

# ARE YOU SEEING MULTIPLE CHARGES ON YOUR LATEST BILL?

IT'S TO ENSURE YOU'RE CHARGED ACCURATELY THIS QUARTER.

Prices on your water and sewerage services are increasing from July 1. We want to make sure that services you used before July 1 are charged at last financial year's prices, so we've split them into separate items on your latest bill.

YOUR CHARGES WILL BE SPLIT BETWEEN THE OLD AND NEW PRICES:

Last year's price, for services used up to June 30

● Old prices

This year's price, for services used from July 1

● New prices

## YOUR CHARGES for 16/04/2024 - 20/07/2024 (96 days)

### Your meter readings

Serial Number	Read Date	Reading	Usage	Comment
	16/04/2024	1816		
	21/07/2024	1911	95kL	

### Water Usage

<b>State bulk water price</b>				
SEQ Pensioner Water Subsidy	1 @	-\$30.00		-\$30.00
2024/25				
State Bulk Water Charge	75.21kL @	\$3.371000/kL		\$253.53
2023/24				
State Bulk Water Charge	19.79kL @	\$3.444000/kL		\$68.15
2024/25				

### Urban Utilities distributor-retailer price

Tier 1 usage 2023/24	62.46kL @	\$0.838000/kL		\$52.34
Tier 1 usage 2024/25	16.44kL @	\$0.915000/kL		\$15.04
Tier 2 usage 2023/24	12.75kL @	\$1.742000/kL		\$22.21
Tier 2 usage 2024/25	3.35kL @	\$1.902000/kL		\$6.37
<b>Subtotal</b>				<b>\$387.64</b>

### Water Services

<b>Urban Utilities water service charge</b>				
Water service charge 2023/24	76 days			\$49.17
This charge is for the period 16/04/2024 to 30/06/2024				
Water service charge 2024/25	20 days			\$13.44
This charge is for the period 01/07/2024 to 20/07/2024				
<b>Subtotal</b>				<b>\$62.61</b>

### Sewerage Services

<b>Urban Utilities sewerage service charge</b>				
Sewerage service charge 2023/24	76 days			\$136.42
This charge is for the period 16/04/2024 to 30/06/2024				
Sewerage service charge 2024/25	20 days			\$37.34
This charge is for the period 01/07/2024 to 20/07/2024				
<b>Subtotal</b>				<b>\$173.76</b>

Customer ref. no.

 Your usage was 95 kilolitres.  
That's an average of 990 litres per day.



**PRICES HAVE INCREASED FROM 1 JULY 2024**

Find everything you need to know, and details on how we can support you

SCAN FOR THE FULL BREAKDOWN



INTERPRETER SERVICE 13 14 50

当您需要口译员时，请致电 13 14 50。

You aren't being charged twice for the same service – you're simply paying different prices for two periods within the same quarter.

# HOW WE CALCULATE YOUR CHARGES

Your water and sewerage bill is made up of four separate charges. They're either a flat charge per day or a variable charge for usage, which is calculated per kilolitre:

## Water services

Urban Utilities distributor-retailer charge	PER KL
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State bulk water charge	PER KL
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Urban Utilities water service charge	DAILY
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## Sewerage services

Urban Utilities sewerage service charge	DAILY
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On previous bills you would have seen one price for each (apart from Tier 2 high water usage charges). For this quarter's bill, you will see two lines with FY23/24 and FY24/25 pricing alongside each charge. This is to ensure you're accurately billed for your usage.

**For daily charges, we simply separate your charge into two line items:**

- One for each day up **until 30 June**, which is charged at FY23/24 pricing,
- And one **from 1 July**, which is charged at FY24/25 pricing.

**For services which are charged on volume, we determine your daily use by dividing the total use by the number of days in the billing period.** We then separate the charge into two separate line items, just as we do for the daily charge.

### *Example: Urban Utilities distributor-retailer charge*

- From the start of your billing period **until June 30**, you've been charged the FY2023/2024 price of \$0.838/KL.
- **After July 1**, the price changes to \$0.915/KL until the end of your billing period.



Want to know more about what's on your bill?  
Visit: [urbanu.com.au/billexplained](https://urbanu.com.au/billexplained)



For more on how your bill is calculated,  
visit: [urbanu.com.au/yourbill](https://urbanu.com.au/yourbill)

**General enquiries**

**13 26 57**

**Faults & emergencies**

**13 23 64 (24/7)**