



Media Release

Date: 10th August 2010

Re: 2010/2011 Water & Sewerage Prices Set

Cradle Mountain Water wishes to advise its customers that the 2010/2011 prices for water and sewerage have been set and are available for viewing on the website www.cmwater.com.au

“Cradle Mountain Water is bound by the Interim Pricing Order (IPO) which is part of the Water and Sewerage Industry Act 2008. The Order states that for the first three years of operation, Cradle Mountain Water is to charge the same tariffs, fees and charges for water and sewerage services that were charged by councils prior to Cradle Mountain Water taking over the management of these services. The Interim Price Order sets out an allowable capped increase each year until a Pricing Services Plan is developed and implemented,” CEO Andrew Kneebone said.

“The State Government’s rebate also remains in effect and this will be reflected separately on our customer’s accounts,” Mr Kneebone said.

In 2009, the State Government announced that it would provide a rebate to customers to ensure that no customer would pay more than a 5% increase on the combined total of their water and sewerage service charges from the previous year. This is the second year that the rebate has been provided.

Cradle Mountain Water’s Board has decided to waive the 10% increase in water and sewerage charges for residents of Kentish for 2010/2011.

“Given that the Kentish community has substantially higher rates than other North West communities, the decision was made to waive any price increase for the 2010/2011 year,” Mr Kneebone said.

“In terms of future pricing, a Pricing Services Plan is currently being developed which will enable Cradle Mountain Water to transition towards a two part pricing model, consisting of service charges and water usage charges. The corporation is working to develop an approach to pricing that will provide consistency of charges across the North West region,” Mr Kneebone said.

“Given that this is the long term aim in regard to pricing these services, the board were keen not to make the gap in pricing worse over time,” he said.

(more...)

Cradle Mountain Water's accounts for annual water and sewerage charges will be issued from late August 2010 onwards. Instalment due dates are: 30 September, 31 December, 31 March and 30 June. Customers will have 30 days to pay their accounts.

"We understand that some of our customers find receiving these accounts difficult. If customers feel that they may have difficulties in paying their account, I urge them to contact our Customer Service Team on 13MYWATER (13 6992), our friendly staff are able to assist with flexible payment options. Last year we were able to provide extremely flexible Payment Plan Arrangements to suit our customers' needs. Customers were also assisted under our Hardship Policy." Mr Kneebone said.

A full list of Cradle Mountain Water's water and sewerage prices is available at www.cmwater.com.au

-ENDS-

