

23 January 2012

## Media release

### Redland customers receive lower water bills

Allconnex customers in Redlands may be surprised when they open their latest water bill.

Some customers may notice they are on average about \$40 less than the previous bill.

In Redland, water consumption is generally measured every 90 days; resulting in four billing cycles per year.

In the previous bill, customers may have received a longer than usual water consumption period.

Allconnex has worked hard to get the billing cycle back on track for customers, meaning January 2012 bills will on average have a shorter than usual water consumption period of around 60 days.

“We have over 51,000 customers in the Redland area,” said Allconnex CEO Andrew Foley.

“Incredibly, of these, we’ve been able to read the meters of all but 291 homes.

“This is an improvement on previous levels and also means more of our customers receive a bill for their actual use.”

Allconnex takes manual readings of water use by visiting homes. At times, locked fences, dogs and spiky plants become one of the hazards of the job and mean they cannot read the meter.

When this occurs, Allconnex must estimate usage from past bills.

“For those customers whose usage has been estimated, they can call us to arrange a reading,” Foley said.

“That way, any difference can be adjusted on their next account.”

Allconnex will continue to deliver water and wastewater services to Redland customers until 30 June 2012 when it is to be disestablished under draft legislation.

**Enquiries:** Steve Sayers, Media Officer  
**ph:** 07 5570 7303 or 0417 542 436