

2023/2024

WATER AND SEWER PRICING HARMONISATION



Dubbo Regional Council has aligned the former Dubbo City Council and Wellington Councils water supply and sewerage services charging structures to a single consistent structure as part of the 2023/2024 Operational Plan and Revenue Policy.

Why has Council harmonised the charges?

Existing pricing regimes for Water and Sewerage charges for the former Dubbo City Council and Wellington Council have continued since the merge to allow Council to undertake a comprehensive review.

Council wants to ensure there is equitable prices for all residents and businesses across the Local Government area.

As part of this year's budget, Council has now achieved harmonisation – meaning all residents and businesses throughout the local government area, will have their water and sewerage charges calculated from the same charging structure.

When will the price harmonisation be introduced?

These changes took effect from 1 July 2023. The new Annual Water Access charge and the Residential Sewer charge are reflected in the Annual 2023/2024 Rate Notice. Non-Residential properties also had a change to their Annual Water Access charge on their annual 2023/2024 Rate Notice.

The change to water consumption accounts for all properties, and non-residential sewerage accounts for business properties will appear on the first quarterly water billing accounts for the 2023/2024 financial year which are issued in October 2023. Unlike the annual access charge, usage is charged in arrears.

The accounts issued in July 2023 will be for the final quarter of the 2022/2023 financial year and have been calculated using the 2022/2023 charging structure.

Water Prices

Water prices consist of a fixed water service access charge and volumetric usage charge.

Access charge: the charge is a fixed annual charge and serves to recover the costs of providing water services. It is charged depending on the water meter connection size and the number of services to the property.

Usage charge: the charge is applied to the volume of water used by a customer.

Sewer Prices

Council's wastewater (sewer) pricing for residential and non-residential properties is set to comply with Water NSW best practice pricing guidelines.

Residential properties – fixed annual access charge.

Non Residential properties – fixed annual access charge based on the size of the water meter connection/s + volumetric usage charge based on the estimated percentage of water returned to the sewer system. The charge is proportional to the size of the water supply service connected.



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Cnr Church and Darling Street, Dubbo
Cnr Nanima Crescent and Warne Street, Wellington

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Why do I have to pay a service charge?

You pay a water service charge for ongoing access (or ability to connect) to the water supply network. You pay a sewerage service charge for ongoing access (or ability to connect) to the sewerage network and for the collection and treatment of your sewerage.

Why do I pay water and sewerage service charges when my property is vacant?

All ratepayers pay water and sewerage service charges if a water and sewerage connection is available to the property, in accordance with the Local Government Act 1993. These charges contribute towards the cost of running, maintaining and upgrading the major water and sewerage infrastructure network.

Will the pensioner concession change?

All NSW Councils provide a mandatory Pensioner Rebate of half the General rate up to \$250.00, and half of the Sewerage and Water Charges up to \$87.50 each. The maximum rebate you are eligible for is \$425.00 each year. In addition to the mandatory Pensioner rebate, Council provides a Special Rebate on the Water Access charge and Residential Sewer Charge of \$12.00 per charge.

Additional Information

Information regarding the Water and Sewer Pricing Harmonisation including Frequently Asked Questions is available on Council's website.

Customers with a Smart Water Meter are able to monitor and manage their water consumption through the 'My DRC Water' online customer portal. You can access the portal at mydrcwater.dubbo.nsw.gov.au.



RECEIVE YOUR RATES NOTICE BY EMAIL
REGISTER NOW AT **DRC&ME***

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The banner features a laptop on the left with a hand pointing at the screen, which displays a website interface. The text is in white on a blue background. The DRC & ME logo is on the right, consisting of the DRC logo and the text 'DRC & ME' with a speech bubble icon.