



# Roadvale Water Board

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## Information & Notices

DEC 2020

### DIRECTOR APPOINTMENTS

We are pleased to advise new directors have now been appointed to the board. Ross Lehmann and Gary Wenzel will continue in their previous roles on the board and are joined by our new directors Rebecca Wallbank & Roseanne Griffiths. We thank outgoing director Robert Kliese for 17 years continuous service with the board.

### DROUGHT CONDITIONS

We encourage ratepayers to continue using water wisely and remain aware of low water levels currently in Moogerah Dam. Using water for essential use will help preserve local water storages.

### TANK STORAGE

We strongly recommend customers have their own tanks or some form of onsite water storage for rural water. Onsite water storage helps avoid loss of supply during breakages or maintenance. It can be several days without supply after we identify or are advised of an issue and the subsequent organising of contractors for repair works.

### METER SITE & REPAIRS

We ask our customers to keep their meter site clear from bushes to enable easy access for meter reading. Ratepayers are responsible for all pipe work exiting the meter, including installation and any repairs.

### RATES AND CHARGES

The rates and charges for water supplied are listed on the attached rates and charges schedule. There has been no change to the rates and charges since 1 July 2016.

### SALE OF PROPERTY

Please make sure you advise your solicitor when selling your property to contact Roadvale Water for a special meter read so adjustments can be made to the settlement as per Council Rates adjustments.

### WATER ALLOCATION

Your bill outlines your actual water usage. The attached rates and charges schedule outline your allocation – for land up to 20 hectares 100KL per six-month billing period and for land over 20 hectares 5KL per hectare per six-month billing period. Note the special allocation for pensioners outlined next.

### PENSIONER ALLOCATION

A concession is available for aged pensioners who can take advantage of an allocation of 25 kilolitres each half year. If a pensioner limits usage of water to this amount they will have a water charge of \$45 per six months or \$90 per year. Water used over this allocation will be charged at \$1.80 per kilolitre. The pensioner must own and reside at the property and be able to demonstrate they have a current valid Australian Government pension card. To apply for the pensioner allocation please contact Melinda for an application form.

### WATER BREAKS

Water leaks are unavoidable in a water supply system. The Board employs part-time staff to manage breaks. As a Board we rely on the ratepayers to make us aware of water breaks. Please contact Tony, Melinda or a Board Member if you are aware of a water leak. Please note that any breaks that occur between your meter and onto your own property are your responsibility and these breaks can be very costly, up to \$1,200 per month.

### TAMPERING WITH METERS

Please be advised it is an offence to tamper with water meter connections and penalties may apply. In the event of water supply issues please contact a member of the Board or our Maintenance Officer, Tony, to rectify issues.

### PAYMENT

Payments can be made by electronic transfer to our Suncorp Account BSB 484 799 Account number 605242177. Payment can be made in person at any Suncorp branch. **Please use your name and Assessment number as reference.** You can also post a cheque or money order to PO Box 58, Kalbar, 4309. If you are experiencing financial difficulties please contact the Secretary to arrange a payment plan.

### NON-POTABLE WATER

Our water users are reminded that the water supplied is non-potable and under no circumstances should be used for drinking or cooking.

### CONTACT DETAILS

Chairperson: Ross Lehmann	0409 151 001
Secretary: Melinda Gotke	0408 671 063
Maintenance Officer: Tony Ferrar	0428 183 087
Vice Chairperson: Gary Wenzel	0427 779 726
Director: Roseanne Griffiths	0413 622 658
Director: Rebecca Wallbank	0423 783 269

**There are no water restrictions currently in force. Be Waterwise. Water supplied by the Board is non-potable and should under no circumstances be used for drinking or cooking. Caution is recommended for bathing and washing clothes.**