



# Central Tablelands Water

## Meter Reading – COVID-19

Central Tablelands Water (CTW) is committed to its role as a regional water authority providing a quality water supply – reliably and sustainably. CTW are proud of the essential service we provide and the trust you place in us. During the evolving COVID-19 (Coronavirus) pandemic, we are continuing to focus on supporting the health and safety of our staff, customers and the community, as we minimise disruption to our organisation.

To ensure the health and safety of our staff, customers and the community, we have decided to suspend meter reading for the last quarter of financial year 2019/20, reducing the need for meter-reading staff to visit the properties of our customers.

Water accounts will be estimated based on the average daily consumption over the past three (3) corresponding periods, and multiplied by the number of days in the current billing period. A reduction factor will also be applied, taking into consideration anticipated reduced consumption due to water restrictions being in place.

When actual meter reading recommences, any water consumption adjustments for overestimates or underestimates will be applied to your account.

CTW acknowledges that many of our customers will be concerned about the future and, for some, these concerns will be about how they are going to pay their water accounts. To assist in alleviating some financial pressure, customers will be provided with an additional 14 days to pay their water account for this final quarter.

If you are experiencing financial difficulties, please contact the CTW Administration Office when you receive your account to make a suitable payment arrangement. Water accounts will be issued on Friday 8 May 2020.

CTW apologises for any inconvenience the estimation of meter reading may cause during these extraordinary times, as we continue to focus on protecting the health and safety of our staff, customers and the community.

For any further enquiries regarding meter reading estimating please call the CTW Administration Office on 02 6391 7200 or email [water@ctw.nsw.gov.au](mailto:water@ctw.nsw.gov.au).

**Gavin Rhodes**  
**General Manager**