

A dynamic water splash graphic in shades of blue and white, featuring a large, curved splash on the right side and a horizontal wave with numerous bubbles at the bottom. The background is a light blue gradient.

SAVE WATER SAVE MONEY

2024-2025 WATER CHARGES

ISAAC REGIONAL COUNCIL ACTIVELY ENCOURAGES WATER SAVING MEASURES, DEVICES AND ACTIVITIES THAT SUPPORT WATER SUSTAINABILITY AND IS COMMITTED TO PROVIDE CUSTOMERS WITH HIGH QUALITY AND RELIABLE WATER AND WASTEWATER SERVICES.



FREQUENTLY ASKED QUESTIONS

2024-25 RESIDENTIAL DWELLING HOUSE CHARGES

This FAQ has been developed with a focus on a standard residential house within the Isaac region. For other property types please refer to the Revenue Statement at

<https://www.isaac.qld.gov.au/files/assets/public/v/1/your-council/rates/revenue-statement-2024-2025.pdf>.

Isaac Regional Council employs a user pays charging system. This includes two types of water charges for residential dwellings:

- **Infrastructure Charge**, which appears on ratepayers rate notices.
- **Consumption Charge**, which will be provided on separate water notices.

Council has worked hard to keep this as a fair system to stop low volume water consumers subsidising larger volume users. The system allows ratepayers and tenants to monitor and control their costs.

What is an Infrastructure Charge?

An Infrastructure Charge covers the cost of owning, operating, maintaining and managing the water supply facilities and networks in eight communities across the Isaac region.

What is a Consumption Charge?

A consumption charge is where customers pay for each kilolitre (kL) of water used.

How much will I pay in water charges?

The six-monthly Consumption Charge for all towns in Isaac are calculated as per below:

Consumption	2024/2025 CHARGES
0 - 150kL	\$0.70
150-300kL	\$1.60
> 300kL	\$2.50

Those households that achieved conservative consumption for the six-month period of below 150kL will pay the lowest consumption charge of \$0.70/kL resulting in a consumption charge of less than \$105.00. Those with higher consumption, for example at 280kL would be billed \$313.00 for the same period.

Did you know you may be eligible for a remission on your water notice if you find a concealed leak?

If you've received a higher than usual water bill, a MiWater water leak alert or you've noticed damp patches in or around your property, you may have a concealed leak. Ratepayers must organise a licensed plumber to investigate the property for leaks. If a concealed leak is found, ratepayers may be eligible for a remission on their water notice.

To find out more about Council's Concealed Leak Policy and Procedure or to complete a Concealed Leak Remission Application visit www.isaac.qld.gov.au/environment-water-waste/water-charges



You can monitor the cost of water activities



Compare your usage



Get SMS alerts to keep you on track

Routine Meter Reads

Did you know? Water consumption issued on Water Notices is calculated on information supplied through an Automatic Meter Reading (AMR) device or a physical manual meter reading. For customers who do not have an AMR installed, Council will take all reasonable steps to manually read the water meter at each customer's property every six (6) months.

Estimated Water Use

Occasionally Council may be required to estimate the meter reading. The water notice will clearly indicate whether the billed water consumption has been based on an estimate along with a notation of why the current Water Notice is an estimate.

Customers requiring further information on their estimated Water Notices can contact Council.

HOW CAN YOU SAVE WATER TO SAVE MONEY?

The average Isaac household's water consumption of 221kL for the six-monthly billing period from January 2024 to June 2024, was significantly higher than the Queensland average.

To help our communities reduce this usage, here are some simple water wise tips to save water around the home.

INDOORS



Take a shower instead of a bath



Fit a water-saving shower head



Plug the sink while you shave



Install a dual flush toilet



Turn off tap while brushing



Run dishwasher only when full

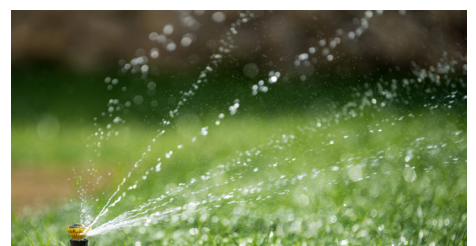
OUTDOORS



Water plants not pathways



Use a bucket to wash the car



Water in the morning or evening



Plant a garden suitable to climate



Wash the car on the lawn



Fit a tap timer to your taps

Sign up to receive water consumption information. You will be able to set email and SMS alerts and be notified of water leaks and high consumption within days of occurrence.

