

# Water Access and Consumption Charges 2025/26

## Water Pricing and Supply Schemes



### Water Pricing Structure

Water charges are set to recover all the costs associated with the provision of water services by Council in the financial year.

### Water Pricing Principles

Council has adopted a two-part tariff for the period 1 July 2025 to 30 June 2026, composed of:

- A graduated access charge for land connected to Council's water supply, or capable of connection to the supply; and
- A quarterly multi-tiered consumption charge for residential users and a single tier charge for non residential users.

### The Water Supply Schemes

The Revenue Statement provides tariffs for supply scheme areas of:

- Gracemere;
- Mount Morgan; and
- Rockhampton.

## Access Charges

Access charges vary with meter connection size – see table on last page.

The access charge for a 40mm service is not just double that of a 20mm service as the capacity of a 40mm service is four times greater than that of a 20mm service. Therefore, a 40mm service can draw four times the amount of water than a 20mm service.

Similarly, a 200mm service can draw 100 times the amount of water of a 20mm service and not just 10 times the volume.

Where multiple flats or units have a single meter into the property, each unit will be charged with a 20mm access charge as though they had a meter and the consumption tier amounts are multiplied by the number of access charges applied to that property.

For each water supply area, the access charges schedule applies to both residential and non-residential properties.

Properties with a dedicated fire line will be charged separately for this line at the equivalent of a 20mm service.

## Consumption Charging

**Residential customers** are charged a quarterly tiered consumption rate. Charging for residential customers each quarter is based on the graduated water usage tiers below.

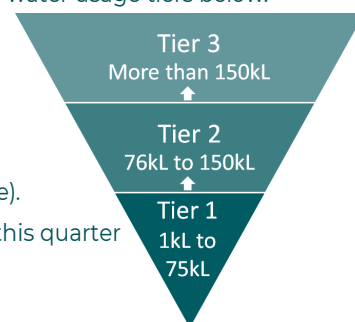
- 1kL to 75kL (at the cheapest rate),
- 76kL to 150kL (at a medium rate),
- >150kL (at a high rate set to discourage excessive usage).

For example, if you use 200kL in this quarter you will be charged as follows:

- 75kL at Tier 1
- 75kL at Tier 2
- 50kL at Tier 3

As this is a tiered charging system, the first 75kL is at the lowest rate, the next 75kL at the medium rate and the final 50kL is at the highest rate. The tier triangle diagram shows how you move through each tier level based on your consumption for the quarter.

**Non-residential customers** will be charged on a single tier consumption charge. For more details, refer to the table found on the last page.



# Rate Rebates and Concessions



A separate policy for rates rebates and concessions has been adopted.

This policy contains ten separate categories of Not-For-Profit/Charitable organisations that may be eligible for concessions on their rates and charges, so long as they meet eligibility criteria.

Below is an example of one of the categories, and the rebates available:

## Approved Not-for-Profit Sporting or Community Organisations

- Rebate Level General Rates – 100%
- Rebate Level Separate Rates/Charges – 100%
- Rebate Level Water Access Charges – 50%
- Rebate Level Water Consumption Charges – charged at residential rates
- Rebate Level Sewerage Charges – 50%
- Rebate Level Waste Charges – 50%

# Sewer Charging



The sewerage charge has been set to recover all of the costs associated with the provision of sewerage reticulation services provided by Council in the financial year.

Generally a sewerage charge will be on a per pedestal or equivalent basis. However, for private dwelling/units etc each residence is charged only one charge regardless of number of pedestals.

# Frequently Asked Questions

## Why can't Fitzroy River Water just reduce its charges to just cover costs?

As FRW is a commercialised business unit of RRC, legislation requires prices to achieve full cost recovery as a separate business 'at arms length' would. Any other commercial supplier of water would normally pay tax and seek to return a profit, which is what these entries represent. They are however 'book' entries and because ratepayers own the business, it is used to reduce the amount of general rates that are paid. By pricing appropriately, it places value on our precious water resource so that it is used conservatively.

## What if I don't pay my water consumption bill before the due date?

If an arrangement is not made and full payment of the water notice is not received by the due date, the overdue water rates will attract interest compounded daily and could result in legal action being taken.

## How will I know when/if water restrictions are put in place for residents?

Should water restrictions be invoked in the future for areas of the Rockhampton Region, they will be given appropriate publicity and notifications will also be posted on Council's website.

## If my water readings are high, how can I tell if I've got a leak?

One of the easiest ways to check to see whether you have a leak in your house's water lines is by taking a water meter reading before leaving the house for several hours, and taking another reading on returning.

When performing this test you should make sure that you do not have the dishwasher or washing machine in use as water usage will be recorded.

