

## MEDIA STATEMENT

18 December, 2009

### No worries for pensioners with new water account

Brisbane pensioners will automatically receive the same level of discounts on their new Queensland Urban Utilities water and wastewater account next month.

All Brisbane City Council pensioner remissions will be applied to the new Queensland Urban Utilities Water and Sewerage Account at the same percentage as the Council Rate Account.

CEO Noel Faulkner said there was no need for pensioners to reapply because their eligibility status will transfer automatically to the new account.

"In January we will issue the first Queensland Urban Utilities Water and Sewerage Account to more than 420,000 Brisbane ratepayers and businesses," said Mr Faulkner.

"Like all Queensland Urban Utilities customers, pensioners will no longer have water charges included on their Brisbane City Council Rate Account.

"These charges will simply be transferred to the separate, easy-to-read Queensland Urban Utilities water account which will arrive by mail from January.

"I feel it is important to reassure our pensioner customers that Brisbane City Council will continue to provide the same level of remission as pensioners have previously received on their Council Rate Account.

"You do not need to reapply to Queensland Urban Utilities to receive the Brisbane City Council pensioner remission. Your eligibility will transfer automatically.

"The new Water and Sewerage Account will also include the State Government's Water Subsidy. This discount will be clearly identified on the new account."

Mr Faulkner said the new residential account would include individual water consumption information, and the ability to compare usage with the Brisbane average and the local area average, as well as household consumption for the last quarter and the same period during the previous year.

"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," said Mr Faulkner.



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.

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

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.

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

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