

2018-19 water and sewerage prices

What are the 2018-19 water and sewerage prices?

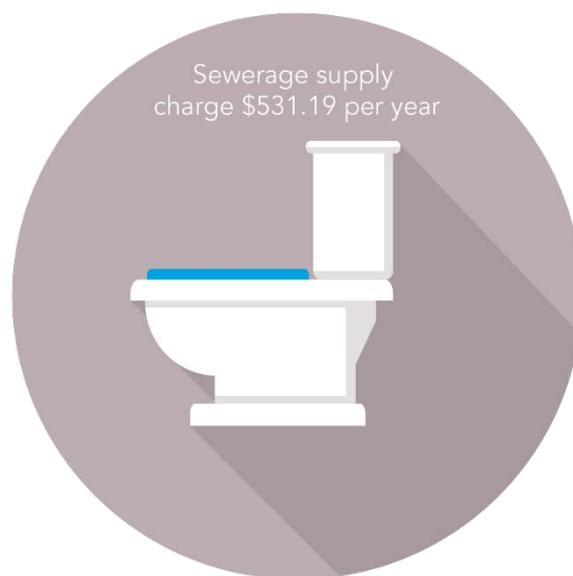
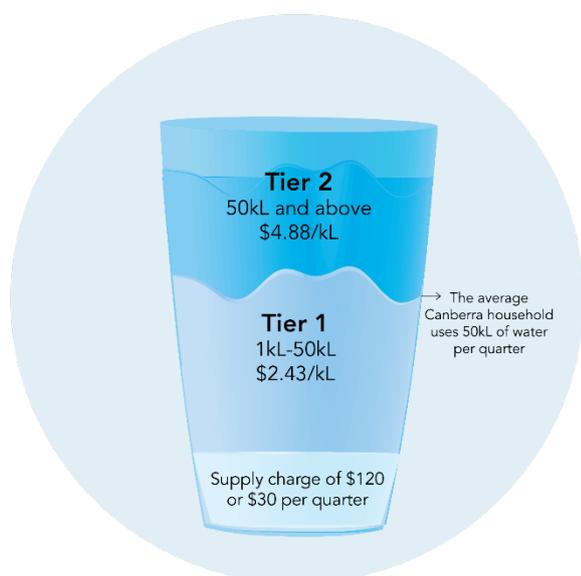
The 2018-19 water and sewerage prices mean a reduction in bills for almost 100 per cent of Icon Water's residential customers, effective 1 July 2018. For example, there is a 3.5 per cent reduction in the combined annual water and sewerage bill for a typical household using 200 kilolitres of water per year. This is a saving of around \$42 over the year.

How are prices calculated?

The ACT has a two-tier tariff structure for water consumption and a water and a sewerage supply charge, as highlighted below.

The Independent Competition and Regulatory Commission (ICRC) regulates Icon Water's water and sewerage prices and made its latest five-year determination on Icon Water's 2018-23 Price Proposal on 1 May 2018. During the pricing period, the ICRC makes adjustments in annual determinations, which take into consideration the Consumer Price Index (CPI) and market factors.

The ICRC's Price Direction has allowed for measured and gradual rebalancing of tariffs, which will improve affordability while continuing to promote water conservation.



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What does my Icon Water bill pay for?

Icon Water provides essential water and sewerage services that support the growth and prosperity of the Canberra region. Our core infrastructure and services include providing secure water supply, high quality drinking water and environmentally sustainable water treatment.

Your bill helps Icon Water operate and maintain assets worth over \$2.2 billion, comprising the ACT's network of dams, water treatment plants, sewage treatment plants, reservoirs, water and sewage pumping stations, mains and other related infrastructure. In addition, it helps us plan and build for the future, ensuring we can support the region with essential water and sewerage services.

Our long-term water security allows us to support the growing Capital region, and we continue to supply high quality bulk water supplies to support the Queanbeyan community.

Importantly, we respect our role to protect the environment. We have the largest inland sewerage treatment plant that treats to the highest standard so that environmental flows can be returned to the Murrumbidgee River system.

Our reliability, expertise and community focus allows us to continue to provide these essential services, which enhances the quality of life.

Our business



Our customers



Our assets



Our people



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What are the Government charges that affect water and sewerage prices?

The [Water Abstraction Charge \(WAC\)](#) is a charge on those licensed to take water and is set by the ACT Government. The WAC is set at \$0.60 per kilolitre, which is charged to recover catchment management costs and environmental costs associated with water extraction. If you have further questions about the WAC, please contact ACT Government Treasury via apps.treasury.act.gov.au

The [Utilities Network Facilities Tax \(UNFT\)](#) is an ACT Government charge on owners of utility network facilities, including electricity, water, sewerage, gas and telecommunications. As at March 2018, the UNFT is calculated at \$1265 per kilometre of infrastructure. More information can be found at revenue.act.gov.au

Will the price of miscellaneous services increase?

Under the ICRC's Price Direction for Regulated Water and Sewerage Services 1 July 2018 to 30 June 2023, miscellaneous fees and charges have increased in line with the CPI (1.9%) rounded to the nearest dollar.

What adjustments to charges can we expect next year?

The ICRC's Price Direction 2018-23 reflects the cost involved in providing clean, safe drinking water and reliable sewerage services to the ACT for the next five years.

Following the price reduction in 2018-19, the ICRC has determined that water and sewerage prices will be in line with inflation over the following four years.

What input do customers have in determining Icon Water charges?

Icon Water's engagement program *Talking Icon Water* invites our community to provide feedback to us with respect to the long-term delivery of water and sewerage services for the ACT and surrounding regions.

This program builds on our efforts to strengthen relationships with our community and our customers and work towards becoming Australia's premier, most trusted water utility. Visit iconwater.com.au/talkingiconwater for more information on how we are engaging with the Canberra community and seeking important feedback and views on the delivery of water and sewerage services for the ACT and surrounding region.

What is the Utilities Concession?

The ACT Government is responsible for the Concessions Scheme. The [Utilities Concession](#) is for all utilities, including water and energy. From 1 July 2018, the Utilities Concession is \$654 and payment is applied to customers' electricity bills (not water bills).

For more information about the Utilities Concession go to the [ACT Government website](#) or call Access Canberra 13 22 81.

How can I reduce my bill?

We should all try to avoid wasting water and continue to use water sustainably. There are some basic habits we can adopt in and around our homes that will not only help the environment but also potentially reduce your water bill. Go to iconwater.com.au/watersaving for tips and tricks to reduce your usage.

It is good practice to regularly read your water meter to assist in identifying any changes in usage before receiving your quarterly account. For more information visit our iconwater.com.au/meter

Icon Water also provides flexible payment options to our community with the [Staying Connected program](#).

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Who can I contact?

Water and sewerage services

Talk to us on 02 6248 3111 or talktous@iconwater.com.au

Water and sewerage pricing

Contact the [ICRC](#) on 6205 0799 or icrc@act.gov.au

Utilities Concession

Contact [Treasury and Economic Development Directorate](#) on 13 22 81