

# FACT SHEET

## Two-Part Water Tariff

In accordance with Queensland Legislation, Carpentaria Shire Council will introduce a **two-part** water charge as of 1 July 2022.

Part 1 is an **Access charge** – This charge will show on your Rates Notice issued half-yearly. All properties connected to Council's water supply or capable of connection to the supply will pay an Access charge for each meter connected.

The Access charge for a standard residential service in 2022 - 2023 is:

Normanton - \$500.00 per half year

Karumba - \$500.00 per half year

Part 2 is a **Water consumption charge** – A Water consumption charge is the amount you pay for each kilolitre (1000 litres) of water used, based on water meter readings.

In 2022- 2023, the Tier 1 Water consumption charge (0 to 900KL) is \$0.20 per thousand litres for a dwelling.

Water usage more than the 900kl will be charged at the rate of \$2.70 per kilolitre in the 2022-2023 financial year.

In considering the move to introduce a two-part tariff, Council requested that the modelling limit changes to individual ratepayers be limited to +/- \$140.00 annually, this has been achieved for the residential ratepayers.

*NOTE: The Final schedule of charges will be announced as part of the 2022-2023 Budget, to be presented to Council.*

### Billing schedule

The **Access charge** will appear on the half-yearly rates notice. Half of the Access charge will be billed around August, and half around February. This will apply to all ratepayers.

The **Water consumption charge** will be billed yearly for most ratepayers. You will receive a water notice. These changes will come into effect and be seen on Rate Notices from July 2023.

To reduce the impact of large bills Council may consider the introduction of half-yearly billing for consumption as below: -

The first bill for consumption can be expected around February. This will cover water consumed from July to December.

The second bill for consumption can be expected around August. This will cover water consumed from January to June.





## Overdue payments

Interest on overdue rates and charges will be charged at a rate of 8.17% per annum compounding daily.

Please note that interest is compounding on any charges brought forward from previous notices.

If you are having difficulty paying your water notice, please contact our office by emailing [rates@carpentaria.qld.gov.au](mailto:rates@carpentaria.qld.gov.au) or by calling 07 4745 2200.

Further information can be obtained by viewing the Financial Hardship Policy available on the website or contacting our rates staff directly.

## Water concessions

Council will provide concessions for schools and sporting clubs. Please refer to the following policies available on Council's website.

- Rates Based Financial Assistance for Community Organisations Policy
- Pensioner Rates Concession Policy

## Monitoring water use

Take a reading from your water meter, noting the day and time you took the reading.

Two weeks later take another reading from your water meter on the same day of the week and the same time as the previous reading.

Subtract the second reading from your first reading.

Divide the result by the number of days between your readings to get your average daily usage.

$(\text{Reading 2} - \text{Reading 1}) / 14 =$   
Approximate daily water use. Contact Council or see Council website for additional information.

## Faulty water meters

Contact the council and organise for a meter test through the water meter accuracy test form on the Council's website. There is a fee, but it's refundable if the meter is found to be inaccurate or outside Australian water meter standards.

Refer to Council's Register of Cost Recovery Fees 2022-2023 for applicable charges.

Council has a Faulty Water Meter Policy available on its website for further information.

## Information for tenants and agents

The water consumption charge is based on the whole property therefore Council cannot bill water charges to tenants. All water notices will be issued to the property owner.

## To report leaks or burst pipes

Council is responsible for water leaks from the supply system up to (and including) the water meter. If you notice a leak on public property, such as water leaking on the road and nature strip or a burst water main, please contact Council as soon as possible on 07 4745 2200.

For water leaks that occur on the side of the water meter that points towards private



property, it is the responsibility of the property owner.

**Important: Ensure all building and renovation work is undertaken by a licensed professional.**



### How can I save on my water consumption?

We use more than half our water outside our homes, so watering lawns and gardens in the early morning or evening and using a water timer will be a great start.

#### 12 ways to save water inside and outside your home:

1. Take a short shower instead of a bath
2. Plug the sink in while you shave
3. Install a dual-flush toilet
4. Turn the tap off while you brush your teeth
5. Fit a water-saving shower head
6. Only run your dishwasher when it's full
7. Water plants, not paths or driveways
8. Use a bucket to wash the car
9. Wash the car on the lawn
10. Only water in the morning or evening
11. Fit a tap timer to garden taps
12. Divert grey water from the shower and laundry to water your lawn or garden.

### Table of water access and consumption charges

		Access Charge	Multiplier	kL Tier 1	kL Tier 2
<b>Vacant</b>		\$1,000			
<b>Residential 1</b>	Dwelling	\$1,000	1.0	\$0.20 (<900kl)	\$2.70 (>900kl)
<b>Residential 2</b>	2+ dwellings	\$1,560	1.56	\$0.20 (<900kl)	\$2.70 (>900kl)
<b>Commercial 1</b>	Non-residential	\$1,000	1.0	\$1.90	
<b>Commercial 2</b>	1 <sup>st</sup> Meter - Hotels, Motels, Caravan Parks	\$6,250	6.25	\$1.90	
<b>Commercial 3</b>	Hospital	\$16,000	16.0	\$1.90	
<b>Raw Water 1</b>	Rural Domestic	\$250	25%	\$0.20	
<b>Raw Water 2</b>	Town	\$500	50%	\$0.20	
<b>Raw Water 3</b>	Rural Stock	\$500	50%	\$0.95 (50%)	

Note: Vacant land with water connected will be charged at the same rate as Residential 1.

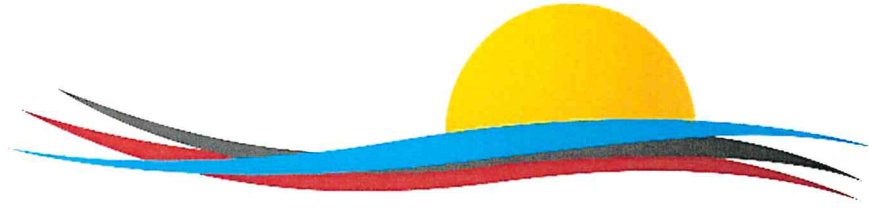
### How to know if you have a leak?

At least once a month, turn off all taps and check your water meter. If the dials are moving, you have a possible water leak. The faster the dials move the larger the leak.

*If you have any queries or require further information regarding the new Two-Part Water Tariff, please do not hesitate to contact the Rates Department on 07 4745 2200.*







# CARPENTARIA SHIRE

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live and play*

