

Water wise information

Water Wise Initiatives and you

NSW is currently experiencing one of the most severe droughts on record and level one water restrictions are currently in place for Sydney, the Blue Mountains and the Illawarra.

Here in the Southern Highlands we're fortunate to have above average storage levels but that doesn't mean we shouldn't join in on conservation efforts.

Council's Water Wise Initiatives include:

- Watering with sprinkler and irrigation systems before 10 am and after 4 pm
- Ensuring all hand held hoses have a trigger nozzle
- Instead of hosing hard surfaces, use a broom to clean paths and driveways
- Washing vehicles should be done on your lawn wherever possible.

For more information visit wsc.nsw.gov.au/water-wise-initiatives.

Fix leaks around your home

Check your plumbing and fix any leaks that could lead to water loss. You can lose a few litres of water an hour from a slow dripping tap and thousands of litres a day from a constantly running toilet.

Get to know your water meter. If the numbers on it are turning while no water is being used in your home, you could have a leak.

Can I apply for an adjustment if a leak is found?

Council does have a policy that allows for a once-only adjustment when an undetected leak has been found and repaired.

For more information contact us on phone **4868 0888**.

COVID-19 support for community and business

Across the Highlands we know a lot of residents and businesses are doing it tough right now and we believe it's more important than ever to stick together as a community.

To help out during these difficult times, we've launched a *COVID-19 Financial Support Package* for residents and businesses impacted by the Coronavirus pandemic.

We also understand that sometimes, due to a variety of circumstances, people are unable to pay their rates on time.

For more information on the above, visit our website at or contact us to discuss how we can help your family or business.

eBilling and BPAY View

Council's Rates Notices and Water and Sewerage Accounts have gone digital. If you would like to receive your notices via email, you can register for e-Billing via our website.

If you are a mobile bank customer you can also sign up for BPAY View. BPAY View sends bills and statements straight to your online account and provides email, SMS and bank message reminders.

Residents will be required to register with their financial institution to access this service.

Pensioner rebates

You may be eligible for a rebate if you have been issued with a Pensioner Concession Card from Centrelink, the Department of Veterans Affairs or a Gold Card stamped with either EDA or TPI. You must also own and reside at the property for which you are claiming.

For more information, visit our website or contact our Revenue Team to discuss.

Published November 2020



2020/21 Water and sewer access charges



Delivering quality
services to our
community

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📍 Civic Centre, 68 Elizabeth St,
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Working with you

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Residential Water Access Charges

Water access charges apply to properties (including vacant land and non-rateable properties being used for residential purposes only) located within 225 metres of a Council water main and/or land that is provided with access to the water supply network.

The Residential Water Access Charge is \$0.44 per day.

Residential Water Usage Charges

All water you consume is calculated on the number of days in a reading period based on the following tariff structure, bearing in mind that 1 kilolitre (kl) is equal to 1,000 litres.

Tariff 1	0 to 616 litres per day	\$1.83 per kl
Tariff 2	Over 616 litres per day	\$2.74 per kl

Below is an example of water usage calculated over a billing period of 122 days where 136 kl of water has been consumed:

Tariff 1	122 days x 0.616 = 75.15 kl x 1.83	\$137.52
Tariff 2	Remaining kl = 60.85 kl x \$2.74	\$166.72
Total water usage charge		\$304.24

Residential Sewerage Access Charge

Sewerage access charges apply to properties (including vacant land and non-rateable properties being used for residential purposes only) located within 75 metres of a Council sewer main, or when sewerage can be discharged into Council's sewer main via a private pumping system.

The Residential Sewerage Access Charge is \$2.44 per day.

Non Residential Water Access Charges

Water access charges apply to Business, Farmland and Mining properties (including non-rateable properties) located within 225 metres of a Council water main. Charges vary depending on the size of the water meter (refer table below). Vacant Business, Farmland and Mining properties which are not metered are subject to the minimum Residential Water Access Charge.

Non Residential Water Access Charge structure:

Tariff Class	Meter Size	Daily Charge
1	¾" (20 mm)	\$0.44
2	1" (25 mm)	\$0.69
3	1 ¼" (32 mm)	\$1.13
4	1 ½" (40 mm)	\$1.77
5	2" (50 mm)	\$2.76
6	2 ½" (65 mm)	\$4.67
7	3" (80 mm)	\$7.07
8	4" (100 mm)	\$11.04
9	6" (150 mm)	\$24.85

Non Residential Water Usage Charge

All water you consume is calculated at \$1.83 per kl.

Liquid Trade Waste Charge

Liquid Trade Waste (LTW) charges apply to premises where LTW is discharged into Council's sewer.

LTW means all liquid waste other than sewerage of a domestic nature.

For further information on Council's LTW policy and associated charges please contact Council's Liquid Trade Waste Officer by phone.

Non Residential Sewerage Access Charges

Sewerage access charges apply to Business, Farmland and Mining properties (including non-rateable properties) located within 75 metres of a Council sewer main or when sewerage can be discharged into Council's sewer main via a private pumping system. Charges vary depending on the size of the water meter (see table below). Vacant Business, Farmland and Mining properties (including non-rateable properties) which are not metered are subject to the minimum Residential Sewerage Access Charge.

Non Residential Sewerage Access Charge Structure:

Tariff Class	Meter Size	Daily Charge
1	¾" (20 mm)	\$2.02
2	1" (25 mm)	\$3.15
3	1 ¼" (32 mm)	\$5.17
4	1 ½" (40 mm)	\$8.07
5	2" (50 mm)	\$12.63
6	2 ½" (65 mm)	\$21.35
7	3" (80 mm)	\$32.33
8	4" (100 mm)	\$50.55
9	6" (150 mm)	\$113.70

Non Residential Sewerage Usage Charge

Business, farmland and mining properties (including non-rateable properties) using Council's sewer system are subject to usage charges.

Sewerage usage is calculated at \$1.56 per kl and is based on all water consumed.