

WATER CONSUMPTION CONCESSION - POLICY CHANGE

Frequently Asked Questions

What has changed to the Water Consumption Concession process?

From 1 February 2025, if you have a Smart Water Meter, and have a water leak, you **will not** be eligible to apply for a Water Consumption Concession.

From this date, you will be completely responsible for your water consumption, conservation, and the management of water leaks at your property.

I have a Smart Water Meter. How do I monitor my water consumption?

You will be able to monitor water consumption via Council's Water Portal, which allows you to access reports and usage information.

Sign up by visiting water.cassowarycoast.qld.gov.au/ or scan the QR code below. Register using your property details and start tracking your water use today.



Once signed up, you will be able to monitor your water consumption and set up leak notifications. You will be able to:

- Receive alerts for potential leaks early;
- Receive alerts for high water consumption;
- Develop strategies to reduce your water usage; and
- Check your water consumption hourly, daily, weekly and monthly.

How do I know if I have a Smart Water Meter?

When Council installed your Smart Water Meter, they placed an information leaflet in your letter box. However, if unsure, or you are a new owner, there will be a 'taggle' device close to, on the water meter, or is part of the water meter. Examples below.



I don't have a Smart Water Meter at the house I live in. Am I able to apply for a Water Consumption Concession if I have a leak?

Yes.

For eligibility criteria, please visit 5.2.2 of Council's Rating Concessions Policy (provide direct link).

Please note: ONLY residential properties that are the owner's principal place of residence are eligible to apply. All other property categories will be ineligible. These include Non-Principal Place of Residence (NPPR), Not for Profit's (NFP), Commercial, Industrial, and Primary Production properties.

What else has changed in the Water Consumption Concession process?

The concession calculation has changed also, as outlined below:

- a) 50% of the consumption charged (leak period);
- b) Less the average water consumption (12 months prior);
- c) Equals the concession provided, however, will be capped at \$500.

Example 1:

Leak consumption half yearly to 30 June 2024	= 500KL (kilolitres)
Less 'average' consumption (prior 12 months)	= 100KL
	= 400KL
50% concession of increased water consumption	= 200KL
Concession calculation: 200KL x \$1.18	= \$236
Concession to be allocated	= \$236

Example 2:

Leak consumption half yearly to 30 June 2024	= 1500KL
Less 'average' consumption (prior 12 months)	= 300KL
	= 1200KL
50% concession of increased water consumption	= 600KL
Concession calculation: 600KL x \$1.18	= \$708
Concession to be allocated (capped)	= \$500

Will my Non-Smart Water Meter be changed to a Smart Water Meter?

Yes. Council is replacing existing mechanical water meters with smart water meters throughout the region. This will assist residents in identifying leaks early, minimising water wastage and improving the capability of Council's water network.

Once a Smart Water Meter has been installed at your residential property, you will no longer be eligible for a Water Consumption Concession. However, Concession Card Holders will be capped at \$750 and receive a 75% concession on excess water.

Still have questions?

Further Information

For further information contact Council at 1300 763 903 or email enquiries@cassowarycoast.qld.gov.au