

Friday, June 19, 2009

QUARTERLY WATER USE BILLING STARTS IN JULY

Minister for Water Security Karlene Maywald says SA Water residential customers will receive quarterly bills for water use following the passage of new legislation through State Parliament yesterday.

“The new system starts on July 1 and enables South Australians to better monitor and manage their water consumption,” she said.

“Currently customers receive four bills per year but only two contain water use charges, the other two accounts have only fixed supply charges and sewerage rates.

“Charging for water use each quarter will also smooth out water charges across the year, subject to variation in household seasonal water use, and brings South Australia in line with other quarterly billing systems in Australia.

“SA Water is also updating its water bills to clearly display water use, comparisons to previous use and other typical households as well as important information on water and wastewater services.

“This will allow householders to make more informed choices about their water use in and around the home, and provide a regular, detailed consumption history which they can easily monitor.

“These new-look accounts will begin arriving in customer’s mailboxes in early July.

Approval of *The Waterworks (Rates) Amendment Bill* means the current three tiers for water use will be split into quarters, which for 2009-10 includes:

- 0-120 kilolitres: \$0.97 per kilolitre (up to 30 kL per quarter)
- 120-520 kL: \$1.88 per kilolitre (30-130 kL per quarter)
- Above 520 kL: \$2.26 per kilolitre (130 kL or more per quarter)

While new water prices for 2010-11 will be announced in December this year, subsequent pricing increases will be announced in the June prior to the new financial year. This change will better connect the pricing announcement with when it is to take effect.

Within the first 12 months of the transition to quarterly billing, customers will receive accounts for 15 months of water they have already used, as the quarterly use is aligned with quarterly billing. Customers who find this first year only transition creates cash flow problems will be able to contact SA Water to make transitional payment arrangements.

For more information visit www.sawater.com.au or call the SA Water Customer Service Centre on 1300 650 950.