

5 January 2010

## **Water Usage Notices delayed**

Fitzroy River Water (FRW) advises property owners in the Rockhampton Region that Water Usage Notices will be issued a little late and apologises for this delay.

As the implementation of the rolling quarterly water meter reads is further progressed for the whole of the Rockhampton Region, FRW staff are carrying a higher workload in this transitioning period.

Staff are working to compress many six monthly water meter reads into quarterly reads, to be firmly in place for consistent quarterly meter reading from 1 July 2010, to benefit all water customers across the region.

FRW advises property owners that some current water usage notices may cover a period of a little more than a quarter, or three months.

We apologise if this delay causes some inconvenience to Rockhampton residents who are used to receiving a quarterly water account, however we do assure residents that meter readings and thus billing should be on track over the next quarter. With consumption charging now on an annual basis compared to the previous quarterly allocation in Rockhampton there is no financial disadvantage occurring with the longer account.

FRW is focused on implementing the quarterly reads as this system brings real benefit to ratepayers, spreading the consumption accounts across four quarterly bills for smaller easier to pay accounts each time.

Quarterly billing is recognised as best practice in the water industry and a real benefit to water users.

We thank you for your understanding, as we put a quarterly meter reading program in place across the whole region for the first time.

Water accounts can conveniently be paid online at Council's website  
[www.rockhamptonregion.qld.gov.au](http://www.rockhamptonregion.qld.gov.au)

**ENDS**