

# Water Charges Fact Sheet



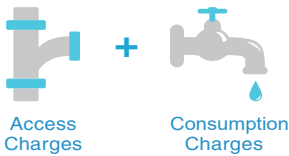
# 2018-2019

Mount Isa City Council has introduced a simplified water charging methodology in line with best practice and State Government requirements.

This enables Council to pay the ongoing fee (a fixed charge) to the State Government owned Mount Isa Water Board for access to the water supply. This fee is approximately \$10.7 Million per year. In addition, variable charges are also paid for each kilolitre of water supplied by the Mount Isa Water Board. It is then the responsibility of Council to distribute water to the city’s residents and businesses, and maintain the extensive water network.

From 1 July 2018 water charges are made up of two parts:

- Water Access Charge that appears on your rate notices half yearly; and
- A Consumption Charge that is provided on a separate water consumption notice issued either quarterly or half-yearly, and is based on the amount of water you use.



An example of how my water bill is calculated:

Consumption Charge			
Charging Tiers	Cost per kL	kL Water Used 2,004	\$ Amount
0-950kl	\$0.87	950	\$826.50
951 – 2000kl	\$3.00	1050	\$3,150.00
2001kl +	\$4.00	4	\$16.00
TOTAL			\$3,992.50

Twice a year for residential and four times a year for non-residential, Mount Isa City Council will read your water meter and will issue you a Water Consumption Notice. Total water use is measured annually between 1 July and 30 June.

### What is stepped billing?

Stepped billing is a way of creating tiered charges that are activated only after your usage reaches a certain threshold. This means that the rate you are charged for your water increases in line with your cumulative annual water consumption.

It is a way of providing reduced charges to those ratepayers who try to conserve water throughout the year. The less water you use, the more you save!

### What are the water rates?

There are three stepped water charges in Mount Isa:



Concessions:

Council is committed to supporting groups that build the social fabric of the community and enhance livability in the city. As such, concessions are provided to certain community groups to help with the costs of water.

Most non-profit sporting clubs, non-profit community organisations, kindergartens, schools with sporting fields/ significant green space for student use, and day care facilities will pay a reduced access fee.

Unless a separate concession applies, all water consumption for sporting clubs, community organisations and not for profit organisations within the declared water service areas shall be charged at \$0.87 per kilolitre for all water used the 2018-2019 financial year.

Unless a separate concession applies, all water consumption for educational facilities within the declared water service areas shall be charged at \$1.70 per kilolitre for the 2018-2019 financial year.

For all the properties not listed elsewhere and unless a concession applies, the annual water access charge for residential and non-residential properties within the City of Mount Isa declared water service area shall be charged according to the table below for the 2018-2019 financial year:

Access Charge		
Meter Size	Annual Charge 2018/2019	Half Yearly Charge 2018/2019
20 mm	\$1,130.00	\$565.00
25 mm	\$1,766.00	\$883.00
32 mm	\$2,893.00	\$1,446.50
40 mm	\$4,520.00	\$2,260.00
50 mm	\$7,063.00	\$3,531.50
80 mm	\$18,080.00	\$9,040.00
100 mm	\$28,250.00	\$14,125.00
150 mm	\$63,563.00	\$31,781.50
Dual Service	\$7,063.00	\$3,531.50
Fire Service	\$1,766.00	\$883.00

- The Access charge will be charged in advance, with half the annual access charge shown on each half-yearly Rates Notice.

How do I pay my bill?

There are several easy ways to pay your bill, including our automated telephone service, online, BPAY, Post Billpay, mail, or in person. For full details, please visit [www.mountisa.qld.gov.au/pay-my-rates](http://www.mountisa.qld.gov.au/pay-my-rates)

Go paperless! Opt-in to BPAY View:

Online banking customers can opt in for BPAY View - a secure, paper-free way to receive and manage bills that avoids the risk of postal delays. Using BPAY View means the billpayer's bank will notify them as soon as a Water Consumption Notice is there to be viewed. Payments can then be made through a normal BPAY payment. BPAY View also offers payment reminders.

To register for BPAY View, you need to have first registered for internet banking with your financial institution. Using your unique BPAY Reference Number (this can be found on your Water Consumption Notice), you can then add Mount Isa City Council to your BPAY View biller list.

Note: the BPAY View registration process varies from bank to bank. Contact your financial institution directly if you need help registering for BPAY View.

Pay in advance:

Are you aware that you can pay your water charges in advance? Why not eliminate the burden of a lump sum payment by making regular advance payments towards your rates account using one of Council's payment methods mentioned above.

All payments received prior to the issuing of rates will appear on the Rates Notice as 'Prepayments or Credits B/F(brought forward)' and will be deducted off the total rates balance for the period.

Financial difficulty?

If you are concerned about your ability to make full payment by the due date, please contact our Customer Service team on (07) 4747 3200 to confidentially discuss your options.

Water Charges Remission Policy

Council has adopted a Remission Policy to assist ratepayers who experience financial hardship due to concealed leaks and due to defined medical purposes.

For further details please refer to Council's website page: [www.mountisa.qld.gov.au/water-charges](http://www.mountisa.qld.gov.au/water-charges)

