

PIPELINE

 UrbanUtilities

Q3 2025 | BRISBANE



OUR PRICES FOR FY25/26

PLUS:

HOW WE'RE INVESTING
IN LOCAL COMMUNITIES

UNDERSTANDING THE
CHARGES ON YOUR BILL



PRICES FOR FY25/26

As we look to the year ahead, we're focused on supporting you with the safe and reliable water and wastewater services you expect from us — while preparing for unprecedented growth across South East Queensland.

Our FY25/26 prices are now available. We've kept them as low as possible while ensuring we continue to invest in essential and resilient infrastructure to serve our growing region and prepare for more frequent weather events.

The typical household water and sewerage bill in Urban Utilities' service region will increase by 3.62%, which is around **\$14.36 per quarter** from 1 July 2025.

This is based on a household that uses around 40 ten-litre buckets of water a day (that's 150 kilolitres of water per year or 37.5 kilolitres per quarter).

WHY IS MY WATER AND SEWERAGE BILL INCREASING?

We've worked hard to keep the increase to the typical bill low and consistent with last year's, to ensure your bill remains as affordable as possible.

Like all businesses, our costs have increased. The price change is needed so we can continue to provide safe, reliable services, renew our vast network and invest in essential infrastructure to meet the needs of our growing communities.

The population in our service territory is expected to increase by almost 50% over the next 20 years. We're planning and investing to ensure we can meet the challenges of this growth.

Scan to find out more



WHAT IF I'M FINDING IT DIFFICULT TO PAY MY NEXT BILL?

We know many households in our community are concerned about cost-of-living pressures and we want you to know support is available if you're having any difficulty paying your bill.

We're here to help you with a variety of options including interest-free payment extensions and flexible payment plans to help you manage your bill.

To learn more about the support available, speak with our friendly team online via webchat at urbanutilities.com.au or Facebook (8am-5pm weekdays), or by phoning our general enquiries line on **13 26 57** (8am-5pm weekdays).

FROM TUESDAY 1 JULY, THE BELOW PRICES APPLY FOR ALL OUR RESIDENTIAL CUSTOMERS:

Water usage and services	
Urban Utilities distributor-retailer price	Per kilolitre
<i>Charged for usage, per kilolitre (1000L)</i>	
Tier 1 Usage FY25/26 (up to 822L per day)	\$0.981
Tier 2 Usage FY25/26 (over 822L per day)	\$2.038
State bulk water price	
<i>Charged for usage, per kilolitre (1000L)</i>	
State Bulk Water Charge FY25/26 *	\$3.517
* Set and controlled by the State Government. Urban Utilities simply passes it on at cost.	
Urban Utilities water service charge	
<i>A flat cost per day, per dwelling</i>	
Water service charge FY25/26	\$0.694
Sewerage services	
Urban Utilities sewerage service charge	
<i>A flat cost per day, per dwelling</i>	
Sewerage service charge FY25/26	\$1.961

UNDERSTANDING THE CHARGES ON YOUR BILL

We're here to help you understand these charges and the services you receive.



YOUR CHARGES

This shows a **summary of your usage charges** including how many days you are billed for, so you can easily compare it to your previous bills. It also shows the date your meter was read and what the meter reading was.

WATER USAGE

Your water usage charges are calculated based on how much water you use, as measured by your water meter. For tips on saving water visit urbanutilities.com.au/savewaterathome



STATE BULK WATER CHARGE

\$3.517/kL

This is a **State Government charge** that covers the cost of the treated water we buy from the State Government. We pass this on at cost with no mark up.

URBAN UTILITIES DISTRIBUTOR-RETAILER PRICE

Tier 1 (up to 822L per day) \$0.981/kL
Tier 2 (over 822L per day) \$2.038/kL

This is the amount you pay for the water you use in your home and garden. The charge ensures we can build, operate and maintain the infrastructure that gets water to your home, plus a rigorous 24/7 testing program to make sure you have clean, safe water every day.

WATER SERVICES

\$0.694 per day, per dwelling

This is a fixed daily charge.

It helps pay for water services, including the installation, maintenance and upgrade of infrastructure (pipes, pumps and reservoirs) needed to treat and transport clean drinking water from the treatment plant to your home.



