

FACT SHEET 6

New Billing Arrangements

Customers will see several changes in water bills as a result of the new *Access Licences* and the new prices for bulk water.

Separate bills for different licences

The new *Water Management Act 2000* legally separates water entitlements from land and also recognises different water sources and licences them separately. A new Water Account has been created for every Water Access Licence under the Water Management Act. These Access Licences were issued by Department of Natural Resources (DNR) in 2004. Where once you received a single bill for all your licences, you will now receive a separate bill for each licence.

Separate billing

Water charges for State Water Corporation and DNR services are separately billed. Separate billing will enable water users to see more clearly what they are being billed for. These bills will need to be paid separately, according to the payment information supplied on the bill.

Quarterly bills for regulated surface water users

As is already the case for northern valleys, State Water will be moving to quarterly billing in the new 06/07 water year. Bills for water charges will be issued quarterly in arrears. The first quarterly bills are due to be sent in October/November 2006.

A Ready Reckoner to determine actual price increases is available on the State Water website: www.statewater.com.au. Follow the Bulk Water Prices link.

Due to the reduction in the fixed component of the bill, as well as limited water sales in dryer years, customers' bills will be lower than they would have been under the previous tariff.

Quarterly billing is good commercial practice, bringing State Water in line with many other utility providers. For customers, quarterly billing will allow for better expenditure planning and an ability to keep regular track of accounts.

New billing system

State Water Corporation is now using a new billing system and will be relying on data that may have changed during the transition period. Therefore, if any information on your account is incorrect please contact the State Water Billing Team as soon as possible: 1800 353 091 or email: swace@statewater.com.au

For more information:

Please contact your local Customer Service Officer. Contact details are available at www.statewater.com.au. Updated information on pricing and billing will also be sent out with your water bill.