

MEDIA RELEASE

November 1, 2009

Queensland Urban Utilities open for business

Queensland Urban Utilities will officially open for business tomorrow (Monday 2 November 2009), providing a one-stop-shop for water and wastewater services to Brisbane residents.

Chief Executive Officer, Noel Faulkner, said a new dedicated enquiry line number - **13 26 57** - and a hotline for water and wastewater faults and emergencies - **13 23 64** - would be operating from tomorrow (Monday).

The Queensland Urban Utilities website www.urbanutilities.com.au also provides updated information about water and wastewater services for residents and businesses.

From tomorrow, Brisbane City Council's water distribution and water retail business units will operate under the name Queensland Urban Utilities.

"While the name has changed, Brisbane residents can be assured that they will receive the same level of quality service that they've always had," Mr Faulkner said.

Residents who call the Brisbane City Council contact centre will continue to have their water and wastewater enquiries answered.

"In addition to this, the new Queensland Urban Utilities contact numbers will be advertised in Brisbane newspapers and on radio," Mr Faulkner said.

From January, Brisbane customers will receive a separate water account from Queensland Urban Utilities.

This means they will no longer pay for water and wastewater services as part of their Brisbane City Council rate notice.

Letters will be sent to Brisbane households informing them of the new contact details and about the new-look water accounts.

Queensland Urban Utilities has been established as a result of the State Government's restructure of the South East Queensland water industry.

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From July 2010, Queensland Urban Utilities will provide water and wastewater services to about 1.3 million residents in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset local authority areas.

Queensland Urban Utilities will be jointly owned by the five councils and will operate as a division of Brisbane City Council until July 2010.

ENDS

For media enquiries, contact:

Queensland Urban Utilities, Corporate Communication Unit
(07) 3403 3257 or

Out of hours number
0429 551 477

**Queensland Urban Utilities
Important Contact Information**

General enquiries - 13 26 57
Faults and emergencies - 13 23 64
Website - www.urbanutilities.com.au