SEWERAGE SERVICES



\$1.961 per day, per dwelling

This is a fixed daily charge. It helps pay for the installation, maintenance and upgrade of infrastructure needed to take wastewater away from sinks, showers and toilets and send it for treatment at one of our Resource Recovery Centres before it's safely released back into the environment.

TOTALS

A **summary of all charges** for this billing period including any outstanding amounts from previous bills. Your total amount due is highlighted in green.

Water usage	\$91.53
Water services	\$65.85
Sewerage services	\$162.96
Your total charges 10/09/2025 - 17/12/2025	\$340.34



HOW WE'RE INVESTING IN LOCAL COMMUNITIES

Esk Reservoir

We love South East Queensland and we're committed to ensuring that our infrastructure can cater for the rapid growth expected over the next 20 years.

Over the 2025/26 financial year, we'll invest around \$412 million in essential water and wastewater infrastructure across our five local council regions.

BRISBANE

In Brisbane, we are investing over \$283 million in capital works, including \$33 million towards the once-in-a-generation renewal of one of the city's most important, but hidden, pieces of infrastructure, the Bulimba-Hamilton Siphon. The siphon transports the wastewater of more than 150,000 customers from Bulimba to Hamilton, and needs to be upgraded so that we can continue to supply safe and reliable wastewater services.

IPSWICH

Ipswich community members will benefit from \$69 million in capital works, including \$10 million towards upgrading the Hanlon Street, Bundamba Pump Station. This critical infrastructure project will strengthen the region's flood resilience, enhance the capacity and reliability of the wastewater network, and help prevent wet weather overflows — all while supporting future population growth.

SCENIC RIM

The Scenic Rim community will experience enhanced services from a \$17 million investment in local projects, with \$7 million dedicated towards upgrading the Beaudesert water network to support the region's growing population. This is through construction of a new water booster pump station at Gleneagle and other network upgrades.

SOMERSET

In Somerset, we will invest \$19 million into significant projects, including \$4 million to complete the Esk Reservoir — a new water storage facility designed to support the town's needs today and into the future. The location of the reservoir has been selected to minimise the need for tree removal, reduce disturbance to the surrounding bushland and support koala habitat.

LOCKYER VALLEY

In the Lockyer Valley, we are investing \$24 million, including \$6 million to improve the recycled water supply from our Gatton Resource Recovery Centre. Recycled water can be used on sporting fields or to support agriculture when environmental sources of water are insufficient. Water recycling brings significant benefits, both for people and the environment — including water conservation and reduction in nutrient loads being released to our waterways.

Tarragindi's HILLTOP RESERVOIR GETS A NEW LEAF ON LIFE



A lot has changed deep below, but the trees stand tall over this water source.

Serving Brisbane for over a century, this 63-megalitre hilltop reservoir in Tarragindi provides water to more than 112,000 customers, making it a critical part of the city's water network.

When the time came for a much needed upgrade, we teamed up with Toohey Forest Wildlife Group to keep tree removal to a minimum, after consultation with the local community about what mattered most.

We also planted over 35 native trees — five times more than were taken away — so Toohey Forest continues to be a wonderful green space for our local community and wildlife to enjoy for years to come.



The new Tallowood, Brush Box and Blue Gum trees will provide long-term environmental benefits and support the local koala population.

We're incredibly proud of the efforts of our team and our delivery partner, Downer, in delivering environmentally sustainable infrastructure for local wildlife and the community.

Thanks to Tarragindi community members, Toohey Forest Wildlife Group and Brisbane City Council who helped make this happen.

ALWAYS HERE WHEN YOU NEED US:

Delivering clean, safe water every day, backed by 24/7 crews, a local contact centre and support for our vulnerable customers.



TO REPORT A FAULT OR EMERGENCY CONTACT US 24/7 ON 13 23 64

FOR MORE INFORMATION VISIT URBANUTILITIES.COM.AU

GENERAL ENQUIRIES FROM 8AM-5PM WEEKDAYS 13 26 57

Urban Utilities provides water and sewerage services to customers in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset regions. Urban Utilities is the trading name of the Central SEQ Distributor-Retailer Authority.

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