

Access Charges

Access charges will no longer be a standard rate for all service sizes. Residential and Non Residential customers with larger size services will pay proportionally higher access charges reflecting their capacity requirements. Best Practice Guidelines also sets the maximum amount of revenue Goldenfields Water can generate from Water Usage Charges. In other words this limits the Access Charges to a maximum of 25% of Residential Revenue.

In 2009-2010 the access charge for a standard 20mm service will be **\$125.00 per annum**.

The following table sets out all Annual Access Charges and as they will appear on the quarterly water accounts.

| Service Size | Annual Access charge | Quarterly Access Charge |
|--------------|----------------------|-------------------------|
| 20 | \$ 125.00 | \$ 31.25 |
| 25 | \$ 195.00 | \$ 48.75 |
| 32 | \$ 320.00 | \$ 80.00 |
| 40 | \$ 500.00 | \$ 125.00 |
| 50 | \$ 781.00 | \$ 195.25 |
| 80 | \$ 2,000.00 | \$ 500.00 |
| 100 | \$ 3,125.00 | \$ 781.25 |
| 150 | \$ 7,031.00 | \$ 1,757.75 |
| 200 | \$ 12,500.00 | \$ 3,125.00 |

The vast majority of residential customers have 20mm services and will see a reduction of \$79.00 in annual access charges. Likewise, the majority of non residential customers have either 20 or 25mm services.

For premises in Barellan with dual supplies (potable and non potable water) only one access charge per pair of connections will apply. In these cases the potable water service size will determine the access charge.

No access charges applies to permanent Public Standpipes.

Water Usage Charges (Sales)

The 2009-2010 Management Plan will now see customers classed either as:-

- **Residential or**
- **Non Residential.**

These classes should not be confused with your property's rating code applied by your local Council.

Residential Customers

The Best Practice Guidelines in part includes:-

"To encourage water conservation, high water consuming residential customers should be subjected to a step price increase of at least 50% for incremental usage above a specified threshold."

This threshold (or Step) is a maximum of 450 kilolitres per annum in NSW Coastal and Tablelands Zone and 600 kilolitres per annum outside the Zone. **In other words the residential water usage charges above 600 kilolitres per year should be at least 50% higher than the standard usage charge.**

For 2009-2010 Residential Customers will be charged :-

- **\$ 1.52 per kilolitre** for potable and non potable water from **1 to 600 kilolitres per annum, and**
- **\$2.30 per kilolitre** for all potable and non potable water **in excess of 600 kilolitres per annum.**

Non-Residential Customers

For 2009-2010 Non-Residential Customers will be charged :-

- **\$ 1.52 per kilolitre** for all potable and non potable water.

Standpipe Water Sales

Standpipe operators (commercial and portable) will be charged :-

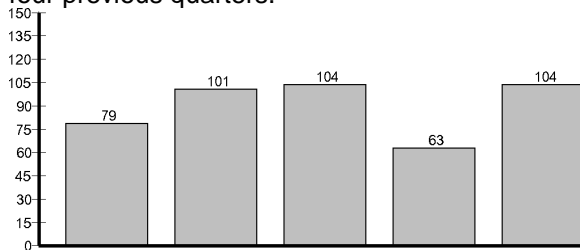
- **\$2.30 per kilolitre** for all potable and non potable water, And
- The maximum Retail Charge for potable and non potable Standpipe Water Sales shall be **\$3.04 per kilolitre.**

Summary of Service Fees for 2009/2010

| | |
|--|---------------------|
| Search enquiry Certificate Fee - S603 (for property transfer) | \$60.00 |
| Urgent Certificates - additional fee for provision of any S603 Certificate required in less than 3 working days. after receipt of the necessary payment. | \$35.00 |
| Disconnection Fee (Permanent or Temporary) (Non payment of Account or Customer Request) | \$100.00 |
| Reconnection Fee after Temporary Disconnection | \$50.00 |
| Debt Recovery Attendance Fee | \$90.00 |
| Meter Test Deposit (Non-refundable if meter registers less than 3% more or less than the correct quantity) | \$55.00 |
| Special Meter Reading Fee (Refundable if routine reading by Council proven to be in error) | \$55.00 |
| <ul style="list-style-type: none"> • Routine Service 48 hours notice • Same Day Service | \$85.00 |
| Special Enquiry/Certificate/ Attendance Fee (Minimum 1 Hour) | \$55.00/ hour |
| Pensioner Rebates | \$7.25/ month |
| maximum allowable amount per quarter | \$21.75 |
| Interest on overdue charges - not paid within 28 days of posting of account | 9.0% per annum |
| PIPE LOCATIONS | |
| Reticulated & Non Reticulated Areas Locate only | At Cost (min. \$50) |
| Locate and expose (Minimum notice 24 hours) | At Cost (min. \$50) |
| BACKFLOW PREVENTION | |
| Installation of RPZ device-(20mm) Plus the cost of the device | \$500.00 |
| BACKFLOW DEVICE INSPECTION & TESTING | |
| Per device | \$150.00 |
| Plus per hour attendance | \$50.00 |
| WATER CONNECTION APPLICATIONS | |
| Per connection | \$50.00 |
| Council's Offices are located at 84 Parkes Street, Temora. Postal Address PO Box 220 Temora 2666. Office hours are 9:00am to 4:30pm Monday to Friday. Phone 02 6977 3200 Fax. 02 6977 3299 | |

