

## Frequently Asked Questions

### 1. What is 1KL in Litres?

1000 Litres

### 2. How can I read my water meter?

To understand your reading, the white dials indicate kilolitre, while the red dials indicate litres (most metres). You only want to note the kilolitres.

### 3. Where is my meter located?

For most properties your meter should be located along the front boundary of your property. If you can't locate your meter you can contact Council's Water Services team for assistance.

### 4. Why is my water bill so high? Can you justify my water usage?

The meter will only tick over if water is going through the meter. Any water that goes through the meter advises Council that the water has been used and therefore needs to be paid for. The responsibility of the water past the meter is up to the owner of the property and only the person(s) using the water can justify the usage.

### 5. How can I check for a water leak?

To check for a leak, Council advises you to obtain a reading of the meter, turn your taps off and use no water during the night. Check the meter again in the morning. If the numbers have moved this will suggest you have a leak. From there you would need to contact a plumber to have this leak fixed. If you believe you have a concealed leak you can read up on the *Water Account Adjustment Concealed Leak Policy 2022*, located on Council's website:

<https://www.liverpoolplains.nsw.gov.au/>

➤ *Council/Accessing Council Information/Policies and Codes.*

### 6. Is there a way I can know I have a water leak BEFORE my water bill is issued?

Council suggests that you monitor your meter on a minimum of a monthly basis so you can get an idea of what your usage is. Monitoring your meter will show high usage and therefore urge you to perform the checks as advised in question 5.

### 7. How can I check if my water meter is faulty?

After checking for possible leaks as advised in question 5, the last option Council can provide to you is to have the meter sent away to be independently tested. Please note there is a fee for this service. You can find more details on this process by contacting Council's Customer Service team for a *Customer Request for Testing of Meter* form or visiting Council's website:

<https://www.liverpoolplains.nsw.gov.au/>

➤ *Services/ Water and Sewer Services*

### 8. What if my account has gone to debt recovery?

Council's Debt Recovery Policy can be located on the website: <https://www.liverpoolplains.nsw.gov.au/>

➤ *Council/Accessing Council Information/Policies and Codes.*

Once the account has gone to Council's Debt Recovery Agency, all enquiries, need to be lodged with the Debt Recovery team. Should Council's Debt Recovery team need any assistance with your enquiry they will reach out to Council for answers. Council should only be contacted in this instance if you are making a payment.

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## Contact Us:

### Customer Service Centre

#### Address:

60 Station Street

Quirindi NSW 2343

8.30am to 5.00pm, Monday to Friday

Closed Public Holidays and Weekends

#### Contact Details:

[council@liverpoolplains.nsw.gov.au](mailto:council@liverpoolplains.nsw.gov.au)

02 6746 1755



# Understanding Your Water Bill 2023-2024

Liverpool  
Plains  
Shire Council



## What will be affected by this 6-Monthly Water Bill?

- **Step Rate** – With the typical quarterly bill, the first step rate is applied for usage up to 75 kL with any additional usage charged at the second step rate. Given that this bill is for two quarters the tariffs have been calculated so that the first 150 kL (Eg: 2 x 75 kL of water usage is charged at the first step rate, then any further usage is charged at the second step rate).
- **The Consumption Graph** – Due to this period of supply being larger than normal the average daily consumption will be affected and appear larger in comparison to previous bills.
- **Cost of your Water Bill** – You may find that due to a higher consumption (combined quarterly usage) and due to the change in step rate, your bill may be higher than what you are used to. A payment arrangement might be helpful with paying off this first bill for the 2023–2024 period.

## Charges

Water Meter Type FY 23/24	Quarterly Step Rate Usage	Quarterly Step Rate Usage
Vacant Lots Unoccupied	\$2.52	\$3.18
20mm	\$2.52	\$3.18
25mm	\$2.52	\$3.18
32mm	\$2.52	\$3.18
40mm and over	\$2.52	\$3.18
Sewer Charge FY 23/24 Non Residential (Business)		Usage Charge
20mm		\$2.27
25mm		\$2.27
32mm		\$2.27
40mm and over		\$2.27

## Typical Quarterly Water Bill Calculation Steps:

### 1. Determine the Usage



### 2. Determine the Step Rate (Eg: Residential and Business)



### 3. Determine the Sewer Cost (Business only)



## Components of your Water Bill:

### Account Details

- Ratepayer Name
- Postal Address
- Property Address
- Assessment #
- Tariff Type (Eg: Residential or Business)

### Period of Supply

- This is based off when the previous reading was taken to when the current reading was taken. A period of supply for Liverpool Plains is on a quarterly basis (roughly every 3 months, 4 times a year).

### Graph Consumption

- The graph is generated by the period of supply for that specific bill and provides an average daily consumption.
- Please note that due to the different seasons and the amount of days within each period of supply, the comparison of the different times is only an estimate.

### Payment Options

- If you are unable to pay the full amount on time, you can contact our friendly customer service team who can connect you through to our rates and revenue officer to discuss payment arrangement options.
- Please note that when paying by BPAY there is a biller code for water and a separate biller code for rates, but the assessment number is the same.