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Media release

Majority of Gold Coast customers settle water accounts on time

An overwhelming majority of Gold Coast customers have paid their Allconnex Water accounts on time.

The bills which were due last Friday 24 February included water and wastewater services, and were the first to be issued by the newly formed statutory authority.

An Allconnex spokesperson said the response was in line with general community values of paying bills on time.

"While we're encouraged by the response we also understand that some people may still be confused by the new bill or may have financial hardship that makes paying on time difficult," said Allconnex.

"This is a timely reminder that Allconnex has a number of payment options to help people manage their water bill and we encourage anyone experiencing difficulties to contact us.

"Some people might have also just forgotten, so we'd also encourage them to review payment of their bill as soon as possible."

Gold Coast customers currently receive six monthly accounts with the next bill due in July.

Planning for quarterly accounts is also underway with an introduction date to be determined.

"Quarterly accounts will be in line with other services such as electricity and will make budgeting much easier," said Allconnex.

Customers who have questions about their bills should contact Allconnex on 1300 000 928.

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