

Reach.



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Water Consumption & Charges... explained!

What we do

We deliver safe and reliable drinking water to approximately 12,000 households in the Shire. Under the Water Supply (Safety and Reliability) Act 2008, Livingstone Shire Council is an approved water service provider responsible for sourcing, treating,

storing and distributing water for drinking purposes. This includes operating and maintaining all of our water infrastructure, monitoring water quality, handling customer enquiries and working with the Queensland government regulators to avoid any incidents.

Council's water business is required to make a profit on the water and sewage services it provides in recognition of the significant investment Council has made in these assets (worth a combined total of over \$500 million). All profits from the water and sewage business go back to Council's general revenue and help subsidise our general rates.



Water pricing structure

Council has adopted two types of water charges; a water access charge and a water consumption charge. These combined charges cover the costs related to water supply such as operating costs, maintenance, upgrade and expansion costs, and depreciation. This tariff structure is in line with Queensland and Australian Government recommendations on water charging.

1. **Water Access Charge:** The water access charge is a fixed charge and is charged each 6 month period on your general rates notice. It applies to all properties that are connected to or able to immediately connect to town water supply. Broadly this charge covers the cost of access to the water supply and maintenance of the water network.
2. **Water Consumption Charge:** To encourage responsible use of water, consumption is charged on a multi-tier system so that the more water you use, the more you pay. Consumption is charged per kilolitre (kL) and divided into three tiers each 3 month period. Broadly the water consumption price covers the variable costs including treatment and transporting of water.



2021-22 Adopted water consumption charges (per quarter)

Tier	Consumption	Charge per kiloLitre
Tier 1	Up to 60kL	\$0.89
Tier 2	Over 61kL and less than 135kL	\$1.37
Tier 3	Over 135kL	\$2.74
Commercial	All usage	\$2.14

2020/21 vs 2021/22 consumption charges comparison

The below is an example of the water consumption charges for a relatively high domestic water user who has used 241kL in a quarterly billing period.

Year		Tier 1	Tier 2	Tier 3	Total Bill
2020/21	Tier	75kL	76-150kL	>150kL	
	Cost/kL	\$0.91	\$1.40	\$2.83	
	Billed kL	75	75	91	
	Amount	\$68.25	\$105.00	\$257.53	\$430.78
2021/22	Tier	60kL	61-135kL	>135kL	
	Cost/kL	\$0.89	\$1.37	\$2.74	
	Billed kL	60	75	106	
	Amount	\$53.40	\$102.75	\$290.44	\$446.59

The below is an example of the water consumption charges for a relatively low domestic water user who has used 56kL in a quarterly billing period.

Year		Tier 1	Tier 2	Tier 3	Total Bill
2020/21	Tier	75kL	76-150kL	>150kL	
	Cost/kL	\$0.91	\$1.40	\$2.83	
	Billed kL	56	0	0	
	Amount	\$50.96	\$0	\$0	\$50.96
2021/22	Tier	60kL	61-135kL	>135kL	
	Cost/kL	\$0.89	\$1.37	\$2.74	
	Billed kL	56	0	0	
	Amount	\$49.84	\$0	\$0	\$49.84



If your bill is higher than usual

If your water bill shows that you're using more water than a previous period, this can be for a variety of reasons and you can take steps to help ensure you monitor consumption.

Did you know? Running the average garden hose (or household tap) uses about 25 litres per minute. Running your hose/tap for one hour could use around 1500 litres (between \$1.33 and \$4.20 depending on the tier).



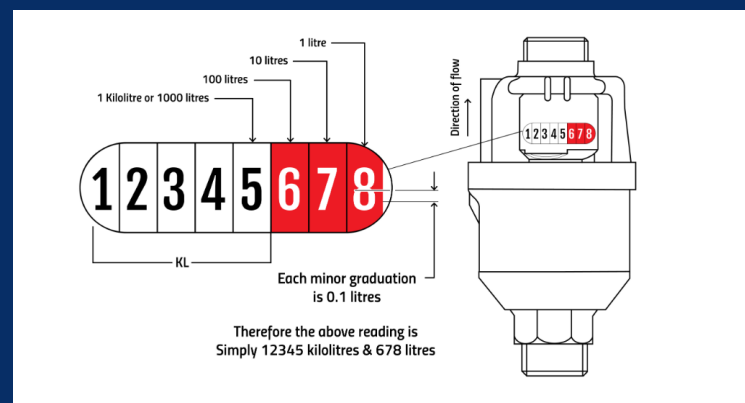
Reading your water meter

You can monitor your water usage by conducting regular checks of how much water is being used for certain activities, such as washing, by reading the meter before and after an activity.

