from any unverified online sellers unless you can verify that it is WaterMarked and listed on the WaterMark database and that it clearly shows manufacturer, model & serial number.
2. Verify before you buy: Purchase devices only through authorised distributors / manufacturer representatives.
3. Field verification: Testers – if you encounter a device in the field with no manufacturer, no model/serial number, or questionable casting/labelling, please document with photos and contact the plumbing regulator in your state or territory. It may be considered a non-approved device and must be replaced.
4. Report: If you have purchased or seen one of these devices, please notify the plumbing regulator in your state or territory.

The protection of our drinking water depends on properly approved and functioning backflow prevention devices. Counterfeit products put public health at risk and expose installers and property owners to costly re-installation.

Thank you for your continued diligence and for the great work you do every day protecting the nation's drinking water. Please share this alert with your staff and fellow contractors. Photographs of the devices shown below."



If you wish to subscribe to the BPAA for access to their newsletters you can [subscribe here](#).

LEAD FREE PLUMBING TRANSITION – KEY DATES & 2028 INSTALLATION EXTENSION



Lead Free Plumbing Products – What The ABCB Has Decided

The Australian Building Codes Board (ABCB) has reviewed how the move to lead free plumbing products is progressing and whether any changes were needed to keep things on track.

From 1 May 2026

- Manufacturers can no longer make plumbing products under WaterMark that are not lead free
- If a product hasn't been updated and certified as lead free by this date, its WaterMark licence will be suspended

Installation Deadline Extended To 1 May 2028

Because of concerns about supply and the need to support the housing industry, the ABCB has extended the deadline for installing existing stock.

- You can still install non lead free WaterMark products until 1 May 2028

- This applies only to stock already in the market (i.e. existing inventory)

Why The Extension Was Granted

The extension gives the industry time to:

- Use up existing stock that built up during COVID and supply chain disruptions
- Allow suppliers to restock with lead free products
- Avoid shortages that could slow down construction

Important Limits

- The extension does NOT apply to new products
- It only applies to existing stock already on hand
- Different state approaches are now aligned nationally with the same deadline

Industry Transition

- Many suppliers have already moved to lead free products
- These products will increasingly become the standard in the market

⛔ Final Deadline (No Further Extensions)

- 1 May 2028 is the final cut off

After This Date:

- Only lead free certified products can be installed
- No further extensions will be given

Simple Takeaway

2026 → manufacturing must be lead free

2028 → everything installed must be lead free

MANDATORY HEATED WATER TEMPERATURE DELIVERY CONTROL

Overview

The release of the **Plumbing Code of Australia (PCA) 2025**, as part of the **National Construction Code (NCC)**, introduces significant changes to heated water temperature delivery control requirements in South Australia.

A key amendment is the **removal of the previous concession** that allowed dwellings constructed prior to **19 October 1995** to operate without temperature control devices (e.g. tempering valves or thermostatic mixing valves).

Under PCA 2025, this exemption no longer applies.

All applicable installations must now comply with updated temperature delivery limits, significantly improving occupant safety.

Updated Requirements – SA B2D5 Maximum Delivery Temperature

The following provisions apply:

1. Maximum Delivery Temperature Limits

Heated water delivered at each sanitary fixture must not exceed:

- **45°C** in high-risk environments, including:
 - Residential parts of aged care buildings
 - Patient care areas in health-care buildings
- Areas used by children in:
 - Early childhood centres
 - Primary and secondary schools
- Designated accessible sanitary facilities in:
 - Class 2 common areas
 - Class 3 to Class 10 buildings
- **50°C** in all other cases (including typical residential dwellings)

2. Solar Water Installations

- **All new solar hot water systems and replacements** must comply with the above temperature limits.

3. Alterations and Extensions

- Where building works introduce **new sanitary fixtures used for personal hygiene** in locations where none previously existed:
 - The **new fixtures must comply** with the 45°C / 50°C limits.

