

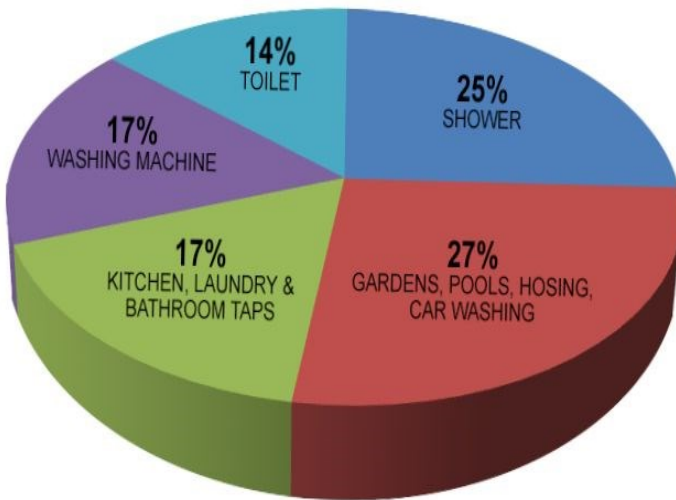
SAVING WATER

Saving water is beneficial to the environment and it can also help reduce your water bills.

Where most water is used

We all use water differently. Studies have shown that we use more than half of our water inside our homes. Of that, most of it is in the bathroom.

The below graph indicates the water usage amount in a normal household in Australia.



Savings Tips

- Don't rinse with running water when washing dishes by hand. Use one basin to wash and the other to rinse.
- Time your shower to be less than 5 minutes long.
- Regularly check all your taps and pipes for leaks.
- Wash your car using a bucket instead of a hose.
- Match the laundry wash cycle to the size and contents of the load.

FINANCIAL HARDSHIP

If you are experiencing financial hardship please contact one of the Council's Revenue Officers on 08 8672 4600.

A copy of the Hardship Policy for Residential Customers can be collected from the Council office, or downloaded from:

www.cooberpedy.sa.gov.au/services/council-payments/financial-hardship

Alternatively, you may wish to contact an organisation listed below should you require financial counselling assistance.

Centacare Catholic Country SA (www.cccsa.org.au)
0447 015 020
Unit 6, 24-25 Hutchison Street, Coober Pedy

Uniting Country SA (www.uksa.org.au)
0438 577 250
Paxton Road, next to the school, Coober Pedy

Australian Red Cross (www.redcross.org.au)
0498 016 689 or 0439 846 732
Unit 6, 24-25 Hutchison Street, Coober Pedy

GOVERNMENT CONCESSIONS

Concessions SA

To be eligible, you must meet the following criteria:

- own or rent your principal place of residence;
- pay for water supply and/or all water usage;
- hold an eligible concession card (e.g. Pensioner Concession Card), receive an eligible Centrelink payment or meet low income provisions.

To find out more, call 1800 307 758 or alternatively collect an application form at the Council offices.

INTERPRETER SERVICES AVAILABLE

The Department of Home Affairs' Translating and Interpreting Service (TIS)

The TIS is a **free** interpreting service for people who are not proficient in the English language. TIS' number is 1800 131 450. Council can phone TIS on your behalf if you wish to have the use of the interpreting service during any meetings with Council representatives.



WATER INFORMATION BROCHURE 2022

Contact Details

Monday to Friday

Enquiries: 08 8672 4600 | 9:00am - 4:30pm

Works Depot: 08 8672 4626 | 7:30am - 3:30pm

Website - www.cooberpedy.sa.gov.au

Email - dccp@cpccouncil.sa.gov.au

Water on-call (24/7 emergency): 0417 811 470

Electricity on-call (24/7 emergency): 0417 814 617



District Council of Coober Pedy

Details of your contract for Water Supply can be found at :

https://www.cooberpedy.sa.gov.au/__data/assets/pdf_file/0015/1183020/2022-Water-Standard-Contract.pdf

WATER NOTICE INFORMATION

Water billing notices are sent out on the second week of each quarter. The billing quarters are March, June, September and December.

