

Understanding your bill

Q: **Why does my bill cost so much?**

A:
Our bills cover the cost of having quality water ready and available in your kitchen, bathroom, laundry and garden. And to have the sewage from your toilet, sinks, showers and basins taken away. We always aim to keep them as low as possible.

If you're an average **homeowner**, connected to both water and sewerage, this costs just **\$3.40 a day**. That's less than one takeaway coffee!

And if you're a **renter**, you only pay for your water usage - so that's **65 cents a day**.

Q: **What does the water usage charge cover?**

A:
This amount is based on the amount of water you use. An average customer uses 142 kilolitres (142,000 litres) of water each year.

We charge \$1.761 per kilolitre which covers the cost of treating your water to ensure it's safe to drink and use. Therefore, the average customer pays just over \$250 a year for their water.

Q: **What does the water service charge cover?**

A:
This is a fixed charge for each property owner. If you own your home, you'll pay about \$192 in water service charges.

This helps us cover the cost of maintaining and upgrading our water supply network including reservoirs, pump stations and treatment plants.

It also helps us maintain and renew nearly 2,000 kilometres of water mains. If we laid them end-to-end, they'd stretch from our coastline to Mount Isa.

Q: **What does the sewerage service charge cover??**

A:
This is a fixed charge for each property owner connected to our sewerage network. If you own your own home, you'll pay around \$846 a year.

This helps us cover the cost of taking away and treating your sewage. For the average household, this waste would fill the equivalent of 30 big brown bins every week. Just imagine having to dispose of that yourself!

It also helps us to maintain and upgrade our sewerage system including pump stations, treatment plants, lagoons and biosolid facilities.

And it helps us to maintain and renew more than 1,000 kilometres of sewer mains. If we laid them end-to-end, they would stretch from our coastline to the Queensland border.

Q: **Why do I still get charged when I own a vacant block?**

A:
Your service charges are based on the services that are available to your property.

Even if your block isn't connected to any of the services, we still need to maintain our water and sewerage networks.

These charges are around \$192 a year for water services and \$254 for sewerage services.



Did you know?

An average customer pays just \$1.76 for 1,000 litres of water. That's enough water for:



28 x 4-minute long showers



222 full toilet flushes



33 dishwasher cycles



13 front-load washing machine cycles



7 top-load washing machine cycles



A single-use plastic bottle of water costs around \$3 per litre - that's 1,700 times more expensive than tap water!



If you spent the \$3 on tap water instead, you'd get more than 1,700 litres which is enough to fill 3,400 reusable bottles.



Your drinking water is safe - it's 100% compliant with the Australian Drinking Water Guidelines.

Q:

What can I do if I'm worried about paying my bills?

A:

If you're worried about paying your bills, you're not alone. Our Customer Support Team is here for you, with practical options to help ease the pressure.

We'll work with you to find a solution through flexible payments, payment extensions, and helping you find out if you are eligible for concessions or government grants.

Once your support plan is in place, we won't restrict your water supply or take further debt recovery action.

The sooner you get in touch, the sooner we can help you take control of your water bills - and we'll keep supporting you for as long as you need.

Wannon Water – Here for you!