4. Replacement of Water Heaters

- Where a water heater is replaced:
 - **A temperature control device must be installed if one existed previously or not**
 - The device must comply with current temperature limits

There is a clause often cited from the PCA:

*“When a water heater is replaced, a temperature control device is required **where such a device was in place prior**”*

Some people read that as:

“If there wasn’t one before → you don’t need to install one.”

⚠ That Is An Incomplete Reading.

Why that interpretation is not correct in practice

Regulator guidance (OTR) clarifies how it must be applied:

- Replacing an existing water heater → YES, temperature control required [[energymini....sa.gov.au](https://energymini.sa.gov.au)]
- This applies even where:
 - the heater is replaced like for like
 - the system previously did not have a temperature control device

In other words, the regulator treats replacement as a **trigger for compliance upgrade**, not a like for like exemption.

Key Change: Removal of Pre-1995 Exemption

Previously, South Australian provisions allowed older dwellings (constructed before 19 October 1995) to operate without temperature control devices.

This allowance has now been removed.

➡ This means:

- Older homes are no longer treated differently
- New works, system replacements, or upgrades must comply with modern safety standards
- There is a gradual transition toward **universal temperature-controlled delivery**

Safety Benefits and Industry Implications

This change represents a **major improvement in public safety**, particularly in preventing **scald injuries**, which can occur rapidly at high temperatures.

Why This Matters:

- **Scald risk is severe and immediate**
 - Water at **60°C** can cause serious burns in seconds
 - Vulnerable groups (children, elderly, people with disabilities) are at highest risk
- **Lower delivery temperatures significantly reduce injury severity**
 - At **45°C–50°C**, the risk of severe burns is drastically reduced
 - Provides critical reaction time for users to avoid injury
- **Consistency across building stock**
 - Eliminating the pre-1995 exemption removes regulatory inconsistency

- Ensures **uniform safety expectations across both new and existing buildings**
- **Improved compliance during upgrades**
 - Trigger points such as alterations and heater replacements ensure incremental safety improvements over time
- **Alignment with modern risk management practices**
 - Reflects current understanding of burn injury prevention
 - Supports best practice in plumbing and building safety design

Practical Considerations for Industry

- **Plumbers and designers** should ensure all new installations and relevant upgrades incorporate compliant temperature control devices (e.g. TMVs or tempering valves)
- **Building owners and facility managers** should be aware that:
 - Upgrades or replacements may trigger compliance requirements
 - Existing systems may need review during refurbishment works

Conclusion

- The PCA 2025 update removes outdated exemptions and introduces a **clear, consistent, and safety-focused framework** for heated water delivery in South Australia.
- By mandating controlled delivery temperatures across a broader range of buildings and scenarios, this change **significantly reduces the risk of scalding injuries** and enhances occupant protection – particularly for vulnerable users.



Plumbing Compliance Alert

Cool Room Floor Waste Gullies



Purpose

This advisory information reminds designers, installers, certifiers, contractors and facility owners that floor waste gullies (FWGs) are not permitted within refrigerated cool rooms, air-conditioning return air plenums, or similar structures. Recent rectification actions enforced by the Office of the Technical Regulator (OTR) have highlighted non-compliant installations where floor waste gullies were located within cool rooms and subsequently required correction.

Regulatory Requirement

AS/NZS 3500.2 states: "Floor waste gullies shall not be installed in any refrigerated cool room, air conditioning return air plenum, or similar structure."

Background

The prohibition exists to protect public health, maintain sanitary conditions, and ensure the reliable operation of drainage systems. Installations that do not comply with this requirement may be subject to enforcement action, rectification notices, and associated compliance costs.

Why Floor Waste Gullies in Cool Rooms are Problematic

- **Hygiene and Food Safety Risks:** Floor waste gullies can harbour organic matter, bacteria, mould and unpleasant odours. Locating them within food storage environments increases the risk of contamination and may compromise food safety outcomes.
- **Difficulty Maintaining Sanitary Conditions:** Cool rooms require high levels of cleanliness. Gullies introduce a drainage feature that can accumulate waste and become difficult to inspect and maintain.
- **Pest Attraction:** If not properly maintained, gullies may attract insects or other pests, creating an avoidable hygiene risk within a controlled storage environment.
- **Potential Air Quality Concerns:** Drainage systems can provide a pathway for sewer gases and odours if water seals are ineffective, adversely affecting product storage environments.

