

Access and Usage Charges Explained

We supply a relatively small population but must also develop and maintain infrastructure to meet peak populations of up to 60,000 during holiday periods and major events.

There are no major industrial customers that might otherwise provide economies of scale in terms of continuous water distribution and wastewater services.

Our primary source of water comes from an open catchment that is mainly farmland. As a consequence extra costs are incurred to treat the water so that it meets Australian drinking water standards.

Residential Water Pricing

Westernport Water provides water and wastewater services to approximately 16,000 properties over an area of 300 square kilometres on Phillip Island and the mainland stretching from The Gurdies to Archies Creek.

This brochure provides an explanation of our charges for the provision of these services.

The charges reflect the cost of providing access to the services and the maintenance of our infrastructure including our reservoir, the treatment plants and the pipes.

Customers who are able to connect to our water and sewer system pay the following charges:

1. Fixed access charges for water and wastewater services.
2. Water usage charges based on the volume of water that you use as measured by your property meter.
3. Other charges—such as the Waterways Charges. This is an annual charge collected by us on behalf of Melbourne Water.

Fixed Access Charges

The fixed access charges for residential customers are:

- **Water Access Charge:** \$331.53 per annum for residential and connected vacant land customers.
The annual water access charge for unconnected vacant land is \$227.67.
- **Wastewater Access Charge:** \$503.76 per annum for residential customers.
The annual wastewater charge for unconnected vacant land is \$233.97.

Water Usage Charges

The tier tariff system

Westernport Water has introduced a three tiered pricing structure designed to encourage water conservation by charging higher water users a higher price for what is deemed to be discretionary and outdoor water use.

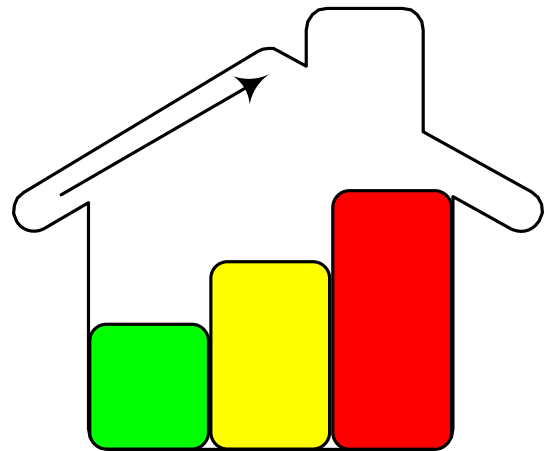
The first tier was based on average household winter usage. The second and third tiers are designed to encourage larger water users to conserve water through charging higher prices.

Tiered Tariff System

The first tier is set at 33 kilolitres (33,000 litres) per 4 month billing period and represents indoor or non-discretionary household water use.

The second tier is set at 33—108 kilolitres per 4 month billing period and the third tier is set at greater than 108 kilolitres per 4 month billing period.

The amount of water used is determined by your meter reading. Meters are read in October, February and June of each financial year.



The average annual water consumption for a permanent residential household in our district is 200 kilolitres per annum.

How this will apply to your account?

- If you use less than 33 kilolitres (Tier 1) in the 4 month billing period, you will pay \$1.3526 per kilolitre on that amount of water.
- If you use over 33 kilolitres (Tier 2) in the 4 month billing period you will pay \$1.3526 per kilolitre up to 33 kilolitres and then \$1.6205 for each kilolitre until you reach 108 kilolitres (Tier 3).
- When you use more than 108 kilolitres in the 4 month billing period you will pay \$1.3526 per kilolitre up to 33 kilolitres, then \$1.6205 per kilolitre up to 108 kilolitres and then \$2.0870 per kilolitre after that.

Saving Water in the Home

We would like to help customers become water wise at home.

We have a number of brochures and other material available to help anyone wishing to reduce their water consumption.

For more information on how to save water in the home please visit the Water Conservation page at westernportwater.com.au, call us on 1300 720 711, or email us at westport@westernportwater.com.au

Government Rebates

The government is also giving rebates on water tanks and other water saving devices in the home through the Water Smart Home Scheme.

You can download fact sheets and a rebate claim form from the Water Conservation page on our website, westernportwater.com.au or call us on 1300 720 711 and we will send the forms to you.

You can also collect and complete the forms at our offices at 2 Boys Home Road, Newhaven, Victoria.

Other Charges (Waterways Charge)



Melbourne Water is now responsible for the management of waterways, drainage and floodplains in part of our area. These services are funded through a property-based Waterways Charge. This charge affects property owners only and is billed by Westernport Water on Melbourne Water's behalf.

The Waterways Charge is an annual charge of \$42.73 and funding raised by this charge is used to manage and improve waterways, drainage and flood protection within the Port Phillip and Westernport Bay catchment.

For more information about the charge, where it applies and the services and projects in your area, call us on 1300 720 711 or visit melbournewater.com.au

Payment Assistance

We recognise that anyone may experience times of difficulty in paying their account.

We have a number of options available such as extensions of time to pay, flexible payment plans and state government assistance such as the Utility Relief Grant.

Please contact us on (03) 5956 4144 or hardship@westernportwater.com.au for a confidential discussion on how we can help you.

Water and sewerage are pumped over relatively long distances to and from widely scattered towns with small populations. This pumping means we are subject to additional energy costs as well as the infrastructure costs.

Concessions

If you hold a Pensioner Concession Card, a Health Card, or a Veteran Gold Repatriation Card, you are entitled to claim a concession up to an annual cap.

If you are eligible but not receiving a concession please contact us on 1300 720 711 to register. In doing so you will be authorising us to confirm your eligibility with Centrelink or the Department of Veteran Affairs.

Eligibility

Owners: You must live at the property to receive a concession.

Tenants: You can receive a concession on your water usage account.

Rebate

Owners: \$245.00 per annum on your Water and Wastewater Fixed Access Charges.

Tenants: A maximum of \$122.50 per annum on your water consumption.

Contacting Us

Account and General Enquiries:

1300 720 711

Faults and Emergencies:

1800 24 90 90 or 13WATER (13 92837)

Hearing Impaired:

13 36 77 and quote (03) 5956 4100

Interpreter Service:

13 14 50

Mailing Address:

2 Boys Home Road
NEWHAVEN VIC 3925

Email:

westport@westernportwater.com.au

Website:

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Facsimile

(03) 5956 4101