Your water meter is normally located on the footpath or inside your front property boundary.

The water meter measures how much water is used per property in metric. The black numbers on your water meter represent kilolitres (kL). One kilolitre (kL) equals 1000 litres (L). This is the unit of measurement our meter readers record as your water reading. We then use this reading to calculate your bill.

The white numbers on the red dials represents litres.



Your water bill

Council issues Water Usage Notices to the owner of the property following the completion of each quarterly meter read. Residents are encouraged to assist in making this process as efficient as possible by properly maintaining access to their water meter.

The price paid for water used at your property is reflected on your water bill and varies depending on how many kiloliters of water you use per quarter. Your total billed amount is calculated based on the three-tiered quarterly consumption charges and how many kilolitres of water you used (1kL = 1000 litres).

Residents who use water efficiently are rewarded with lower charges.

Your water bill may vary each quarter depending on the exact number of days in your water meter-reading period, dry or wet seasonal conditions, number of people in your household/extra visitors to your home, swimming pools or leaks.



To calculate your daily water use, please follow the instructions below:

1. On day one, record all the numbers that you see on the water meter. Note the time of day.
2. On day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
3. Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

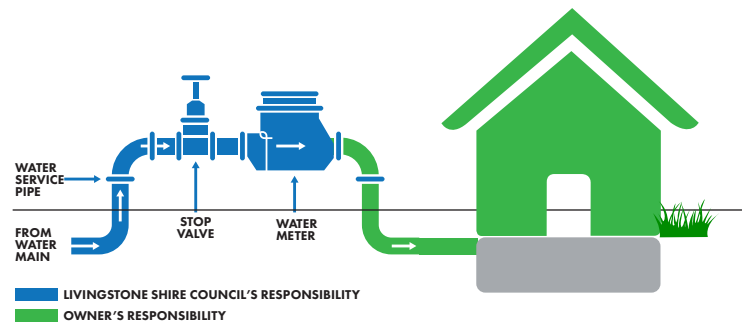
It is your responsibility to ensure that your meter (or meter box) is accessible at all times.

Please don't fill the area around your meter or cover it with garden beds, trees or shrubs.

Water leaks on private property

Property owners are responsible for the cost of all water recorded on the water meter. This includes water lost because of internal leaks or concealed underground leakage. Property owners are also responsible for the pipes and fittings connected to the meter tail on the property side of the meter.

You might notice wet or damp patches around your property or you may not even know you have a leak until you receive your water notice and see that your water usage has gone up.



Checking for water leaks

If you think you may have a leak, follow the below steps:

1. Turn off all taps and water-using appliances in and around your premises. Ensure toilets are not used.
2. Go to your water meter and write down the meter reading or take a photo of it. If the dials on your water meter are moving there could be a leak. If there is no movement on the dials, there may still be a slow leak.
3. Do not use any water for at least three hours or overnight if possible, then take another reading before using water.
4. If the meter reading has changed, there may be a leak as the numbers on a water meter will only move if water is being drawn through the water meter into your property. Contact a plumber.
5. If the meter reading hasn't changed, it's unlikely there is a leak.

If you notice water filling the meter or damp areas surrounding the meter and have followed the above steps and ruled out a leak on your property, there may be a leak on the Council side of the water meter so please contact Customer Support on 4913 5000. Water is a precious, valued resource and we respond to water leak reports as a matter of urgency.

What else can you do?

There are some simple ways to prevent leaks to save water and money.

- Don't plant large trees over pipes and mains that run through your property. Their root growth may damage the pipes.
- Regularly inspect your pool for cracks and signs of leaks.
- Regularly maintain automatic watering systems (e.g. pool top up, irrigation).
- Turn taps off gently to lengthen the life of washers.
- Create a Consumption Log – read your meter regularly!
- Install water hammer arrestors if you have a water hammer problem. This will reduce shock and help extend the life of affected pipes.
- Ensure all building and renovation work is undertaken by a licensed professional and approved by Council.

Did you know?

You can register to receive your water notices and rate notices via email.

With the increased cost of postage and longer delivery times, this service provides a faster, more reliable, and environmentally friendly alternative to paper copies.

To register, visit livingstoneshire.qld.gov.au