Why Floor Waste Gullies in Cool Rooms are Problematic – Functional Considerations

- **Frozen Water Seals:** The trap water seal within a floor waste gully may freeze in refrigerated conditions. Freezing can damage components and render the trap ineffective.
- **Loss of Trap Seal Protection:** Once frozen or depleted, the water seal may no longer provide a barrier against sewer gases, odours and potential vermin entry from the drainage system.
- **Reduced Drainage Performance:** Ice formation can obstruct the flow path, resulting in drainage issues, blockages and increased maintenance requirements.

- **Increased Rectification Costs:** Non-compliant installations often require removal or relocation of the floor waste gully, with associated operational disruptions and cost impacts.

Air-Conditioning Return Air Plenums

The same prohibition applies to air-conditioning return air plenums. These spaces form part of the air-handling system and must be protected from contaminants, odours and moisture sources that may negatively affect indoor air quality and system performance.

Recommended Actions

- Review designs and existing installations for compliance with AS/NZS 3500.2.
- Do not specify or install floor waste gullies within refrigerated cool rooms or return air plenums.
- Where non-compliant installations are identified, undertake rectification in accordance with regulatory requirements and applicable standards.
- Consult the relevant authority where uncertainty exists regarding compliance obligations.

Note: This advisory notice is intended as general guidance and should be read in conjunction with AS/NZS 3500.2, applicable legislation, and any directions issued by the Office of the Technical Regulator.



As shown in the image above, a section of the concrete floor slab was cut and removed, and the sanitary drainage system was modified to facilitate the installation of a floor waste gully within the cool room. The installation, as completed, does not comply with the requirements of **AS/NZS 3500.2**.

Consequently, the concrete floor will need to be cut and reinstated to allow removal and relocation of the floor waste gully from its current non-compliant position, ensuring the installation is brought into accordance with the applicable standard

List of Common Australian Standards



Australian Standard	Current Publication	Current Status
ELECTRICAL STANDARDS		
AS/NZS 3000:2018 + Amend 1 & Amend 2:2021, Amend 3:2023 <i>Wiring Rules</i>	19/05/2023	
AS/NZS 3001.1:2022 <i>Part 1: Electrical Installations – Site supplies for Connectable Electrical Installations (Caravan)</i>	18/11/2022	
AS/NZS 3001.2:2022 <i>Part 2: Electrical Installations – Connectable Electrical Installations (Caravan)</i>	18/11/2022	
AS/NZS 3002:2021 <i>Shows, Carnivals and Events</i>	25/06/2021	
AS/NZS 3003:2018 + Amend 1:2019 <i>Electrical Installations – Patient Areas</i>	29/07/2019	
AS/NZS 3004.1:2014 <i>Electrical Installations – Marinas and Boats</i>	27/06/2014	
AS/NZS 3004.2:2014 + Amend 1:2015 <i>Electrical Installations – Marinas and Boats, Part 2: Boat Installations</i>	17/07/2015	
AS/NZS 3008.1.1:2025 <i>Selection of Cables</i>	19/12/2025	
AS/NZS 3010:2017 + Amend 1:2020 <i>Electrical Installations - Generation Sets</i>	24/04/2020	
AS/NZS 3012:2019 + Amend 1:2020 <i>Electrical Installations - Construction and Demolition Sites</i>	20/03/2020	
AS/NZS 3017:2022 <i>Electrical installations – Verification by inspection and testing</i>	02/12/2022	
AS/NZS 3019:2022 <i>Electrical installations – Periodic assessment</i>	09/09/2022	
AS/NZS 4836:2023 <i>Safe working on or near Low-Voltage electrical Installations</i>	03/03/2023	
AS/NZS 4777.1:2024 <i>Grid connection of energy systems via Inverters</i>	23/08/2024	
AS/NZS 4777.2:2020 + Amend 2:2024 <i>Grid connection of energy systems via Inverters – Inverter requirements</i>	23/08/2024	
AS/NZS 5033:2021 <i>Installation Safety requirements for Photovoltaic (PV) arrays</i>	19/11/2021	
AS/NZS 5139:2019 + Amend 1:2025 <i>Electrical Installations – Safety of Battery systems for the use with power conversion equipment</i>	19/12/2025	
AS/NZS IEC 60479.1:2022 <i>Effects of Current on Human Beings and Livestock: Part 1: General Aspects</i>	25/03/2022	
SAPN Service & Installation Rules Manual #32 Amendment #1	01/05/2025	
Electricity (General) Regulations	14/03/2024	
Electricity Act 1996	01/10/2020	

