



**SAVE WATER**  
*save money*

2023-24

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

## 2023-24 RESIDENTIAL DWELLING HOUSE CHARGES



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 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 network in eight communities across the Isaac Region.

The Annual Infrastructure Charge (previously Water Access Charge) is included in your rates notice.

**For a residential dwelling house, the charge would be:**

Locality	Annual Infrastructure Charge
Dysart	\$891.20
Middlemount	\$891.20
St Lawrence	\$891.20
Carmila	\$891.20
Nebo	\$891.20
Glenden	\$891.20
Clermont	\$891.20
Moranbah	\$891.20

For commercial properties please refer to the Revenue Statement at [isaac.qld.gov.au/water-charges](http://isaac.qld.gov.au/water-charges)

### Why is the Infrastructure Charge different from previous financial years?

Council adopted a 5-year price path in 2016 to standardise the Infrastructure Charge across the entire region. The price path has successfully achieved standardised water infrastructure charges across all Isaac communities.

### 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 for an average residential dwelling (which has 4 units):

Consumption	Charge (\$/kL)
0 – 150KI	\$0.65
150-300KI	\$1.50
> 300KI	\$2.36

Average residential water consumption in the Isaac region was 191kL per household for the six months to 30 June 2022. Those households that achieved conservative consumption for the six-month period of below 150kL will pay the lowest consumption charge of \$0.65/kL resulting in a consumption charge of less than \$97.50. Those with higher consumption, for example at 280kL would be billed \$286 for the same period.



You can monitor the cost of water activities



Compare your usage



Get SMS alerts to keep you on track



# HOW CAN YOU SAVE WATER TO SAVE MONEY?



The average Isaac household's water consumption of 191KL for the six-monthly billing period from January to June 2022, 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 the tap while brushing your teeth



Only run your dishwasher or washing machine when it's full

## OUTDOORS



Water plants, not paths or driveways



Use a bucket to wash the car



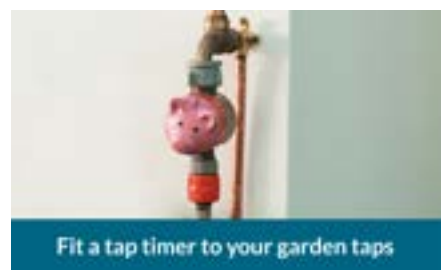
Only water in the morning or evening



Plant a garden suitable to the climate



Wash the car on the lawn



Fit a tap timer to your garden 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.

[isaac.qld.gov.au/miwater](https://isaac.qld.gov.au/miwater)



# 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 Act 2000

Local Government Act 2009

Australian Drinking Water Guidelines 2011

Water Supply (Safety and Reliability) Act 2008

# WHAT WILL WATER COST YOU?



These 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 1000L per hour sprinkler system.



Whether you live in Moranbah or Middlesbrough, households now 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.

[isaac.qld.gov.au/miwater](https://isaac.qld.gov.au/miwater)



# 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.

**\$10.3 MILLION**



The amount of money committed to water and wastewater projects from the 2022-2023 Council Budgets.

**14**

The number of water projects in the Isaac region for 2022-23.

**10**

The number of wastewater projects in the Isaac region for 2022-23.



