



## Media Release

**Date:** 30 April 2010

**Re:** Water Usage Accounts On Their Way

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Cradle Mountain Water customers in Devonport ,Wynyard and Circular Head will soon be receiving their water usage accounts.

“Water meter reading has been carried out in Devonport ,Wynyard and Circular Head and property owners with a meter will soon receive an account which will detail their water usage since their last meter reading in 2009,” Acting CEO Andrew Kneebone.

“Prior to the Tasmanian Water & Sewerage Industry reforms, some Councils charged residents for the amount of water they used and this practice continues under the new corporation,” he said. “These usage accounts would normally have been sent out either progressively since July or in October under the various Council arrangements, however because Cradle Mountain Water does not have its own billing system and for other reasons these have been delayed.”

Cradle Mountain Water CEO Andrew Kneebone said “we understand that customers are confused about the timing and why there has been a substantial delay in sending these accounts out and I can only apologise for this. Due to the State Government’s announcement of the 5% rebate late last year, many of our accounts had to be reissued. This took some time, and as a result it was necessary to push back the date of issuing the water usage accounts. Customers should also be aware that the 5% rebate has already been applied to the water usage accounts.”

“The delay in issuing these accounts means that they customers will be receiving them around the same time as their third instalment notice reminders. We appreciate this may inconvenience some customers, as they will only have 30 days from the date of issue to pay for their water usage accounts. If people believe they will have difficulties meeting the payment deadline they should contact 13MYWATER (13 6992) to discuss payment plan options.

The allocated amount for water usage varies between municipal areas and these amounts can be found on Cradle Mountain Water’s website [www.cmwater.com.au](http://www.cmwater.com.au). The water usage charge has been calculated on a pro-rata basis to reflect the change of ownership on 1 July 2009 when Cradle Mountain Water took over the provision of water and sewerage services from Councils.

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