List of Common Australian Standards continued...



List of Common Australian Standards cont...



Australian Standard	Current Publication	Current Status
GAS STANDARDS		
AS/NZS 5601 Part 1 <i>General Installations</i>	07/10/2022	
AS/NZS 5601 Part 2 Amend 1 <i>LP Gas Installations in Caravans & Boats non-propulsive purposes</i>	26/02/2021	
AS 4575 <i>Gas Appliances – Servicing Type A Appliances</i>	09/08/2019	
AS 3814 <i>Industrial & Commercial gas-fired appliances</i>	25/10/2018	
AS 1375 <i>Industrial Fuel Fired Appliances</i>	13/10/2023	
AS/NZS 4645.1 <i>Gas distribution networks – Network Management</i>	28/02/2018	
AS/NZS 4645.2 <i>Gas distribution networks – Steel Pipe systems</i>	28/02/2018	
AS/NZS 4645.3 <i>Gas distribution networks – Plastic Pipe systems</i>	28/02/2018	
AS/NZS 1596 Amend 2 <i>The Storage & Handling of LP Gas</i>	01/10/2020	
AS 4041-2006 <i>Pressure Piping</i>	20/09/2006	Reconfirmed 31/10/2025
PLUMBING STANDARDS		
*Plumbing Code of Australia	01/10/2022	PCA 2025 01/05/2026
Plumbing Standard Issued by the Technical Regulator	2020	01/05/2023
AS/NZS 3500.0:2021 Plumbing and Drainage <i>Glossary of Terms</i>	26/02/2021	2021
AS/NZS 3500.1:2025 Plumbing and Drainage <i>Part 1: Water Services</i>	17/04/2025	2025 and 2018 where applicable for rainwater
AS/NZS 3500.2:2025 Plumbing and Drainage <i>Part 2: Sanitary Plumbing and Drainage</i>	17/04/2025	2025
AS/NZS 3500.4:2025 Plumbing and Drainage <i>Part 4: Heated Water Services</i>	17/04/2025	2025
AS/NZS 2845.2 Water Supply – Backflow Prevention Devices <i>Part 2: Registered air gaps and break tanks</i>	30/06/2010	2025
AS/NZS 2845.3 Water Supply – Backflow Prevention Devices <i>Part 3: Field testing and maintenance of testable devices</i>	14/02/2020	2020
AS 2419.1 Fire Hydrant Installations <i>Part 1: System design, installation and commissioning</i>	03/09/2021	2021
AS 2441 Installation of fire hose reels (incorporating Amendment 1)	2001	2005
FPAA101D Automatic Fire Sprinkler System Design & Installation – Drinking Water Supply	2021	2021
Guidelines for Non-Drinking Water in South Australia <i>Part 0: Glossary of Terms, Abbreviations and References</i> <i>Part 1: Infrastructure Part 2: On site Plumbing</i>	05/07/2024	July 2017
AS/NZS 1260:2017 <i>PVC-U Pipes and Fittings for Drain, Waste and Vent Applications</i>	2017	2017
AS 1428.1 Design For Access and Mobility <i>Part 1: General requirements for access – new building work</i>	2001	2001 and 2021 where applicable

