



Residential Access and Usage Charges Explained

We supply a relatively small population but must also develop and maintain infrastructure to meet peak populations of up to 60,000 during holiday periods and major events.

There are no major industrial customers that might otherwise provide economies of scale in terms of continuous water distribution and wastewater services.

Our primary source of water comes from an open catchment that is mainly farmland. As a consequence extra costs are incurred to treat the water so that it meets Australian drinking water standards.

Westernport Water provides water and wastewater services to approximately 19,000 customers over an area of 300 square kilometres on Phillip Island and the mainland stretching from The Gurdies to Archies Creek.

This brochure provides an explanation of our charges for the provision of these services.

The charges reflect the cost of providing access to the services and the maintenance of our infrastructure including our reservoir, the treatment plants and the pipes.

Customers who are able to connect to our water and sewer system pay the following charges:

1. Fixed access charges for water and wastewater services.
2. Water usage charges based on the volume of water that you use as measured by your property meter at a fixed rate per kiloliter.
3. Other charges—such as the Waterways Charges. This is an annual charge collected by us on behalf of Melbourne Water.

Fixed Access Charges

The fixed access charges for residential customers are:

- Water Access Charge: \$379.90 per annum for residential and connected land customers. The annual water access charge for unconnected land is \$189.60.
- Wastewater Access Charge: \$586.75 per annum for residential customers. The annual wastewater charge for unconnected land is \$293.89.
- Reticulated Recycled Water Access Charge: \$26.42 per annum

Concessions

If you hold a Pensioner Concession Card, a Health Card, or a Veteran Gold Repatriation Card, you are entitled to claim a concession up to an annual cap.

If you are eligible but not receiving a concession please contact us on 1300 720 711 to register. In doing so you will be authorising us to confirm your eligibility with Centrelink or the Department of Veteran Affairs.

Eligibility

Owners: You must live at the property to receive a concession. Owners can claim a maximum of \$305.50 per annum on your Water and Wastewater Fixed Access Charges.

Tenants: You can receive a concession on your water usage account. A maximum of \$152.75 per annum on your water consumption.

Other Charges (Waterways Charge)

Melbourne Water is now responsible for the management of waterways, drainage and floodplains in part of our area. These services are funded through a property-based Waterways Charge. This charge affects property owners only and is billed by Westernport Water on Melbourne Water's behalf.

The Waterways Charge is an annual charge of \$53.20 and funding raised by this charge is used to manage and improve waterways, drainage and flood protection within the Port Phillip and Westernport catchment.

For more information about the charge, where it applies and the services and projects in your area, call us on 1300 720 711 or visit www.melbournewater.com.au

Payment Assistance

We recognise that anyone may experience times of difficulty in paying their account.

We have a number of options available such as extensions of time to pay, flexible payment plans and state government assistance such as the Utility Relief Grant.

Please contact us on
(03) 5956 4144, (03) 5956 4134
email: hardship@westernportwater.com.au
for a confidential discussion on how we can help you.

Water and sewerage are pumped over relatively long distances to and from widely scattered towns with small populations. This pumping means we are subject to additional energy costs as well as the infrastructure costs.

Saving Water in the Home

We have a number of brochures and information available to help anyone wishing to reduce their water consumption, simply visit our website or call us on 1300 720 711.

Government Rebates

The government has also made available rebates on water tanks and other water saving devices in the home through the Living Victoria Water Rebate Program.

You can download fact sheets and a rebate claim form from our Water Conservation page at www.westernportwater.com.au or email us at westport@westernportwater.com.au. Alternatively give us a call on 1300 720 711 and our customer service team would be happy to send them to you. You can also collect and complete the forms at our offices at 2 Boys Home Road, Newhaven, Victoria between the hours 8am—5pm Monday to Friday.

Contacting Us

Account and General Enquiries: 1300 720 711
Faults and Emergencies: 1800 24 90 90
Hearing Impaired: 13 36 77 and quote (03) 5956 4100
Interpreter Service: 13 14 50
Facsimile: (03) 5956 4101
Mailing Address: 2 Boys Home Road Newhaven, VIC 3925
Email: westport@westernportwater.com.au