

FACT SHEET: Investing in Our Water Future

What's Changing?

From 1 July 2025, Council will begin implementing a staged increase in water access charges to support the ongoing delivery of safe, reliable, quality drinking water and upgrade ageing infrastructure.

Water Access Charges

- 2025/26: 20% increase
- 2026/27: 20% increase
- 2027/28 and beyond: Return to standard annual CPI- based adjustments

Water Usage Charges

A 4% increase in user charges from \$3.96 to \$4.12 per Kilolitre (kL)

How It Affects You

For example, a typical residential household:

- Standard 20mm connection
- Average usage: 155 kilolitres per year
- Approx. increase \$84.80 per year or \$1.63 per week

Why The Increase Is Needed

- Some of our water infrastructure is nearly 80 years old
- Rising construction and material costs since the pandemic
- Enables safe, reliable water supply now and into the future
- Required to fully recover the cost of providing water services

Council Is Committed To:

- Responsible long-term infrastructure renewal
- Investing in essential services
- Maintaining financial sustainability and service reliability

Find Out More

📍 Visit: www.ctw.nsw.gov.au

✉ Email: water@ctw.nsw.gov.au

📞 Phone: 6391 7200

🕒 Office Hours: 8.30am – 4.30pm

Capital Renewal

The increase in Access Rates charge is a decision that the Council did not make lightly. For 81 years, CTW continues to deliver quality, reliable water to residents covered by the Blayney, Cabonne, and Weddin Councils. The infrastructure is aging and requires constant upgrade and improvements. Along with the ageing infrastructure, regulatory costs placed upon the organisation continue to rise.

Staff continue to look for grant funding to assist with the capital expenditure required to improve its ageing infrastructure. Below are the capital projects which have \$1,035,411 of funding approved by Council for the 2025/26 financial year:

Telemetry Upgrades

Depot Refurbishments

Crown Land Acquisition

Smart Metering Project

Reservoir Access Ladders Renewal

Gooloogong Bore - Turbidity Analyser

Quandialla Bore Site - Upgrades

Carcoar WTP Chlorine Lifting System

Renewals at Carcoar WTP

Manildra - Reticulation Main Bridge Renewal

Quandialla Reservoir Bore Site - Upgrades

Pensioner Rebate

Pensioners are entitled to a rebate of up to \$87.50 each year on their water account. This will appear as a deduction of \$21.88 on each account.

To be eligible you must be the owner and reside in the property. To apply for a pensioner rebate, you must complete an application form available on Council's website or from Council's administration office. A copy of your pensioner concession card must be provided along with your application.

Dialysis Rebate

CTW will provide customers using Dialysis machines at home with a free allowance of 20 kilolitres of water per annum, applied equally across billing periods. This allowance is provided directly on the CTW account sent to the property owner. It is assumed that if the property is a rental, and the tenant is compliant with this policy, that the allowance is passed on to the tenant, where this is relevant.

Residents may apply for the allowance by writing to CTW and enclosing a medical certificate or letter from NSW Health, detailing the person on dialysis and the property address of the dialysis machine.

In emergency or fault situations CTW has systems in place to identify customers in that area who need immediate notification and crews will endeavour to provide assistance to dialysis customers to minimise disruptions to their treatment.