

8 February 2011

Media release

Infrastructure, bulk water behind water price increases

Allconnex Water is very mindful of the impact of price increases - that came into effect on 1 July 2010 – to the residents of the Gold Coast, Logan and Redland.

It does not take the decision to move prices lightly and will carefully weigh any future pricing decisions.

The increases in prices for the Gold Coast, Logan and Redland areas is due to increasing State Government bulk water prices, a significant capital works program to meet growth in one of the fastest growing areas in the nation and a need to deliver fair returns to the three local councils that own Allconnex and who re-invest that money in to their communities.

Allconnex Water is also required by its owners (the Gold Coast, Logan and Redland City Councils) to deliver optimal returns on investment.

Allconnex provides safe, reliable and high quality water and wastewater services to all of our customers.

We are investing up to \$1.2 billion over the next five years to expand and improve water and wastewater networks.

Prices have increased at a comparable rate to those seen in some other Australian states where significant investment has been made to achieve drought resilience and improve environmental outcomes.

Water prices are currently reviewed annually and are required under legislation to be published by 31 March 2011 for prices in 2011-12.

The Queensland Competition Authority currently undertakes an annual review of water prices, and commencing 1 July 2013 the QCA will determine prices.

Historically prices have been different across councils in South East Queensland. There are also different bulk water costs set by the Queensland Government for the council areas in SEQ.

The Queensland Government has set a 10-year bulk water price path that will move all council areas in SEQ to the same bulk water price by 2018.

Allconnex accounts period

Logan and Redland residents are invoiced quarterly. Gold Coast residents are invoiced every six months.

Gold Coast customers will move from a six monthly billing cycle to a quarterly billing cycle from 1 July 2011, which may assist some customers.

Assistance

Allconnex has policies and procedures in place to assist our customers who may have problems paying their accounts.

Allconnex encourages anyone having difficulty paying their account to contact us so we can offer individual assistance.

We will work with customers to assist them should they be suffering hardship affecting their ability to pay. Options may include extensions, payment plans, and referrals to financial advisors.

Allconnex also offers customers a direct debit facility to assist with making periodic payments. We encourage people who may find it difficult to pay to consider a direct debit for future accounts.

Gold Coast customers will move from a six monthly billing cycle to a quarterly billing cycle later this year, which may assist some customers.

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