EZYBILL

You can register to receive your electricity notices by email via Ezybill. To do this:

1. Go to www.cooberpedy.ezybill.com.au
2. Create your account
3. Register your property

Water tariff charges for residents from September 2022 billing are:

Tier 1— (First 35kL per quarter)	\$6.43
Tier 2— (36kL to 130kL per quarter)	\$9.00
Tier 3— (Above 130kL per quarter)	\$10.26

Tariff charges for businesses: All usage per kL	\$9.00
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CONNECTING METER

The owners of a property are required to complete an Application for Connection of Water Form. The application can be collected from the Council office or downloaded as a PDF file at:

www.cooberpedy.sa.gov.au/services/forms

A connection fee of \$100.00 applies.

DISCONNECTING METER

To disconnect your water supply you will need to complete a Disconnection of Electricity and Water Supply Form which you can collect from the Council office or download online at:

www.cooberpedy.sa.gov.au/services/forms

Please note that we require 3 business days to disconnect. If you give Council less than 3 business days notice, a \$100.00 disconnection fee will be charged to your final account.

HOW TO READ YOUR METER

Reading your meter is the best way to keep track of your water usage and to check that your water bill is accurate. Water meters are often at the front of the property near the roadside. You'll need to lift the protective cap to see the display, not all displays are the same. All meters are colour coded to indicate litres and kilolitres.

In the example below, the black and white numbers represent kilolitres (one kilolitre is 1,000 litres) and the red and white numbers represent litres.



This meter displays a use of 126 kilolitres and 487 litres or 126,487 litres.

WATER LEAKS ON YOUR PROPERTY

Common signs of water leak and water wastage are:

- Patches of damp soil;
- Visible leakage on the side of your hot water system;
- A leaking toilet cistern;
- Leakage on of your water meter connection points;
- Dripping taps

The most common type of household leak can waste up to 260 litres of water per day. You can check your cistern by putting a few drops of food colouring inside it. If the colour shows in the toilet bowl without flushing, the water is leaking.

How to check for a water leak using your water meter:

1. Read the water meter
2. Do not use any water for an hour or two
3. Read the meter again

If the reading has changed, you may have a leak. If you have a water leak contact a plumber and ask them to locate and repair the leak. You can contact Council to receive phone numbers for plumbers in the area.

If the leak is on Council's side of the water meter, phone the Water On-Call number 0417 811 470.

WATER LEAK REBATE FORM

Customers may apply to Council for a partial rebate of their water bill where there has been a leak. The water leak rebate form can be found at the Council office.

Once the rebate is approved, your normal consumption will be averaged and a letter with the updated consumption will be provided.

What you will need to complete the rebate form:

- Your water notice
- A current meter reading
- Certificate of Compliance
- Tax invoice from your plumber including the details of the work undertaken.

PAYMENT OPTIONS

BPAY (reference details on bill)

Easy and secure way to manage your bills through your online or mobile banking from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

BY PHONE

Have your account number and your credit/debit card ready and phone 08 8672 4600.

(VISA and Mastercard only)

BY MAIL

Post the payment slip (located at the bottom of your bill) and your cheque made payable to:

District Council of Coober Pedy
PO BOX 425
COOBER PEDY SA 5723

IN PERSON

Take your notice to the Council office (Lot 773 Hutchison Street, Coober Pedy) to pay by cash, cheque or EFTPOS.

The Council office is open for payment Monday to Friday from 9:00 a.m. to 4:30 p.m.

DISPUTE RESOLUTION

Energy & Water Ombudsman SA (EWOSA)

If you have raised your water related issue with a Council officer and feel like the dispute has not been resolved properly, you can contact EWOSA for a free and independent assessment.

You can visit www.ewosa.com.au, call 1800 665 565 or text 0488 854 555.