At Standards Australia you can view the draft with latest comments and provide your feedback here:

<https://comment.standards.org.au/>



Contact List

Office of the Technical Regulator

Level 4, 11 Waymouth Street, Adelaide
SA 5000

Phone: 8226 5500 (9am – 5pm)

www.otr.sa.gov.au

Electrical Technical Advice

Phone: 8226 5518 (8am – 4:30pm)

24/7 Major Incident & Emergencies:

1800 558 811

Email: otrmail@sa.gov.au

Gas Technical Advice

Phone: 8226 5722 (8am – 4:30pm)

24/7 Major Incident & Emergencies:

1800 558 811

Email: otr@sa.gov.au

Plumbing Technical Advice

Phone: 1300 760 311 (8:30am – 4:30pm)

Email: otr.plumbregulator@sa.gov.au

eCoC Team

Department for Energy and Mining

Phone: 8429 3394 (8:30am – 4:30pm)

Email: otr.ecoc@sa.gov.au

New office address

Please note, from 6 October 2026, the street address for the Office of the Technical Regulator will be:

Level 7, 30 Gouger Street, Adelaide SA 5000

Our postal address will remain:

GPO Box 618, Adelaide SA 5001

EXTERNAL CONTACTS

Consumer and Business Services

Building and Trades

Phone: 131 882 (9am – 4:30pm)

Email: occupational@sa.gov.au

www.cbs.sa.gov.au

SA Power Networks

Builders & Contractors: 1300 650 014

(8am – 5pm)

Faults & Emergencies: 13 13 66 (24/7)

General Enquiries: 13 12 61 (9am – 5pm)

Email:

customerservice@sapowernetworks.com.au

www.sapowernetworks.com.au

Infrastructure | Powerlines and vegetation clearance

Contact the Office of the Technical Regulator

Phone: 8226 5667 (9am – 5pm)

Email: otrmail@sa.gov.au

Before You Dig Australia (BYDA)

Phone: 1100

www.byda.com.au

Australian Gas Association (AGA)

Phone: 03 9580 4500 (8:30am – 5pm)

Email: office@aga.asn.au

www.aga.asn.au

Australian Gas Networks

Connections & Enquiries: 1300 001 001

(8am – 5pm)

www.australiangasnetworks.com.au

Master Plumbers Association of South Australia

213 Greenhill Road, Eastwood SA 5063

Phone: 8172 8800 (8:30am – 5pm)

www.mpasa.com.au

Gas Services SA

2/16 Staite Street, Wingfield SA 5013

Phone: 1300 139 093 (9am – 5pm)

www.gasservicessa.com.au

Gastrain

Unit 1, 61 Tapleys Hill Road, Hendon SA 5014

Phone: 1300 955 583 (9am – 5pm)

www.gastrain.com.au

TAFE SA

Electrical and Gas training enquiries

Phone: 1800 882 661 (9am – 5pm)

www.tafesa.edu.au/courses

PEER

Industry training and apprenticeships

1042 Port Road, Albert Park SA 5014

Phone: 8348 1200 (7:30am – 5pm)

www.peer.com.au

24/7 EMERGENCY GAS & LPG

Australian Gas Infrastructure Group (AGIG)

SA Transmission Pipeline Emergency:

1800 808 526

www.agig.com.au/emergency-contacts

Australian Gas Networks

24/7 Gas Leak Emergency hotline:

1800 427 532 (1800 GAS LEAK)

ELGAS

24/7 Emergency response: 1800 819 783

www.elgas.com.au

Kleenheat

LPG Emergency line: 1800 093 336

Origin Energy LPG

24/7 Emergency hotline: 1800 808 526

INDUSTRY RESOURCES

South Australian Legislation

www.legislation.sa.gov.au

SafeWork SA

www.safework.sa.gov.au

Standards Australia

Phone: 1800 035 822 (9am – 5pm)

www.standards.org.au

Gas Energy Australia (GEA)

www.gasenergyaus.au

Australian Competition & Consumer Commission (ACCC)

www.accc.gov.au