



Water Account Summary

General Enquiries: (07) 3829 8999

Email: rcc@redland.qld.gov.au

Web: www.redland.qld.gov.au

Property No. **384530**

Property Location

9 Melville Street Thornlands QLD 4164
Lot 137 SP 279325

Billing Period

1 Jul 2022 - 30 Sep 2022

Information Only

Your Water Meter Readings

Water Meter Serial	Previous Read Date	Current Read Date	Number of Days	Previous Reading	Current Reading	Consumption (kilolitres)	Is Reading Estimated?
16W013063	22/02/2022	25/05/2022	92	813	857	44	No

Local Government Distribution and Retail Price

Residential water consumption	\$	27.68
Residential fixed water access 20mm	\$	74.85
Sewerage	\$	196.25

State Bulk Water Price

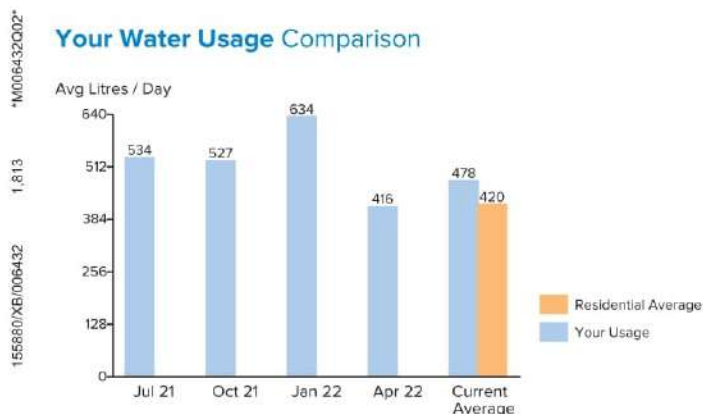
State Govt bulk water consumption	\$	142.16
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Total Water and Wastewater Charges	\$	440.94
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This amount is included on your Rate Notice – DO NOT PAY SEPARATELY

For comparison, the total water and wastewater billed on your last Rate Notice \$401.74

Your Water Usage Comparison



Please refer to the back page of this summary for further information.

Billing Enquiry?

For billing enquiries please contact Redland City Council

Telephone: 3829 8999 Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163

PO Box 21, Cleveland Qld 4163

email rcc@redland.qld.gov.au

web www.redland.qld.gov.au

For water and wastewater 24 hour service enquiries please contact Redland City Council

Telephone: 3829 8999

Water and Sewerage Charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The sewerage charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2022-2023 financial year the following water consumption charges apply:

Consumption Type	State Govt Bulk Water Price per kilolitre \$	Redland City Council Price per kilolitre \$	Total Price \$
Residential	3.301	0.651	3.952
Non Residential	3.301	1.489	4.790

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

Estimated Readings

On occasion we may have trouble obtaining a meter reading for your property. Generally this happens in instances where the entry gate is locked, there is a dog or the meter is obstructed by vegetation. In these instances the meter reader will leave a self-read card in your letterbox if possible. You can avoid an estimated read by reading your water meter, completing the card and returning it to us as soon as possible.

If we have not received a meter reading we will estimate a reading based on your previous usage.

Ownership Change - Why am I Paying for Water used by the Previous Owner?

As part of the settlement of ownership transfer the majority of conveyance solicitors will request a water search in order to do a water charge adjustment for the purposes of financial settlement. The adjustment covers the previous owner's water usage up until settlement date. Therefore in the majority of instances the new owner is not paying the water used by the previous owner. However, should you have any concerns please contact your conveyance solicitor.

Checking for leaks

It is important to fix leaks or plumbing issues quickly. Locating and fixing leaks will save water and help reduce your water consumption charge.

Do a test:

- Turn off all household water appliances and garden taps
- Read and record the black and red numbers on the water meter (or take a photo of the numbers with your smart phone)
- Wait an hour or two then check the meter reading again.

If any of the numbers have moved you may have a leak in your internal water infrastructure. If a leak is suspected you are encouraged to contact a licensed plumber.

Who owns the water meter?

Redland City Council owns the water meter, and the pipes that supply the services to the water meter.

