

# ARE YOU SEEING MULTIPLE CHARGES ON YOUR LATEST BILL?

IT'S TO ENSURE YOU'RE CHARGED ACCURATELY THIS QUARTER.

Prices on your water and sewerage services are increasing from July 1. We want to make sure that services you used before July 1 are charged at last financial year's prices, so we've split them into separate items on your latest bill.

YOUR CHARGES WILL BE SPLIT BETWEEN THE OLD AND NEW PRICES:

Last year's price, for services used up to June 30

● Old prices

This year's price, for services used from July 1

● New prices

### YOUR CHARGES for 05/04/2023 - 04/07/2023 (91 days)

Customer ref. no. QUUR25\_A4BE-1/S-1A-2

**Your meter readings**

Serial Number	Read Date	Reading	Usage	Comment
ABG24677	05/04/2023	403		
	05/07/2023	407	4kL	

**Water Usage**

**State bulk water price**

SEQ Pensioner Water Subsidy 2023/24	1 @	-\$30.00		-\$30.00
State Bulk Water Charge 2022/23	3.82kL @	\$3.301000/kL		\$12.60
State Bulk Water Charge 2023/24	0.18kL @	\$3.371000/kL		\$0.60

**Urban Utilities distributor-retailer price**

Tier 1 usage 2022/23	3.82kL @	\$0.863000/kL		\$3.29
Tier 1 usage 2023/24	0.18kL @	\$0.838000/kL		\$0.15
<b>Subtotal</b>				<b>-\$13.36</b>

**Water Services**

**Urban Utilities water service charge**

Water service charge 2022/23	87 days	\$58.11
This charge is for the period 05/04/2023 to 30/06/2023		
Water service charge 2023/24	4 days	\$2.58
This charge is for the period 01/07/2023 to 04/07/2023		
<b>Subtotal</b>		<b>\$60.69</b>

**Sewerage Services**

**Urban Utilities sewerage service charge**

Sewerage service charge 2022/23	87 days	\$138.59
This charge is for the period 05/04/2023 to 30/06/2023		
Sewerage service charge 2023/24	4 days	\$7.18
This charge is for the period 01/07/2023 to 04/07/2023		
<b>Subtotal</b>		<b>\$145.77</b>

Your usage was 4 kilolitres.  
That's an average of 44 litres per day.

**FY24 PRICES APPLY FROM SATURDAY 1 JULY 2023**

Scan to learn more about what you pay for, why it matters, and how we can help if you're feeling financial pressure.

scan here

**INTERPRETER SERVICE 13 14 50**

当您需蒙口译员时，请致电 13 14 50。  
اتصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.  
Khi bạn cần thông ngôn, xin gọi số 13 14 50  
통역사가 필요하시면 13 14 50 으로 연락하십시오.  
Cuando necesitas un intérprete llame al 13 14 50  
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Pay using your smartphone

You aren't being charged twice for the same service – you're simply paying different prices for two periods within the same quarter.

# HOW WE CALCULATE YOUR CHARGES

Your water and sewerage bill is made up of four separate charges. They're either a flat charge per day or a variable charge for usage, which is calculated per kilolitre:

Water services	
Urban Utilities distributor-retailer charge	PER KL
State bulk water charge	PER KL
Urban Utilities water service charge	DAILY

  

Sewerage services	
Urban Utilities sewerage service charge	DAILY

On previous bills you would have seen one price for each (apart from Tier 2 high water usage charges). For this quarter's bill, you will see two lines with FY22/23 and FY23/24 pricing alongside each charge. This is to ensure you're accurately billed for your usage.

**For daily charges, we simply separate your charge into two line items:**

- One for each day up **until 30 June**, which is charged at FY22/23 pricing,
- And one **from 1 July**, which is charged at FY23/24 pricing.

**For services which are charged on volume, we determine your daily use by dividing the total use by the number of days in the billing period.** We then separate the charge into two separate line items, just as we do for the daily charge.

### **Example: Urban Utilities distributor-retailer charge**

- From the start of your billing period **until June 30**, you've been charged the FY2022/2023 price of \$0.863/KL.
- **After July 1**, the price changes to \$0.838/KL until the end of your billing period.



Want to know more about what's on your bill?  
Visit: [urbanu.com.au/billexplained](https://urbanu.com.au/billexplained)



For more on how your bill is calculated,  
visit: [urbanu.com.au/yourbill](https://urbanu.com.au/yourbill)

**General enquiries**

**13 26 57**

**Faults & emergencies**

**13 23 64 (24/7)**