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Submission: I am a consumer of water which is provided by Central Coast Council via the private company Solo Water. However my address (Catherine Hill Bay 2281) is under Lake Macquarie CC. When I've contacted Central Coast Council with regards to water, they refer me to Hunter Water. I contact Hunter Water and am told that it is not under their services

Solo Water tells me that they have requested that the water provided by Central Coast be at a wholesale price, as Solo Water add \$0.71/kl to their customers.

This pushes the price up to \$3.00/kl.

The recycled water charges are \$2.40/kl which is more expensive than the C.Coast fresh water of \$2.29/kl.

How is it possible that recycled water, which cannot be used for many purposes (personal consumption or personal care, watering edible fruit and vegetables, washing motor vehicles etc.) is priced so high?

We are encouraged to use recycled products but the charges do not reflect this.

In regards to Pensioner's Rebate of water; being a consumer provided water from a private company, who buys the water from Central Coast Council, those residents which may qualify, where I live, cannot make a claim.

Location is Catherine Hill Bay 2281.

Meter ID	Type	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	No. of days	Consumption per day (L)
[REDACTED]	D	25/04/2018	38	21/07/2018	57	19	87	218
[REDACTED]	R	25/04/2018	27	21/07/2018	47	20	87	230

* D = Drinking water R = Recycled water

Water and Sewerage Charges

Central Coast Council Water Price	From	To	kL	x Price/kL	Total
Bulk Water Charge	25/04/2018	21/07/2018	19	\$2.29	\$43.51

Usage charges	From	To	kL	x Price/kL	Total
Water Usage	25/04/2018	21/07/2018	19	\$0.71	\$13.49
Recycled Water Usage	25/04/2018	21/07/2018	20	\$2.40	\$48.00

Fixed charges	From	To	Days	x Price	Total
Drinking Water Service	1/05/2018	31/07/2018	92	0.8849	\$81.42
Sewer Service	1/05/2018	31/07/2018	92	1.8904	\$173.92
Recycled Water Service	1/05/2018	31/07/2018	92	0.6849	\$63.02

Payment Assistance

If you require payment assistance please call Solo Water as soon as you receive your bill and before its due date.

Changing postal or email address

If you require your address to be changed please call Solo Water (1300 7656 98) or send an email to info@solowater.com.au

Late payment fee on overdue amounts

A late payment fee of \$20 per billing period will be charged for payments not made by the due date.

Payment Options

For additional payment options, please phone 1300 7656 98.

Privacy Policy

Solo Water's Privacy Policy is located on the website. www.solowater.com.au

Assistance

Hearing impaired customers please phone the National Relay Service (NRS) on 13 36 77, quoting 1300 7656 98.