

Richmond Shire Council FACT SHEET

In accordance with section 94 of the Local Government Act 2009 and section 99 of the Local Government Regulation 2012 Council will introduce a two-part water charge as of 1 July 2023.

Part 1 is an **Access** Charge – This charge will show on your quarterly rate notice. All properties connected to Council’s water supply or capable of connection to the supply will pay an access charge for each meter connected. This access charge includes an allowance for your property. The table at the end shows the annual allowance for the different rate categories within the Richmond Shire Council.

The access charge helps to recover the variable cost of operating the water network, including the water treatment and delivery water to your property. It also contributes to funding the fixed costs to operate, maintain, plan, and upgrade the network of water infrastructure.

Part 2 is an **Excess** Water Consumption Charge – Any water that is used over the water allowance will be charged at an excess water consumption rate. The excess water charge is to encourage the responsible use of water so that the more water you use, the more you pay.

Excess water charges will be issued via a separate water billing notice in July 2025 (for the period July of July 2024 to June 2025). The first water bill will be issued in July 2025. Any excess water will be charged at \$1.55 per kilolitre.

If you do not use more than your water allowance, you will not be charged any excess water charge.

Overdue Payments

Interest on overdue rates and charges will be charged at a rate set by Council as part of the annual budget and can be found in Council’s Revenue Statement.

Please note interest is compounding on any charges brought forward from previous notices.

If you are having difficulty paying your water notice, please contact Council office by emailing rates@richmond.qld.gov.au or by calling 07 4719 3377.

There will be no rebates or concessions on any excess water charges.

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Monitoring water use

Richmond Shire Council has updated all water meters in the township of Richmond. The meters use the Aqualus Water system, and it uses a low frequency transmitter technology that provides users with a wealth of water related information.

This information is displayed via an easy-to-use dashboard, showing information such as usage trends and hourly water consumption, leak detection and alerts. You will also receive a monthly water usage report.

Please register your details via the following link:

<https://richmond.aqualus.com>

If you require any assistance, please contact Council office by emailing rates or by calling 07 4719 3377.

Information for tenants and agents

Any excess water notices will be issued to the property owner. Owners and tenants can monitor their own water usage through the website, <https://richmond.aqualus.com>.

To report leaks or burst pipes

Richmond Shire Council is responsible for water leaks from the supply system up to (and including) the water meter. If you notice a leak on a public property, such as water leaking on the road and nature strip or a burst water pipe, please contact Council as soon as possible on 07 4719 3377 or email enquiries@richmond.qld.gov.au You can also report an issue using the Snap, Send Solve app available on your mobile phone.

For water leaks that occur on the side of the water meter that points towards private property, it is the responsibility of the property owner.



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Current water restrictions

The Richmond Township are now on level 1 water restrictions as of 25 July 2024.

Sprinklers and fixed irrigation systems can only be used from the hours of **4:00pm to 9:00am Monday to Sunday**.

No sprinklers, fixed irrigation systems and unattended hoses can be used from the hours of **9:00am to 4:00pm Monday to Sunday**.

These restrictions can change at any time at Councils discretion.

In accordance with the Water Supply (Safety & Reliability) Act 2008, Council may apply fines to residents not complying to the above-mentioned restrictions.

Fines will be in the order of two penalty unit (equivalent to \$322.00) per offence.

How can I save on my water consumption?

We use more than half our water outside our homes, so watering lawns and gardens in the early morning or evenings and using a water timer will be a great start.

10 ways to save water inside and outside your home:

1. Take a short shower instead of a bath.
2. Install a dual flush toilet.
3. Turn the tap off while you brush your teeth.
4. Fit a water-saving shower head.
5. Only run your dishwasher when it's full.
6. Water plants, not paths or driveways.
7. Use a bucket to wash the car.
8. Wash the car on the lawn.
9. Fit a tap timer to garden taps.
10. Water twice a week in the dry and never when it's wet.

You can find further information at the following:

<https://www.qld.gov.au/environment/water/residence/use/home>



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Table of water access and consumption charges

CATEGORY	DAILY ALLOWANCE (LITRES)	ACCESS CHARGES (\$)	YEARLY ALLOWANCE (KL)
Vacant Land	1,000	773	366,000
Residential less than 1 hectare	4,110	1,055	1,500,000
Residential greater than 1 but less than 1.5 hectares	5,479	1,407	2,000,000
Residential greater than 1.5 but less than 2 hectares	7,123	1,829	2,600,000
Residential greater than 2 hectares	8,219	2,111	3,000,000
Business Premises	1,000	773	366,000
Bowling Club	8,625	2,221	3,156,750
Fuel Depot	9,375	2,414	3,431,250
Sports Field	11,250	2,897	4,117,500
Racecourse	13,500	3,476	4,941,000
Fire Station	15,000	3,863	5,490,000
Railway Camp	24,750	6,374	9,058,500
Railway Station	61,875	15,933	22,646,250
Churches and Charities	2,250	580	823,500
Service Stations	6,000	1,545	2,196,000
Railway Single Men's Quarters	8,250	2,125	3,019,500
Slaughter Yards	8,625	2,221	3,156,750
Government Office	11,250	2,897	4,117,500
Swimming Pool	11,250	2,897	4,117,500
Motel	16,875	4,346	6,176,250
Hotel	16,875	4,346	6,176,250
Preschool	18,750	4,829	6,862,500
Motel Service Station	21,000	5,408	7,686,000
Hotel-Motel	24,375	6,277	8,921,250
Jail	3,750	966	1,372,500
Museum	6,750	1,739	2,470,500
Cemetery	6,750	1,739	2,470,500
Golf Club	8,625	2,221	3,156,750
Airports	10,875	2,801	3,980,250
Parks	11,250	2,897	4,117,500
Police Station	11,250	2,897	4,117,500
Court House	18,750	4,829	6,862,500
Hospital	61,875	15,933	22,646,250
School	67,500	17,381	24,705,000

Any property that has access to non-potable (untreated) water will be charged a vacant land access charge. These properties are currently unmetered.

If you have any queries or require further information regarding the new water charge, please do not hesitate to contact the Rates Department on 07 4719 3377 or emailing rates@richmond.qld.gov.au

