

# PIPELINE

 UrbanUtilities

SOMERSET

**CARING FOR OUR PRECIOUS  
RESOURCE - WATER**

---





# MEDIUM LEVEL WATER RESTRICTIONS

## Home watering schedule for established lawns and gardens

Our allocated watering days:

Times we can water:

between 4am – 8am & 4pm – 8pm

## ODD NUMBERED PROPERTIES

Tuesday, Thursday and Saturday

## EVEN OR UN-NUMBERED PROPERTIES

Wednesday, Friday and Sunday



ONE HAND-HELD HOSE WITH A TWIST OR TRIGGER NOZZLE



SPRINKLERS WITH A TIMER



BUCKET OR WATERING CAN AT ANY TIME

Remember to always think before you water. Don't water just because it's your day.

Thanks for helping conserve our precious water supply.



### CUT ME OUT!

Make it easy when restrictions are in place. For the latest restriction information visit [urbanutilities.com.au/restrictions](http://urbanutilities.com.au/restrictions)



**WATER YOUR PLANTS AT THE END OF THE DAY AS THE SUN IS GOING DOWN, THEN THERE IS LESS EVAPORATION AND MORE WATER FOR YOUR PLANTS. IT'S ALSO A GREAT WAY TO RELAX AFTER A DAY AT WORK AND TAKE A MINUTE TO YOURSELF – ANNABEL**

### WATER RESTRICTIONS UNPLUGGED

First up we thank everyone for the water savings many of you already make each day. One of the ways to prolong our water supplies during drought is water restrictions, and just like water efficiency, it relies on each of us for success. Every saving adds up.

There are five levels of water restrictions, all of which are aligned to combined SEQ dam levels, and they primarily focus on reducing outdoor water use.

You'll have an allocated time and day depending on your house number – odd, even or un-numbered – to use water for things like gardens and lawns, and cleaning vehicles, external surfaces and equipment.

**To make it easy when restrictions are in place, we've created a reminder for you to cut out and place somewhere everyone can see it, maybe the fridge!**

Visit [urbanutilities.com.au/restrictions](http://urbanutilities.com.au/restrictions) to learn more about restrictions or view the full restriction schedule.

# CARING FOR OUR PRECIOUS RESOURCE - WATER

Meet Annabel (below), she's one of our Environment and Planning Officers. Annabel uses her engineering skills to look beyond pipes and pumps to solutions that shape communities into the future.

South East Queensland is a popular place, but a growing population and less rain over our major dams are putting pressure on our drinking water supplies.

Annabel says she's proud to come to work every day future proofing water services and responding to changing communities and environment.

"We are continuously adapting so our communities are liveable, sustainable, and great places to live – all while being resilient to changing climates, changing demands, new technology and honouring all cultures," says Annabel.

South East Queensland has a water security plan to make sure we've got enough drinking water for the future and to keep the lifestyle we love. Annabel says it is an exciting time to work in this space.

"Together we can all make a difference to that future by saving water at home and at work making it a habit so it's easier for us to adapt to changing climate conditions."

Visit [urbanutilities.com.au/watersecurity](http://urbanutilities.com.au/watersecurity) to stay up to date on drought and water security in South East Queensland.



### START, STOP, CONTINUE

It only takes a few simple changes to your everyday habits to achieve water savings.

Most of us don't like to waste water, but sometimes we're on autopilot as we move through our busy days, not thinking about how many times we've turned on the tap, let it run or missed opportunities to reuse water for other things like the garden.

So, let's gather family and friends and come up with some practical ideas to create great water saving habits now. Here's our top five tips:

- Water your garden before 8am or after 4pm.
- Don't over water, learn how much your garden needs.
- Mulch the garden to retain moisture.
- Keep showers to under four minutes.
- Do full loads in the laundry and dishwasher.

Visit [urbanutilities.com.au/savewater](http://urbanutilities.com.au/savewater) for more water saving ideas and challenges.

### WE'RE ALL IN THIS TOGETHER

We're constantly looking for ways to improve our water efficiency as a business. We have a pressurised network of 9000 km of water pipes and alongside our rolling water main renewals we have some innovative ways to save.

Since 2019 Springer spaniels Halo and Danny have used their special skills of sniffing out water and finding more than 50 underground leaks. Their impressive sense of smell is about 40 times greater than humans, and they can differentiate between water leaking from a pipe underground and all other types of water on the surface.

We're also investing in new technologies such as acoustic sensors and software systems to help us detect leaks in our network before they develop into bursts, saving water and minimising customer impacts.

You can report a leak by calling our 24 hour faults and emergencies team on **13 23 64** or by visiting [urbanutilities.com.au/faults-and-interruptions/report-a-fault](http://urbanutilities.com.au/faults-and-interruptions/report-a-fault)

# OUR FY22 PRICES

Residential water and sewerage prices are now the same across our service region, except for the sewerage service charge in Brisbane.

From **Friday 1 October 2021**, the prices below apply.

Urban Utilities FY22 Charges		
Residential charges	Price	Period
<b>Water Usage</b>		
State bulk water price*	\$3.231 per kL	1 July 2021 – 30 June 2022
Tier 1 (up to 822L per day)	\$0.838 per kL	1 October 2021 – 30 June 2022
Tier 2 (over 822L per day)	\$1.741 per kL	1 October 2021 – 30 June 2022
<b>Water Services</b>		
Water service charge	\$0.648 per day	1 October 2021 – 30 June 2022
<b>Sewerage Services</b>		
Sewerage service charge – Brisbane	\$1.547 per day	1 October 2021 – 30 June 2022
Sewerage service charge – Ipswich, Scenic Rim, Somerset and Lockyer Valley	\$1.618 per day	1 October 2021 – 30 June 2022

\*Set and controlled by the State Government. Urban Utilities simply passes it on at cost to customers on their bills without any mark up.

Please visit [urbanutilities.com.au/prices](http://urbanutilities.com.au/prices) for a full list of our prices and charges.

## WHAT DOES MY BILL PAY FOR?

- 24/7 access to safe, high-quality drinking water.
- Collecting, treating and disposing of your sewage – all the waste from your toilet and all the wastewater from your kitchen, laundry, bathroom and shower – safely and sustainably.
- Maintaining and upgrading our water and sewer networks, including pipes, pumps, reservoirs and treatment plants.
- Renewing or replacing pipes as they age and repairing bursts.
- New infrastructure projects to meet the needs of your community.



## SIMPLER PRICING IS HERE

As you may be aware, we've also made some important changes to our tariffs to make them more:

- consistent,
- equitable, and
- aligned to user pays principles.

Most of the changes affect non-residential customers, however, there are a few changes residential customers should know about too.

Examples include:

- Moving to consistent per dwelling charges.
- Streamlining the application of Vacant Land and Community Title Scheme charges.
- Removing the Multi-Residential account classification.

Please visit [urbanutilities.com.au/simplerpricing](http://urbanutilities.com.au/simplerpricing) for more information.

**TO REPORT A FAULT OR EMERGENCY**  
CONTACT US 24/7 ON 13 23 64

**FOR MORE INFORMATION VISIT**  
[URBANUTILITIES.COM.AU](http://URBANUTILITIES.COM.AU)

**GENERAL ENQUIRIES**  
FROM 8AM-6PM WEEKDAYS 13 26 57

Urban Utilities provides water and sewerage services to customers in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset regions. Urban Utilities is the trading name of the Central SEQ Distributor-Retailer Authority. ABN 86 673 835 011. Q01916-2021 © Urban Utilities.

