

## Important Changes to your Water Accounts

### Privacy information

State Water is committed to preserving the privacy and personal information of customers. Personal information held by State Water will be treated in accordance with the Privacy Protection Principles set out in the Privacy and Personal Information Protection Act, 1998.

*State Water sends some information to the New South Wales Irrigators Council (NSWIC) each year. This includes: name, account, licence number, address, and water entitlement. This information is used by the NSWIC to collect its annual voluntary levy. For more information, please contact the NSWIC on (02) 9251 8466 or visit*

[www.nswirrigators.org.au](http://www.nswirrigators.org.au)

If you have any questions regarding your account, please call us toll free, on

**1800 353 091**

or send us an email:

[swace@statewater.nsw.gov.au](mailto:swace@statewater.nsw.gov.au)

Your Customer Service Officer contact details are available on

[www.statewater.nsw.gov.au](http://www.statewater.nsw.gov.au)

State  
water

River Valley	Regulated			Unregulated Water Prices							Groundwater			
	High Security (\$/ML) Fixed	General Security (\$/ML) Fixed	Usage (\$/ML)	Area Based Charge (\$/ha)	Minimum Charge (\$)	Volume of entitlement charge (\$/ML)	Town/Water Supply/ Industrial (Base Charge) (\$)	Usage (\$/ML)	Two Part Entitlement (\$/ML)	Two Part Usage (\$/ML)	Base Charge (\$)	Base Charge Mgt Area (\$)	Entitlement charge (\$/ML)	Usage (\$/ML)
Border	6.09	4.08	4.74	11.13	54.11	3.47	108.21	1.56	2.09	1.39	81.16	186.99	0.78	0.39
Gwydir	5.50	3.65	4.26	11.13	54.11	3.47	108.21	1.56	2.09	1.39	81.16	186.99	0.78	0.39
Namoi	10.41	6.94	8.31	11.13	54.11	3.47	108.21	1.56	2.09	1.39	81.16	186.99	0.78	0.39
Peel	12.39	5.43	9.89	11.13	54.11	3.47	108.21	1.56	2.09	1.39	81.16	186.99	0.78	0.39
Lachlan	7.09	4.72	5.41	12.31	54.11	2.79	108.21	1.70	1.68	1.12	81.16	186.99	1.25	0.64
Macquarie	4.45	3.42	4.62	12.31	54.11	4.10	108.21	1.70	2.46	1.64	81.16	186.99	1.25	0.64
Far West	n/a	n/a	n/a	12.31	54.11	1.88	108.21	1.70	1.14	0.76	81.16	186.99	1.37	0.69
Murray	5.69	5.16	1.39	7.01	54.11	2.80	108.21	0.87	1.68	1.12	81.16	186.99	1.23	0.62
Murrumbidgee	4.18	3.97	1.04	12.31	54.11	4.92	108.21	1.70	2.96	1.96	81.16	186.99	0.76	0.37
North Coast	11.28	8.67	5.78	12.31	54.11	3.72	108.21	1.70	2.24	1.50	81.16	186.99	1.37	0.69
Hunter	8.82	6.30	6.27	10.66	54.11	2.41	108.21	1.48	1.45	0.97	81.16	186.99	1.37	0.69
South Coast	11.28	8.67	5.78	12.31	54.11	2.73	108.21	1.70	1.64	1.09	81.16	186.99	1.37	0.69

2004-2005 Water Prices Schedule

On 1 July 2004, State Water became a State Owned Corporation responsible for bulk water delivery on regulated rivers in NSW.

State Water will invoice for water charges on **regulated rivers**. Payments are to be made to State Water.

**Unregulated river and groundwater (bore)** charges are the responsibility of the Department of Infrastructure, Planning and Natural Resources (DIPNR). State Water will invoice for these charges on DIPNR's behalf. Payments are to be made to State Water and we will forward to DIPNR.

#### **Bulk water prices:**

The charges for **2003/04** are in accordance with Independent Pricing and Regulatory Tribunal (IPART) Determination No.3, 2001 issued 12 December 2001. More information is available at

[www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au)

The State Water Corporation Act 2004 (s3 of Schedule 4) has set prices for **2004/05**, based on the scheduled 2003/2004 prices, with a **2%** Consumer Price Index (CPI) increase. DIPNR has advised that a **2%** CPI increase may be applicable to unregulated river and groundwater prices.

#### **We have new banking arrangements.**

If you have been making direct payments to our bank account and you wish to continue, please call us toll free on 1800 353 091 to make future deposits into our new bank account

#### **If you wish to pay by cheque.**

Payments for all regulated, unregulated and groundwater invoices must be made payable to State Water and sent to: State Water, Locked Bag 51, Dubbo NSW 2830.

#### **If you wish to pay using the BPAY® option on phone or internet:**

If you have not used the BPAY system for paying accounts before, please contact your banking institution to make arrangements. Once registered, dial in, follow the voice prompts and key in the details from your invoice remittance slip at the bottom of your invoice, to pay directly from your bank account or nominated credit card account. BPAY is the only way we can accept payment by credit card and there is a \$1000 limit on credit card payments via the BPAY system. BPAY may also be accessible from your Internet banking service.

