

INTRODUCTION

Roxby Water (a business unit of the Municipal Council of Roxby Downs) operates the supply of water and sewerage within the Roxby Downs township, pursuant to the *Roxby Downs (Indenture Ratification) Act 1982* and Section 188 of the *Local Government Act 1999*.

Roxby Water also operates under the conditions of an Intermediate Water Retailer Licence issued by the Essential Services Commission of South Australia (ESCOSA) pursuant to the *Water Industry Act 2012*.

Council reviews all rates, fees, and charges on a financial year basis as part of the Annual Business Plan. For the year to 30 June 2024, water rates and charges have not been increased.

In setting prices, Council needs to consider several factors, including:

- Operating commercially and ensuring that an adequate allowance is made to cover the depreciation of water and sewerage assets.
- Cost of living (inflation) impacts.
- Changes in operating overheads resulting from a rise or fall in the consumption of water and volume of sewerage processed.
- Current 2 step 3 tier pricing structure per access unit for water encourages “responsible” consumer behaviour, with the top tier rate at a higher level to provide further incentive to conserve water. Current first step is at 34kl per quarter with the second step of 120kl equating for a 3-person family to around the current average water consumption per person within the town.

RATES & CHARGES

The following water & sewerage rates and charges (GST is not applicable) will be effective from 1 July 2023 and will be included in the next water billing period (monthly or quarterly as applicable).

WATER

ALL PROPERTIES	CHARGES
Supply Charge - per AU per quarter	\$72.00
First 34 kl	\$2.00 per kl
34 - 120 kl	\$3.90 per kl
Over 120 kl	\$5.95 per kl
Access Units (AU) (Based on the size of water meter)	AU Value
20mm service connection	1.00
25mm service connection	1.562
32mm service connection	2.56
40mm service connection	4.00
50mm service connection	6.25
80mm service connection	16.00
150mm service connection	56.25
Freehold land adjacent to water main	1.00

SEWERAGE

Sewerage charges are based on ‘property unit’ formula for each type of property according to use, as per guidelines established by the South Australian Local Government Association.

All Properties \$243.00 per property unit per quarter

MISCELLANEOUS FEES & CHARGES

FEE	\$ PER ITEM
Special Meter Reading Fee	\$40.00 (9am to 4 pm during business hours) \$90.00 after hours
General Account / Administration Fee. (Excludes Special Meter Reading Fee)	\$40.00
Late Payment Fee (Sent with reminder notices)	\$16.00
Bank dishonoured transaction	Bank dishonoured transaction
Credit Card Transaction Fee	No charge
Other Fees	Details available from Council

If you require further explanation of these charges, please contact the Council Office during office hours.

REMEMBER - ONLY FLUSH THE 3-P's (that's pee, poo, and paper)

RATES & CHARGES

Water plays a vitally important role in everyone’s life. Apart from helping to keep ourselves and our possessions clean, we all need water daily to stay alive! Getting rid of sewerage might not be quite as critical, but it certainly makes life easier to have effectively removed.

Roxby Water provides water and sewerage services and requires payment for them on a pay-after-use basis. Budgeting to meet the cost of these services is the responsibility of every household and business.

If you find it difficult to save money to pay for your Water Bill when it is due, Council offers payment options that might help. For example, some people might find it easier to pay monthly instalments towards their next quarterly bill rather than paying the full amount. The option to do this is available as a no-fee service provided by Council.

PAYMENT

You can pay your Water and Sewerage Bill by various methods including –

- in-person at the Council office (cash, cheque or credit card)by mail (cheque only)
- electronic funds transfer from your bank account
- electronic funds transfer using BPAY
- automatic direct debit from a savings account

Note: – some options are unavailable for Flexipay (monthly instalments) and Payment Arrangements.

A copy of a Direct Debit Authorisation Form is available upon request from the Council Office or available on our website <https://www.roxbydowns.sa.gov.au/roxby-water/water-forms>

METER READINGS

Meters are read manually on a quarterly basis in December, March, June, and September. If you believe that an error has occurred regarding your meter reading, please contact Council to arrange for a review.

MONITORING FOR LEAKS

Test your home for water leaks.

1. Turn off any taps or appliances using water.
2. Record your water meter reading. Please ensure that your water meter stop tap is left on.
3. Don't use any water for a couple of hours, including not flushing the toilet. It is most convenient to do this overnight.
4. Read the water meter again and record the reading. If there is a difference between the two readings, then you may have a leak.
5. If so, please contact the Council Office on 8671 0010 and ask for the Water Operations Officer.

The Roxby Water Leakage Allowance Policy can be found on our website: <https://www.roxbydowns.sa.gov.au/council/about-roxby-council/policies>

METER TESTING

If you believe that your meter is not registering correctly or that your reading doesn't accurately reflect what you have used, the first step is to check that there are no obvious leaks – even something as simple as a dripping tap! If that doesn't explain the issue, you can request a water meter test. A fee will be charged but if the meter is incorrect, it will be replaced at no cost and an adjustment to your account will be made based on your previous consumption history.

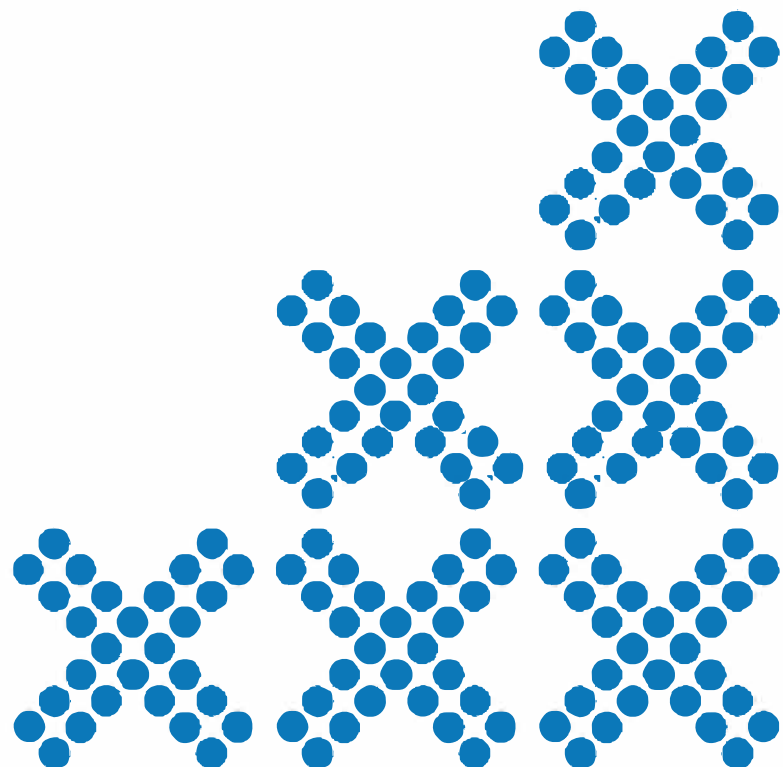
DOMESTIC WATER USE

Knowing where you use the most water around the house helps you to understand where water savings can be made. You can also do a water audit to see how water-wise your home really is. We all use water differently, but studies have shown the following water usage in an average South Australian home:

- Garden & Outdoor 40%
- Bath & Shower 20%
- Laundry 16%
- Kitchen 11%
- Toilet 11%
- Other 2%

FURTHER INFORMATION

For any further information, please contact the Council Office during office hours.



ROXBY WATER

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