How much water do I use ?

On the reverse side of your water account is a graph similar to that shown below. This shows the current quarter's water consumption along with four previous quarters.



This has been provided on water accounts for some time to allow customers to monitor their usage. The quarter's actual consumption values are also shown. If you are a residential customer and the total of your last four quarter's consumptions is greater than 600, then you will see a significant increase in your water charges.

Strata Plan and Multiple Dwellings

Where individual dwellings would be considered residential, but are not yet individually metered, then, these will be assessed. Generally, they will be classed as **multi-dwelling non residential** and pay the non residential water usage charge. That is all water will be charged at \$1.52 per kilolitre. They will pay the access charges applicable for the actual number and sizes of the existing services.

Pensioner Concessions

Please note there have been no changes to pensioner concessions for eligible customers.

| Summary of Charges for 2009/2010 | |
|--|---------------|
| Residential (Potable and Non Potable) metered water sales | Per Kilolitre |
| 1-600 kilolitres per annum | \$1.52 |
| 601-plus kilolitres per annum | \$2.30 |
| All Non-Residential (Potable and Non Potable) metered water sales | \$1.52 |
| All Standpipe Water Sales (Commercial and Portable) | \$2.30 |
| Maximum Retail Charge for all Standpipe Water Sales (per Kilolitre) | \$3.04 |

Water Allocations and Restrictions

Goldenfields Water like many other Local Water Utilities in New South Wales saw their water allocations reduced to 50% on the 1 July 2008. There is a strong possibility of a similar limitation occurring this year. All customers are urged to carry out water conservation measures where possible and also to adhere to the water restrictions throughout the coming year. All customers are reminded that penalties exist for those who breach water restrictions.

Revenue Policy for 2009-2010

A deficit result before capital of \$1.022M in 2007/08 and an anticipated deficit result before capital of \$715,000 in 2008/09 required the instigation of strong fiscal policy to achieve a balanced budget in 2009/10 for the long term financial sustainability of Goldenfields Water. This was undertaken so that our customers could continue to be supplied water into the future at a sustainable price. To delay such action would mean larger increases in the future to recoup previous losses.

Variations in water sales revenue is largely dependent on the seasonal conditions and influences outside Goldenfields Water's control.

What effect will the changes have on your water account ?

Your individual circumstances will decide what impact the pricing changes will have.

The average residential customer uses about 243 kilolitres per year. With a 20mm service the increase is about one dollar.

It is known that as a consequence of the changes to Best Practice Pricing some customers will be paying more for their water. Equally some customers will see no changes and those actively engaged in water conservation practices will see a reduction in their annual water charges.

Paul Wearne, **General Manager**

An important message to all Goldenfields Water County Council Customers

You will be aware via media reports both in newspaper and television that Goldenfields Water has reviewed the price of water. This followed the Draft Management Plan being on public display.

Council has now adopted its Management Plan for 2009-2010 that includes changes to its pricing policy complying with Best Practice Pricing Guidelines recommended by the NSW Department of Water and Energy.

The Guidelines are aimed at:-

“Providing appropriate, affordable and cost-effective water supply and sewerage services in urban areas of non-metropolitan NSW which meet community needs, protect public health and the environment and make best use of regional resources.”

Put simply, for Residential Customers the Guidelines promote a “user pay” system whereby the more you use the more you pay. They also allow some discretion by the customer as to how much water is used.

Goldenfields has for many years had a two part pricing policy:-

- Access Charges and
- Water Usage Charges

Pricing will continue in this format but there are a number of significant changes. Water accounts will still be issued quarterly.

