

Frequently Asked Questions

1. What to do if your BPay payment has been paid to the incorrect account

Rates and Water payments have separate Biller Codes but the same Reference Number. If an error has occurred with your payment, please contact Customer Service to request a *Reallocation* form to arrange for the payment to be reallocated to the correct account. Please note that only an owner or authorised person on the account can request a reallocation of payment.

2. Why is my water bill so high? Can you justify my water usage

The meter will only tick over if water is going through the meter. Any water that goes through the meter advises Council that the water has been used and needs to be paid for. The responsibility of the water past the meter is up to the owner of the property and only the person(s) using the water can justify the usage.

3. How can I check for a water leak

Council advises you to obtain a reading of the meter, turn your taps off and use no water during the night. Check the meter again in the morning. If the numbers have moved this will suggest you have a leak. From there you would need to contact a plumber to have this leak fixed.

4. Is there a way I can know I have a water leak before my water bill is issued

Council suggests that the meter reading is regularly monitored. Monitoring your meter will show high usage and therefore urge you to perform the checks as advised in question 3.

5. How can I check if my water meter is faulty

After checking for possible leaks as advised in question 3, the last option Council can provide to you is to have the meter sent away to be independently tested. Please note there is a fee for this service.

6. What if my account has gone to debt recovery

Once the account has gone to Council's Debt Recovery Agency, all enquiries, need to be lodged with the Debt Recovery team. Should Council's Debt Recovery team need any assistance with your enquiry they will reach out to Council for answers. Council should only be contacted in this instance if you are making a payment.

Council Policies

To find more information on Council Policies visit the website: <https://www.liverpoolplains.nsw.gov.au/> Council/ Accessing Council Information/ Policies and Codes

- *Debt Recovery Policy 2022*
- *Hardship Policy 2022*
- *Water Account Adjustment (Concealed Leak)*

Customer Service Centre

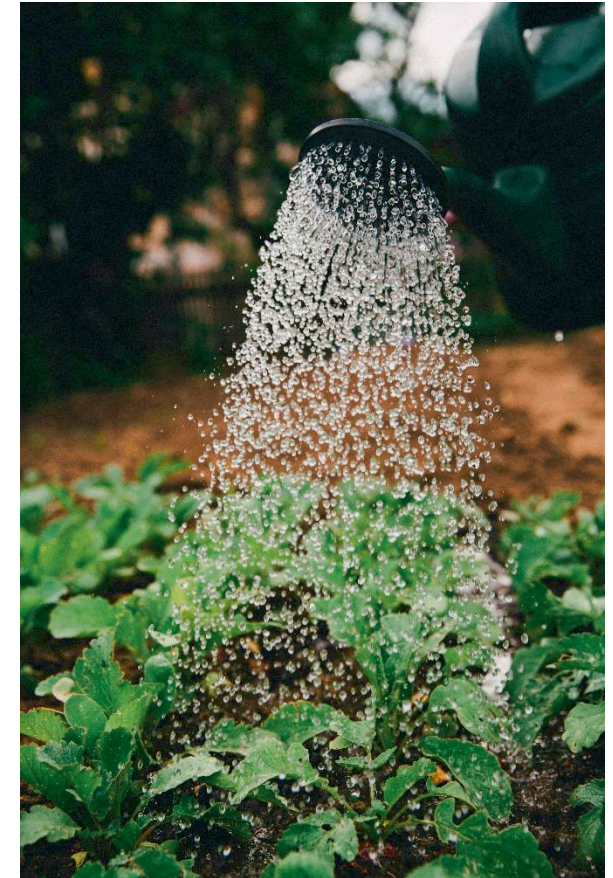
Address:

60 Station Street
Quirindi NSW 2343

8.30am to 5.00pm, Monday to Friday
Closed Public Holidays and Weekends

Contact Details:

council@liverpoolplains.nsw.gov.au
02 6746 1755



Understanding Your Water Notice 2024-2025



Components of your Water Notice

Account Details

- Ratepayer Name
- Postal Address
- Property Address
- Assessment #
- Tariff Type (Eg: Residential or Business)

Period of Supply

- This is based off when the previous reading was taken to when the current reading was taken. A period of supply for Liverpool Plains is on a quarterly basis (roughly every 3 months, 4 times a year).

Graph Consumption

- The graph is generated by the period of supply for that specific bill and provides an average daily consumption.
- Please note that due to the different seasons and the amount of days within each period of supply, the comparison of the different times is only an estimate.

Payment Options

- If you are unable to pay the full amount on time, you can contact our friendly Customer Service Team who can connect you through to our Rates and Revenue officer to discuss payment arrangement options.



Quarterly Water Calculation Steps

1. Determine the Usage



2. Determine the Step Rate (Applies to Residential and Business)



3. Determine the Sewer Cost (Applies to Business)



Charges

Water Access Charges 2024/2025	Quarterly Step Rate \$ - up to 75kL	Quarterly Step Rate \$ - over 75kL
Vacant Lots Unoccupied	3.28	3.93
20mm	3.28	3.93
25mm	3.28	3.93
32mm	3.28	3.93
40mm	3.28	3.93
50mm	3.28	3.93
80mm	3.28	3.93
100mm	3.28	3.93

Sewer Service Charges 2024/2025	Usage Charge \$
Residential	
Vacant Lots Unoccupied	0
20mm and 25mm	0
Non-Residential	
20mm	2.43
25mm	2.43
32mm	2.43
40mm and over	2.43

