

Awatere Water Supply Billing Date Changes

Historically the Awatere Water supply has been billed quarterly, with readings taken in September, December, March and June. In 2008 the September read was changed to an estimate in response to the Awatere Settlers' Association Water Sub-committee request that Council reduce the costs of the Operations and Maintenance Contract. Council has since found that estimating is creating significant challenges to billing accurately, particularly because of the seasonal variation in water consumption for Awatere properties.

To ensure more accurate billing Council is changing from a three-month invoicing cycle with one estimate and three actual reads to a four-month invoicing cycle with three actual reads. The new reading dates are:

- October 2012 (actual read)
- February 2013 (actual read)
- June 2013 (actual read at end of financial year)

Readings will be taken around the 20th of the respective month.

In June the consumption between the actual read and the end of the financial year will be estimated based on the daily average for the reading period up to the reading on 20 June. This should ensure that you are not being charged at next year's rate for water used in the last 10 days of June.

The change of billing dates will not affect those users whose consumption does not exceed the current annual allowance of 275 m³. Customers using more than the annual allowance of 275 m³ can expect more accurate invoicing from three actual reads as compared to one estimate and three actual reads.

As always, we recommend you take your own readings at regular intervals, at least monthly, so you can build up your own history of water consumption and be able to quickly identify and remedy any leaks.

If you have any questions please contact Erica Hobbs, Engineering Officer, or Stephen Rooney, Operations and Maintenance Engineer.