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NEW BILLING SYSTEM TO ENCOURAGE WATER EFFICIENCY

Minister for Water Security Karlene Maywald will introduce legislation to State Parliament tomorrow for SA Water residential customers to be billed for water use every quarter.

Currently, customers receive four bills per year but only two contain water use charges. Two accounts have only fixed supply charges and sewerage rates.

The change provides a more transparent billing system where South Australians can better monitor and manage their consumption.

Charging for water use each quarter will also smooth out water charges across the year, subject to variation in household seasonal water use.

Minister Maywald says the *Waterworks (Rates) Amendment Bill* delivers on a State Government commitment to overhaul South Australia's complex water billing system.

"The move to quarterly billing for water use will bring South Australia inline with other quarterly billing systems in operation throughout Australia," she said.

"The three tiers for water use – 0-120 kilolitres, 120-520kL and above 520kL – will also be split into quarters. This means that for every quarterly bill, the lowest tier price applies for the first 30kL of water used, the second tier price from 30-130kL and the third price for use above 130kL per quarter.

"From July 1, SA Water customers will also receive new look water accounts that more clearly display water use as well as comparisons to previous use and other typical households.

"These residential customer bills will be accompanied by important information about water and wastewater services, as well as information for customers on the billing system.

"The bills will clearly separate the charges for water use from supply charges and sewerage charges."

Within the first 12 months of the transition to quarterly billing, customers will receive accounts for 15 months of water they have already used, as the quarterly use is aligned with quarterly billing.

Customers who find this first year only transition creates cash flow problems will be able to contact SA Water to arrange transitional payment arrangements.

For more information visit www.sawater.com.au.