WHERE DOES OUR RAW WATER COME FROM?



DID YOU KNOW THAT COUNCIL HAD A LEGAL OBLIGATION TO INTRODUCE WATER CHARGES TO THE ISAAC REGION IN 2017. WE HAVE TO MEET THE:

- Water Supply (Safety and Reliability) Act 2008
- Public Health Act 2005
- Water Supply (Safety and Reliability) Regulation 2011
- Public Health Regulation 2018
- Australian Drinking Water Guidelines 2021
- Local Government Act 2009

WHAT WILL WATER COST YOU?

The below rounded estimates are based on an average 250ml glass of water, an average 65L shower, an average 125L bath, an average 100L load of washing, an average 25L dishwasher cycle and an average 1,000L per hour sprinkler system.

\$5 will get you



28,000
glasses of water



107
showers



60
baths



75
loads of washing



300
dishwashing cycles



7 hours
of sprinkling

Whether you live in Moranbah or Middlesbrough, households pay the same consumption rate for the water they use.

We all have a part to play in creating new habits in conserving Isaac's precious commodity.

Isaac Regional Council will continue to provide advice on how ratepayers can monitor, manage and reduce their water use through our free online tool, MiWater.

Sign up to receive water consumption information.

You will be able to set email and SMS alerts and be notified of water leaks and high consumption within days of occurrence.



WHAT IS COUNCIL DOING TO IMPROVE WATER SERVICES?

Council undertakes maintenance and capital investment to keep our eight water supply schemes and six wastewater schemes operating at a standard that meets community expectations.



\$12.9 MILLION

The amount of money committed to water and wastewater projects from the 2024-2025 Council Budgets.



23 WATER PROJECTS

The number of water projects and changes in the Isaac region for 2024-2025.



8

water treatment plants



8404

drinking water connections



7822

sewage connections



6

sewage treatment plants



20,910

permanent population

OUR 2024-25 PROJECTS

The Water and Wastewater department is dedicated to achieving long-term outcomes that meet the expectations of our communities through the improvement of infrastructure, service delivery, and products, including drinking water quality and recycled water opportunities.

Council will continue to work on repairing and replacing aging infrastructure across Isaac. Many of these issues are historic in nature, and by working together, we will be able to deliver a more efficient, cost-effective, and sustainable water and wastewater network.

In 2022, Council began its four-year program of upgrading the control and communication systems at the treatment plants and pump stations to better manage this equipment both onsite and remotely. These system upgrades will improve the quality and reliability of supply, make these plants more efficient, and provide data for smarter and more timely decision-making.

CLERMONT

Clermont Water treatment Plant filter upgrade and modernisation.

CARMILA

Various upgrades are planned for the Carmila Water Treatment Plant to enhance operational efficiency and reliability.

DYSART

Projects to rehabilitate and improve wastewater facilities which are vital for Dysart.

These projects include:

- Relining sewage pipelines and rehabilitation of sewerage manholes.

GLENDEN

Projects to rehabilitate and replace old equipment along with improving operating efficiencies.

These projects include:

- Installation of turbidity analysers on filters at the Glenden Water Treatment Plant.

MORANBAH

Projects to improve the water storages and various rehabilitation projects for both water and sewerage infrastructure for reliability and to meet the requirements for our growing community.

These projects include:

- Roof replacement for the water reservoir at the Moranbah Water Treatment Plant.
- Upgrades to the sewer pumping station in Moranbah.
- Relining sewage pipelines and rehabilitation of sewerage manholes.
- Relocating the truck filling station in Moranbah.

MIDDLEMOUNT

New water main is planned within the Middlemount water pipe network to improve water distribution efficiency and capacity.

NEBO

Projects including:

- A new water main in Nebo has been successfully installed and the water main is now operational.
- Installing a AvData system at the Nebo truck fill point.
- Rehabilitation of sewerage pump stations.

ST LAWRENCE

Projects to improve water storages and various rehabilitation projects. These projects include:

- Raw water storage St Lawrence.
- Modernisation of the Water Treatment Plant.
- Replace a 1.2km section of water mains and install a new water reservoir at the St Lawrence Treatment Plant.