



Isaac Regional Council

Water pricing changes from July 2026

We're updating the way water charges work

Isaac Regional Council is making changes to its water pricing structure to ensure fairer and more consistent charges for residents and businesses.

The review, conducted over the past two years, recommended updating both the fixed water charges (now called Water Access Charges) and the variable water use charges (Water Consumption Charges).

The reason for the changes are:

- ✓ Making sure all towns in the region pay fair and consistent charges.
- ✓ Aligning the system with best practice across Queensland.
- ✓ Ensuring that water charges are based on the actual capacity of each property to draw water from the network (i.e. based on meter size), rather than using an older, less accurate unit-based system.

We're creating a simpler, easier-to-understand billing process with a two-tiered consumption charge system, making it easier for people to understand and manage their water usage.

These changes will take effect from July 2026.

Council is committed to making sure that residents know what to expect, and most households should notice little change.



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ISAAC.QLD.GOV.AU | 1300 ISAACS (1300 472 227)

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FREQUENTLY ASKED QUESTIONS

Water pricing changes from July 2026

Why is Council changing the water charges?

We're updating water charges to create a fairer and more sustainable system.

The changes will help ensure everyone pays their fair share for water services.

When will the changes come into effect?

The new water charges will start from 1 July 2026.

What is the Water Access Charge?

This is the fixed charge you pay for access to the

water network. It's changing from being called the Water Infrastructure Charge to Water Access Charge.

Why is the Water Access Charge based on meter size?

We're introducing a system that reflects the actual capacity of each property to draw water.

This is in line with best practice across the industry and makes charges fairer and more consistent.

What will the Water Access Charges be from 1 July 2026?

Property Type	Water Access Charge Methodology	2026/27 Access Charge
Unconnected Vacant Land	Equivalent to 20mm base charge	\$937
Non Strata Residential & Other Non-Residential (i.e., Residential House / Commercial)	20mm – base charge	\$937
	25mm – 1.5625 x base charge	\$1,465
	32mm – 2.56 x base charge	\$2,399
	40mm – 4 x base charge	\$3,748
	50mm – 6.25 x base charge	\$5,857
	60mm – 10.5625 x base charge	\$8,433
	80mm – 16 x base charge	\$14,992
	100mm – 25 x base charge	\$23,425
	150mm – 56.25 x base charge	\$52,707
	Dedicated Fire Service – Equivalent to 20mm base charge	\$937
	Combined Fire Service – Equivalent to 40mm base charge (or actual size if below 40mm)	≤\$3,748
Strata Residential	Equivalent to 20mm base charge per apartment/unit	\$937 per apartment/unit
Accommodation Camps	Equivalent to one third (1/3) of 20mm base charge per room	\$313 per room

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Will my water bill go up?

For homes with a standard 20mm meter, the impact will be small with most homes seeing no increase. Properties with larger meters may see a higher bill.

We'll provide more information and sample bills closer to the change date to help you understand what it means for you.

How the water usage is charged from 1 July 2026

Property Type	Water Consumption Charge Methodology
Unconnected Vacant Land	Not applicable
Non Strata Residential & Other Non-Residential (i.e., Residential House / Commercial)	Per assessment - Tier 1 0-150kL per six (6) months - Tier 2 >150kL per six (6) months
Strata Residential	Per apartment/unit - Tier 1 0-150kL per six (6) months - Tier 2 >150kL per six (6) months
Accommodation Camps	Per room - Tier 1 0-50kL per six (6) months - Tier 2 >50kL per six (6) months

How do I know what size my water meter is?

You can find your meter size/s on the 2nd page of your water notice.

What happens if I have a large meter but only for firefighting purposes?

Council will charge a lower rate for separate and combined fire service meters in recognition that these meters are installed for firefighting purposes and are often rarely used.

Council has undertaken a review to identify these meters and will contact property owners of these review outcomes.

What happens if I have a large water meter but don't need it?

You can apply to downsize your meter as part of our meter replacement program in 2025/26 at no cost, pending a review of your firefighting equipment and obligations.

What about vacant land?

Vacant land in town water service areas will now pay the same base charge as a connected home. This helps cover the cost of maintaining the water network that can be accessed by those properties at any time.

How will water usage be charged from 1 July 2026?

To make it easier to understand your water charges, we're moving to a simpler two-tier system:

- **Tier 1:** \$0.95 per kilolitre (kL) with usage calculated as per below
- **Tier 2:** \$2.00 per kilolitre (kL)

What about Not-For-Profit (NFP) properties?

Supporting NFP properties continues to be a high priority for Council, in fact, the new charging methodology is estimated to increase NFP concessions by \$200k each year.

Can I still monitor my usage with MiWater?

Yes, MiWater will remain in place for residents to monitor their usage and be notified of leaks or high consumption.

How will Council help customers understand these changes?

We'll be reaching out to property owners with large water meters but low consumption and those with identified fire services plus sharing more details, including sample bills.

We're also here to answer any questions you may have. To arrange an appointment to discuss the specific changes to your property, apply for a meter reduction or to simply find out more, please email records@isaac.qld.gov.au and a member of the Water Rates Review team will reach out to you.

How can I find out more?

Visit www.isaac.qld.gov.au or email records@isaac.qld.gov.au.