



### 2017 WATER CHARGES

Revised water usage charges for the 2017-2018 financial year have recently been adopted. Central Tablelands Water will continue to implement a flat rate for all water consumed. The annual availability charge has increased by \$7.50 per quarter this year and will be \$230.00 for a standard 20mm service.

As previously advised, Council has embarked on an extensive 30 year capital works program (approx. \$186.5 million in 2017\$ terms). In order to support this program and continue to fund recurrent expenditure, consumption charges for all accounts issued after 1 July 2017 will increase from \$2.55/kL to \$2.75/kL.

In 2017/2018, Council's Section 64 Developer Charge will increase from \$8,850 per ET (equivalent tenement) to \$8,980 per ET in accordance with the adopted 2012 Developer Servicing Plan. The Capital Contribution Charge for in-fill blocks will increase from \$4,110/ET to \$4,170/ET.

#### PROGRESSING PROJECTS AND MAJOR IMPROVEMENTS WILL BE A PRIORITY FOR CENTRAL TABLELANDS WATER OVER THE 2017-2018 YEAR.

In setting new fees and charges for the 2017-2018 financial year, the Council of CTW is mindful of their responsibility to ensure an ongoing dedicated focus on consumer expectations. Consumers are receiving a water supply of high quality and reliability and this is wholly attributable to the pricing policy being able to fund an ongoing program of infrastructure renewal and upgrade.

Capital works programmed for this year include:

- ⇒ Trunk Main K 34km Replacement Pipeline Project between Gooloogong and Grenfell, \$6.2m.
- ⇒ CTW and Orange City Council Water Security Pipeline Project, linking Orange Water Filtration Plant with Carcoar Water Filtration Plant, \$28m.

CTW will continue to embrace Best Practice Pricing of Local Water Utility services as outlined in the DPI Water Best Practice Management of Water Supply and Sewerage Guidelines.

|  |                            |            |
|--|----------------------------|------------|
| WATER CHARGES (PER KILOLITRE)              | Residential/Rural          | \$2.75     |
|  | Non Residential            | \$2.75     |
|  | Industrial                 | \$2.75     |
|  | Standpipe Sales            | \$7.47     |
|  | Standpipe Sales—Quandialla | \$8.58     |
| AVAILABILITY CHARGES (PER ANNUM)           | 20mm                       | \$230.00   |
|  | 25mm                       | \$359.95   |
|  | 32mm                       | \$588.80   |
|  | 40mm                       | \$920.00   |
|  | 50mm                       | \$1,437.50 |
|  | 80mm                       | \$3,680.00 |
|  | 100mm and over             | \$5,750.00 |
| Fire Service (restricted to fire use only) | \$200.00                   |            |
| Unconnected built upon properties          | \$100.00                   |            |

### EMAIL WATER NOTICES

ENJOY THE CONVENIENCE OF HAVING YOUR WATER NOTICE SENT VIA EMAIL.

TO REGISTER FOR ELECTRONIC NOTICES, PLEASE COMPLETE AND RETURN THE REQUEST FOR WATER NOTICE BY EMAIL FORM ON CTW'S WEBSITE, EMAIL WATER@CTW.NSW.GOV.AU TO REQUEST A FORM, OR VISIT OUR ADMINISTRATION OFFICE.

### HOW COSTLY IS YOUR LEAK?

LEAKS CAN HAVE AN IMPACT WHEN IT COMES TO PAYING YOUR WATER ACCOUNT, ESPECIALLY THOSE LEAKS WHICH ARE HIDDEN UNDERGROUND.

A DRIPPING TAP OR LEAKY WASHER THAT HALF FILLS A DRINKING CUP IN A MINUTE, COULD USE 144 LITRES IN A DAY.

REGULAR CHECKS ARE THE BEST PREVENTION. THE EASIEST CHECK IS TO READ YOUR WATER METER BEFORE GOING TO BED, AND THEN AGAIN IN THE MORNING BEFORE USING ANY WATER.

IF YOUR METER HAS CHANGED AND YOU KNOW YOU HAVE NOT USED ANY WATER, THERE MAY BE A HIDDEN PROBLEM, COSTING YOU MONEY.



Central Tablelands Water has launched its Facebook page, which can be found at [www.facebook.com/CentralTablelandsWater](http://www.facebook.com/CentralTablelandsWater)

CTW's Facebook page will be a communication tool for the community to stay informed about news and activity relating to Central Tablelands Water.



## REFILLIT WATER BOTTLES

In an effort to reduce the impact on the environment with the use of bottled water, CTW is promoting the use of refillable water bottles.

