

Understanding your bill

Fixed vs variable charges

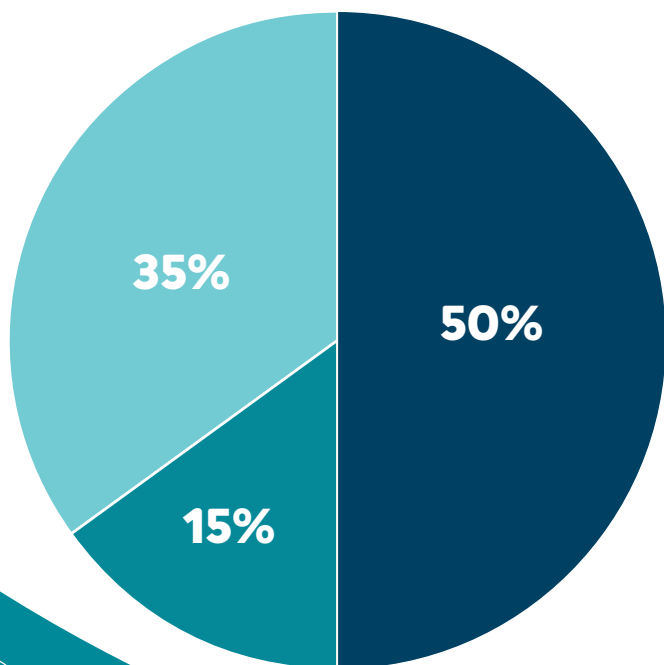
Every bill you receive from us includes a breakdown of the individual charges that make up your total bill as well as your water usage and payment information. Your bill will have different charges depending if you own or rent the connected property and could include a combination of fixed and variable charges.

Understanding the charges

In 2018, you told us you wanted more control over your bills and to promote water efficiency. This is why our water fixed component is smaller than the variable amount – to encourage water efficiency in the homes. Our bills are therefore divided into three components with fixed charges for the home owner and usage charges for everyone.

Your residential charges

The average residential homeowner bill breakdown



Home owners and rental providers

Just like your council rates, you pay a fixed service charge to have water and sewerage services connected to your property (the fixed water and sewerage charge). These costs help support our infrastructure, maintenance, support programs and other important operational costs.

Renters

Typically if you rent, you are only responsible for the water you use (the variable charge). Your rental provider will pay the fixed charges on the bill*.

**Individual circumstances may be different for everyone and different arrangements may be made with your rental provider.*



- Fixed sewerage charges**
– **Property owner pays**
A quarterly fixed charge for all wastewater and sewerage management
- Fixed water charges**
– **Property owner pays**
A quarterly fixed charge to deliver water to your house
- Variable water charges**
– **People living at the property pay**
The price is based on the water you use or a usage charge and calculated from your water meter