

## MEDIA RELEASE

4 December, 2009

### **New-look water account for Brisbane ratepayers and businesses**

Queensland Urban Utilities today released an example of the new Water and Wastewater Account which more than 420,000 Brisbane ratepayers and businesses will be receiving from January (see attachment).

CEO Noel Faulkner said Queensland Urban Utilities wanted to ensure ratepayers and businesses were aware that water and sewerage charges would no longer be included with Brisbane City Council Rate Accounts.

"I would like to emphasise that water charges will not be increasing with the separate water account," Mr Faulkner said.

"The only change in January is that water charges will no longer appear on the Brisbane City Council residential Rate Account.

"These charges will simply be transferred on to the separate, easy-to-read water account from Queensland Urban Utilities. It will arrive in the mail shortly after the Rate Account," he said.

The new water accounts will be issued quarterly, and include the usual fixed water access and sewerage access charges as well as the variable consumption charge and the State Government Bulk Water charge.

"Businesses that received Brisbane City Council accounts for water and wastewater services will receive a new-look account from Queensland Urban Utilities in January and continue on their monthly or quarterly cycle," Mr Faulkner said.

"Customers can view a sample account with detailed explanations on our website at [www.urbanutilities.com.au](http://www.urbanutilities.com.au), or call us on 13 26 57 with any queries.

"We will be sending a letter to all of our Brisbane customers explaining the new-look account and reminding them that it will be issued during January," he said.



Mr Faulkner said the new account would also include individual water consumption information, and the ability to compare usage with the Brisbane average, as well as household consumption over the year.

"This information will help households monitor their water usage. Another good way of saving water is to check for leaks on your property, especially before you go away on holidays," Mr Faulkner said.

"Saving water will help secure our region's water supplies for the future."

The Queensland Urban Utilities website includes tips for households and businesses to conserve water.

Queensland Urban Utilities has been established as a result of recent State Government changes to the way water is managed in South East Queensland.

Queensland Urban Utilities is among the largest water retail-distributors in Australia.

The water business units of Brisbane City Council began operating in November 2009 under the name of Queensland Urban Utilities.

From July 2010, Queensland Urban Utilities will provide water and wastewater services to the cities and townships of five council regions in South East Queensland – Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset.

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