People are encouraged to drink tap water from refillable bottles. Australian tap water is internationally recognised and is often a higher standard than bottled water. It is amazing that nationally Australians spend over half a billion dollars annually on bottled water, especially when bottled water can be up to 1,500 times more expensive than tap water.

A limited number of Refillit refillable water bottles are currently available at a discounted price of **\$5.00** (normally sold for \$14.95), and can be purchased from CTW's Blayney office or Weddin Shire Council at Grenfell.



### DEBT RECOVERY POLICY

COUNCIL HAS A RESPONSIBILITY TO ENSURE MONIES OWED ARE RECOVERED IN A TIMELY AND EFFECTIVE MANNER TO FINANCE ITS OPERATION AND TO ENSURE EFFECTIVE CASH FLOW MANAGEMENT. DURING THE DEBT RECOVERY PROCESS COUNCIL WILL; TREAT PEOPLE FAIRLY, CONSISTENTLY, AND IN A CONFIDENTIAL PROFESSIONAL MANNER.

CTW ACKNOWLEDGES THAT CUSTOMERS WILL, FOR VARIOUS REASONS FAIL TO PAY FOR WATER CHARGES WHEN THEY BECOME DUE AND PAYABLE. IT IS NOT THE INTENTION TO CAUSE HARDSHIP TO ANY RATEPAYER THROUGH DEBT RECOVERY PROCEDURES, AND CONSIDERATION WILL BE GIVEN TO ACCEPTABLE ARRANGEMENTS TO CLEAR THE DEBT WHERE POSSIBLE.

THE GENERAL MANAGER HAS THE DELEGATED AUTHORITY TO PROCEED WITH LEGAL ACTION TO RECOVER OUTSTANDING CHARGES WHERE AN ARRANGEMENT PLAN HAS DEFAULTED OR IF THE CUSTOMER HAS FAILED TO PAY, OR A SUITABLE ATTEMPT HAS NOT BEEN MADE TO CLEAR THE OUTSTANDING BALANCE.

## CAPITAL WORKS PROJECTS PROGRESSING

### Trunk Main "K" Replacement Pipeline Project

Trunk Main K is the pipeline that supplies Grenfell with water from the CTW system. Built in 1946, Trunk Main K stretches across 34 kilometres from Gooloogong to Grenfell. The pipeline is cast iron, and while the main has reliably delivered water to the town of Grenfell for the last 70 years, there are some areas of the pipeline that are beginning to fail. Stage 1 pipeline construction extended a 12km distance from McDonald's Lane to the North Grenfell reservoir, and is mostly complete. Stage 2 will commence in late August early September and will look to construct the remainder of the pipeline from the Trunk Main K takeoff, close to Gooloogong through to McDonald's Lane near Grenfell. CTW is committed to working with landholders affected by the construction of Trunk Main K. All affected landholders will continue to be consulted. In particular, CTW wants to ensure the least interruption to landholders as possible, so will continue to work with landholders to discuss issues such as cropping, construction timing and access. The capital works budget for the Trunk Main K Project is \$6.2m.



### CTW and Orange City Council Water Security Pipeline Project

The 61-kilometre joint bi-directional water security pipeline project is being constructed from Orange to Carcoar, connecting respective Councils' water filtration plants. It links the two systems, so that in the event of shortages in the water storages serving either system or a major breakdown in either filtration plant, potable water can be transferred to the other system. Work is occurring in a number of different locations along the pipeline route, which stretches from Orange, through Spring Hill, Millthorpe, Blayney and Carcoar. Late last year, Leed Engineering & Construction was awarded the contract to design and construct the pipeline, that's designed to improve water access and security in areas serviced by CTW and Orange City Council. The majority of the pipeline is being built in road corridors, with only small sections on private land. The project received \$21.21 million in funding from the NSW Government's Restart NSW Water Security for Regions program, set up to improve water security and help communities prepare for further drought conditions. This Project has enabled CTW to replace ageing infrastructure. The Project is expected to be completed by the end of this year.

### Having Trouble Paying Your Water Account?

**If you are unable to pay your account by the due date please contact CTW to make an agreed payment arrangement.**

CTW IS HAPPY TO ASSIST WITH ANY QUESTIONS RELATING TO YOUR WATER SERVICES. TO FIND OUT MORE VISIT [WWW.CTW.NSW.GOV.AU](http://WWW.CTW.NSW.GOV.AU) OR CALL (02) 6391 7200

### For 24 Hour Emergency Service Please Call

Blayney, Carcoar, Lyndhurst, Mandurama, Millthorpe

(02) 6391 7200

Grenfell, Quandialla, Eugowra, Trajere

(02) 6343 2232

Canowindra, Cargo, Cudal, Manildra, Cowra Rurals

(02) 6344 1147