water meters connected to

**9,206**



**8**



water treatment plants serving

consumers

**18,535**



sewage connections

**7,816**



**6**



sewage treatment plants

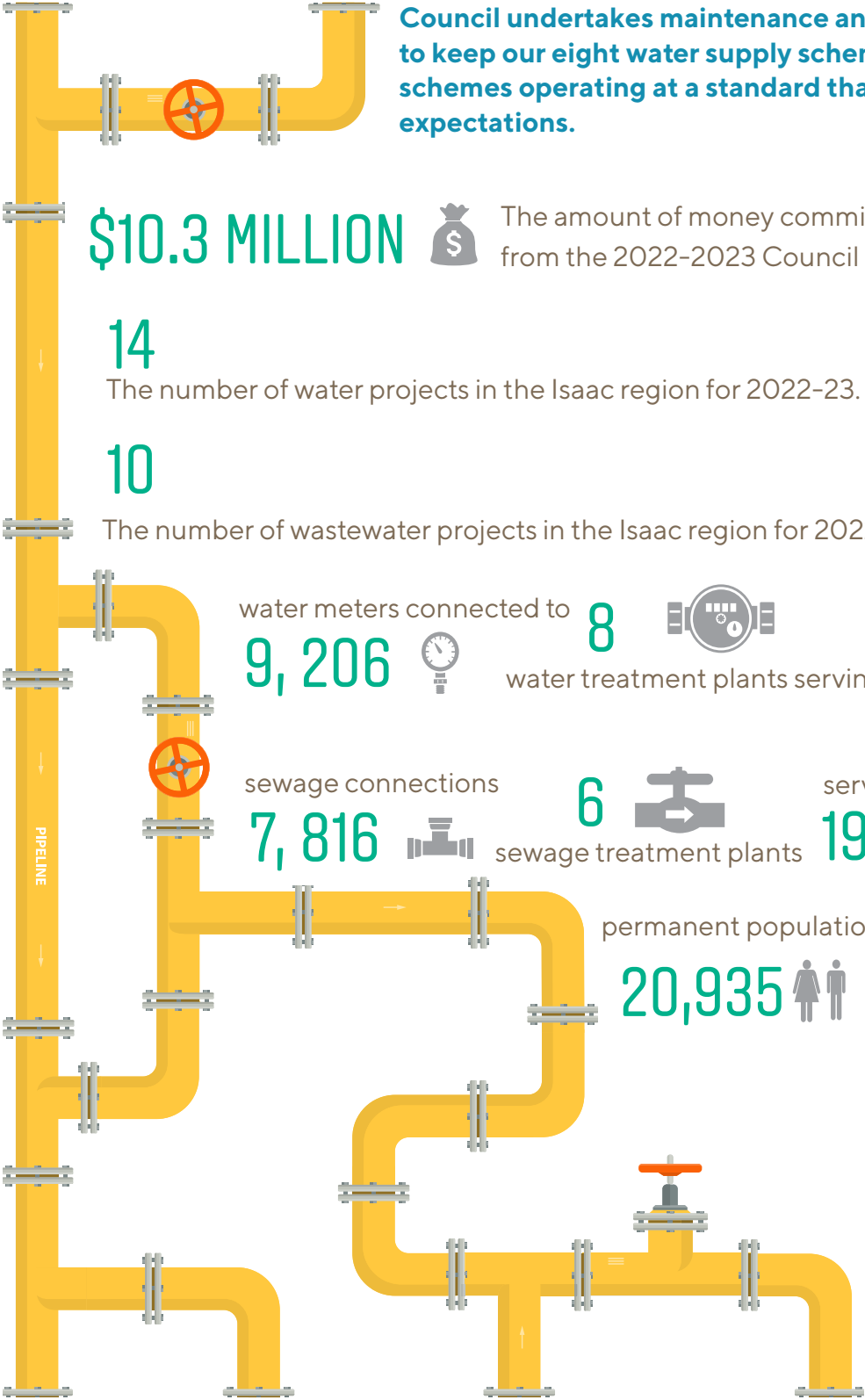
serving clients

**19,048**



permanent population

**20,935**



PIPELINE

**Our Water and Wastewater department is dedicated to achieving long-term outcomes which 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 ageing 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.**

**Commencing this year will be a 4-year program of upgrading the control and communication systems at the treatment plants and pumpstations to better manage this equipment both onsite and remotely. These system upgrades will improve the quality and reliability of supply and make these plants more efficient, plus providing data for smarter and more timely**



### DYSART

Projects to rehabilitate and improve wastewater facilities which are vital for Dysart. These projects include:

- Relining sewerage pipelines and rehabilitation of sewage manholes.
- Installing new sewerage pipelines near the southern end of Queen Elizabeth Drive and the Wastewater Treatment Plant.
- Control and electrical upgrade of the Wastewater Treatment Plant.
- Rehabilitation of filters and concrete structures at the Wastewater Treatment Plant which will extend the life of the plant.



### CLERMONT

The main activity for Clermont is the installation of a floating offtake at Theresa Creek Dam to

- improve the quality of the raw water supply. The second half of this financial year will see the commencement of two major projects:
- Water main upgrades to the north of the township.
  - Water Treatment Plant filter upgrade and modernisation.



### GLENDEEN

Projects to rehabilitate and replace old equipment along with improving operating efficiencies. These projects include:

- Rehabilitation of sewerage pump stations. Rehabilitation of equipment at the Glenden Wastewater Treatment Plant.
- Upgrade electrical infrastructure and install control systems at both the Glenden Water Treatment Plant and Glenden Wastewater Treatment Plant.



### NEBO

Projects including:

- Upgrading the control equipment at the Nebo Wastewater Treatment Plant, Nebo Water Treatment Plant and various pumpstations to improve their operation.
- Improvements to the onsite shortage of chemicals at the Nebo Wastewater Treatment Plant.
- An irrigation system to dispose of recycled water at the Nebo Wastewater 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:
- The remediation of the 400ML raw water dam.
  - Rehabilitation of one of the Water Treatment Plant clearwater reservoirs and replacing its roof.
  - Replacing the filter media and valves at the Water Treatment Plant.
  - Relining sewerage pipelines and rehabilitation of sewerage manholes.



### ST LAWRENCE

Replace a 1.2km section of water mains and install a new water reservoir at the St Lawrence Treatment Plant.



### MIDDLEMOUNT

Rehabilitation of sewerage pump stations.