On returning home the meter reading should be the same as that when leaving. If the meter reading has increased

(and you are sure that no water was used whilst absent) then this may be a sign that there is an internal leak and you should contact a licensed plumber as soon as possible to locate and repair any leaks present.

If a leak is found and repaired by a licensed plumber, you may be eligible for a rebate on your water bill under the Council's Undetected Leak Rebate Policy. A copy of the Policy is available on Council's website.

# Frequently Asked Questions - continued

## **Why are units charged a separate access charge when the complex has one meter and access point?**

State legislation (Queensland Plumbing and Wastewater Code (QPW Code)) has made it a mandatory requirement for Water Service Providers to install sub-meters in all new multi-unit developments and specified categories of non residential premises. The principle underpinning this directive is that of user pays, whilst also encouraging more efficient use of water.

The charging of units with individual 20mm equivalent access charges, as though they were in fact already sub-metered, is simply the application of these principles to ensure that all are treated equitably.

Each individual unit will receive the full consumption allocation; more water consumption will be chargeable at the first tier unit rate, resulting in a reduction in the previous consumption charges applied on a single user type basis.

## **What is the process for outstanding balances on a water assessment when ownership changes?**

The FRW metering team are approached by the solicitor, to supply an actual read based on the details provided on the Property Search Form. The account for that assessment is then balanced between the seller and purchaser as part of the purchase price. The new resident then inherits the assessment account.

## **How does FRW's meter replacement program work?**

A meter replacement program is a normal part of operations for a water service provider like FRW and, like its approach to other areas of its operations, FRW has developed a program based on when the meter starts to result in an economic loss and not merely change them because they have been in for a certain period.

Quite often a meter is still in good working order even though it has been in use for a long period; however in time it can become slower and under read.

## **Can I pay my water rates electronically?**

Yes. Simply visit [www.rockhamptonregion.qld.gov.au](http://www.rockhamptonregion.qld.gov.au) and search 'online payments' and to find the Bpoint link 'Pay my Water Account Online'.

## **Why should high water users, in particular on acreage, pay the same/similar charges to that of smaller volume users on smaller blocks?**

There is no difference between a residential consumer who lives on acreage and a residential consumer who lives on a smaller block. Both residents have made a conscious lifestyle decision and chosen to live on a sized block that best suits their needs and as they have made that decision they can also make the decision to use as much or as little water as they feel necessary. Everything about the two water services will in all likelihood be the same.

Just because somebody lives on a smaller block doesn't necessarily mean that they use less water than somebody who lives on a larger acreage block. This is no different from people purchasing larger less fuel efficient cars as compared to smaller more fuel efficient cars due to preferences for the type of vehicle based on a range of variables. Should those people pay less for petrol?

## **Why do access charges differ by location?**

Access charges differ by location as there are different water schemes servicing those areas, and each water scheme has different costs in supply, treatment and network.

For example, Mount Morgan is a stand alone water scheme, and therefore is a different charge to that of Rockhampton. Also whilst Gracemere's water comes from Rockhampton, it is sufficiently isolated on the network to be its own scheme.







# Water Access and Consumption Charges 2025/26

## Table of Water Access and Consumption Charges 2025/26

	Rockhampton	Gracemere	Mount Morgan
<b>Residential Consumption Charges (per quarter)</b>			
<=75kl	\$1.11/kL	\$1.11/kL	\$1.11/kL
> 75kl <= 150kl	\$1.70/kL	\$1.70/kL	\$1.70/kL
> 150kl	\$3.36/kL	\$3.36/kL	\$3.36/kL
<b>Non-Residential Consumption Charges</b>			
1 kL and over (all consumption)	\$2.51/kL	\$2.51/kL	\$2.51/kL
<b>Residential and Non-Residential Access Charges</b>			
20mm (General Residential Connection)	\$576.00	\$626.00	\$626.00
25mm	\$849.00	\$904.00	\$932.00
32mm	\$1,392.00	\$1,481.00	\$1,527.00
40mm	\$2,170.00	\$2,312.00	\$2,383.00
50mm	\$3,391.00	\$3,612.00	\$3,721.00
Special 60mm		\$5,271.00	
65mm	\$5,730.00	\$6,104.00	\$6,290.00
75mm	\$7,632.00	\$8,124.00	\$8,371.00
80mm	\$8,682.00	\$9,245.00	\$9,401.00
100mm	\$13,564.00	\$14,325.00	\$14,883.00
150mm	\$30,514.00	\$32,497.00	\$33,567.00
200mm	\$54,248.00	\$57,776.00	\$59,537.00
Vacant Land	\$576.00	\$607.00	\$626.00

The Fitzroy River Water Fees and Charges 2025/26 are valid from 1 July 2025 to 30 June 2026, unless otherwise notified by Council.