

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.

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.

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>

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 %	• Kitchen	11 %
• Bath & Shower	20 %	• Toilet	11 %
• Laundry	16 %	• Other	2 %



eBilling

....save the environment....
go paperless.....contact Council* for further information.

HAVE YOU DOWNLOADED THE ANTENNO APP?

Stay Connected with Roxby Council!

- Download the Antenna app to keep informed about:
- Council consultations
- Community events
- Local updates and alerts
- Built for the Roxby community. Simple, local and easy to use.



Download the app from the App Store or Google Play!

CONTACT US

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(08) 8671 0010
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roxby@roxbycouncil.com.au
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6 Richardson Place
PO Box 124
Roxby Downs SA 5725
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www.roxbydowns.sa.gov.au/roxby-water

*Council Office business hours:

- Monday - Friday
- 9:00am - 5:00pm

*Closed Public Holidays



ROXBY WATER

Water & Sewerage Service Charges

From 1 July 2026

INTRODUCTION TO ROXBY WATER

Roxby Water is a business unit of the Municipal Council of Roxby Downs and is responsible for delivering safe, reliable and sustainable water and sewerage services to the Roxby Downs community.

Water is one of the township's most essential services, supporting homes, businesses, schools, sporting facilities and community spaces. Roxby Water manages the distribution of treated water throughout the township, maintains water infrastructure, and operates the sewerage network that safely collects and transports wastewater for treatment.

Unlike many South Australian communities, Roxby Downs has a unique water supply system. Water is sourced from the Great Artesian Basin and treated before being supplied to Roxby Water for distribution across the township. Ongoing monitoring, maintenance and infrastructure investment help ensure the community continues to receive high-quality water services now and into the future.

Roxby Water operates pursuant to the *Roxby Downs (Indenture Ratification) Act 1982* and Section 188 of the *Local Government Act 1999*. It also operates under an Intermediate Water Retailer Licence issued by the Essential Services Commission of South Australia (ESCOSA) under the *Water Industry Act 2012*. These legislative and regulatory frameworks ensure water and sewerage services are delivered in accordance with established service, compliance and reporting requirements.

To maintain these essential services, Council undertakes regular maintenance, responds to service interruptions, plans for future infrastructure needs, and invests in the renewal and replacement of ageing assets. Council reviews all rates, fees and charges annually through the Annual Business Plan and Budget process. For the 2026–27 financial year, water rates and charges have increased by 4.2%, supporting the continued operation, maintenance and renewal of Roxby Downs' water and sewerage infrastructure.



RATES AND CHARGES

ALL PROPERTIES	CHARGES
Supply Charge - per AU per quarter	\$80.59
First 34 kl	\$2.24 per kl
34 – 120 kl	\$4.37 per kl
Over 120 kl	\$6.66 per kl
Access Units (AU) <i>(Based on the size of water meter)</i>	AU Value
20mm service connection	1.00
25mm service connection	1.5625
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 abutting a water main with no service connection	1.00

SEWERAGE

Sewerage charges are determined using a property unit formula that allocates property units according to the use and classification of each property, in accordance with guidelines established by the Local Government Association of South Australia. The charge for 2026–27 is \$283.27 per property unit per quarter.

OTHER FEES & CHARGES

FEE	\$ PER ITEM
Special Meter Reading Fee	\$44.77 (9am to 4 pm during business hours) \$100.36 after hours
General Account / Administration Fee. (Excludes Special Meter Reading Fee)	\$44.77
Late Payment Fee (Sent with reminder notices)	\$17.91
Bank dishonoured transaction	Bank fee incurred
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 business hours: Monday - Friday, 9:00am - 5:00pm.

YOUR RESPONSIBILITIES

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.

**REMEMBER - ONLY FLUSH THE 3-P'S
....THAT'S PEE, POO, AND PAPER!**

PAYMENT OPTIONS

You can pay your water and sewerage account using any of the following methods:

- In person at the Council Office (cash, cheque, Visa, Mastercard or AMEX)
- By phone on (08) 8671 0010 (Visa, Mastercard or AMEX)
- BPAY
- BPOINT via Council's website
- By mail (cheque only)
- Direct Debit

Please note that some payment methods may not be available for Flexipay (monthly instalment) accounts or approved Payment Arrangements.

A Direct Debit Authorisation Form is available from the Council Office, can be downloaded from the Council website under "Forms", or accessed by scanning the QR code.

**ROXBY
WATER**

