

THE PIPELINE

CLARENCE WATER NEWS



One less bill a year Changes to water billing

As you may have noticed there are changes to our water billing cycle. From here on, bills will be issued three times a year, rather than four.

Due to COVID-19 restrictions, our water meter readers were unable to complete the scheduled May reading. The water meter reading was performed in July, and because the current billing period covers an additional two months, you can expect your water bills to be a little higher than they would otherwise have been.

The break in our regular cycle gave us the opportunity to review the costs involved in reading water meters. The decision to change to a tri-annual cycle was decided upon in order to reduce the costs to ratepayers and enable us to focus our attention on other community projects.



Remember you can set up weekly or fortnightly payments through BPAY.

A fresh water efficiency plan

Clarence Valley Council and Coffs Harbour City Council as partners in our regional water supply scheme have been preparing an updated Water Efficiency Strategic Plan to bring it in line with current technology and community needs. The updated strategy guides a new "implementation" plan which outlines the water efficiency programs we will be delivering in the near future. Future water efficiency programs will include a combination of old and new programs, including;

- Continuation of the Waterwise schools program
- A new rebate program
- A new water efficiency partner program for high consumers
- More informative water bills
- Regular and regionally consistent water information online

Stay tuned and get in touch for more information.



What the new billing schedule means for you moving forward:

- Water customers will receive only three water bills each year.
- Water bills will now be due in September, January and May.
- Bill amounts will be slightly higher because the bill covers a longer period

If you use water like you did previously, your annual water costs will remain about the same. However each bill will be a little more than before, because the billing period now covers 120 days rather than 90.

Concealed leaks are often identified by unusually high meter readings. With these longer periods between meter readings, residents are reminded to monitor their water consumption and act fast if they suspect a leak.



HELP US WITH HIDDEN HYDRANTS

Fire hydrants are critical for firefighting in our community and they must be clearly visible.

Curbside hydrants can become hidden by soil, grass and other plants, or even by parked cars!

Do your bit to help firefighters and maintenance staff by checking if you have a hydrant out the front, and keeping it clear.



**WIPES
BLOCK
PIPES**

THROW USED WIPES IN THE RED BIN, NOT DOWN THE TOILET!

This message is now sounding like a broken record, but some of you are still doing the wrong thing.

Part of your water rates are being spent clearing water pipes blocked up with wipes. It's an unpleasant job and an unnecessary expense.

Water consumption charges 2020/2021

Residential consumption less than 1.233kl/day	\$2.53/kl
Residential (consumption) in excess of 1.233kl/day	\$3.77/kl
Non-residential water consumption	\$2.53/kl
Untreated water consumption	\$1.26/kl
Non residential sewer generation charge	\$3.51/kl
Liquid trade waste usage charge - pre-treatment	\$2.85/kl
Liquid trade waste usage charge - pre-treatment	\$24.35/kl

To register for electronic rates notices and newsletters go to clarence.enotices.com.au



SAVING WATER DURING COVID-19

With an increase in hand-washing, it is important to remember to save water. Washing your hands for at least 20 seconds, does not mean you need to keep the tap running the whole time while you clean.