

FREQUENTLY ASKED QUESTIONS

2025- 26 RESIDENTIAL DWELLING HOUSE CHARGES

This FAQ has been developed with a focus on a standard residential house within the Isaac region.

From 1 July 2025, Water Charges across the region have changed. Water Notices for usage in the 2025/2026 Financial Year will arrive in February 2026 and August 2026.

Find out more on Council's website.

Isaac Regional Council employs a user pays charging system. This includes two types of water charges for residential dwellings:

- **Access Charge**, which appears on ratepayers' rate notices.
- **Consumption Charge**, which will be provided on separate water notices.

Council has worked hard to keep this as a fair system to stop low volume water consumers subsidising larger volume users. The system allows ratepayers and tenants to monitor and control their costs.

What is an Access Charge?

An Access Charge covers the cost of owning, operating, maintaining and managing the water supply facilities and networks in eight communities across the Isaac region.

What is a Consumption Charge?

A consumption charge is where customers pay for each kilolitre (kL) of water used.

How much will I pay in water charges?

The six-monthly Consumption Charge for all towns in Isaac are calculated as per below

Tier	Consumption	2025/26 Charges
1	0 - 150kL	\$0.85
2	150-300kL	\$1.80
3	> 300kL	\$2.60

Did you know you may be eligible for a remission on your water notice if you find a concealed leak?

If you've received a higher than usual water bill, a MiWater water leak alert or you've noticed damp patches in or around your property, you may have a concealed leak.

Ratepayers must organise a licensed plumber to investigate the property for leaks. If a concealed leak is found, ratepayers may be eligible for a remission on their water notice.

To find out more about Council's Concealed Leak Policy and Procedure or to complete a Concealed Leak Remission Application visit www.isaac.qld.gov.au/environment-water-waste/water-charges



You can monitor the cost of water activities



Compare your usage



Get SMS alerts to keep you on track

Routine Meter Reads

Did you know? Water consumption issued on Water Notices is calculated on information supplied through an Automatic Meter Reading (AMR) device or a physical manual meter reading. For customers who do not have an AMR installed, Council will take all reasonable steps to manually read the water meter at each customer's property every six (6) months.

Estimated Water Use

Occasionally Council may be required to estimate the meter reading. The water notice will clearly indicate whether the billed water consumption has been based on an estimate along with a notation of why the current Water Notice is an estimate.

Customers requiring further information on their estimated Water Notices can contact Council.

WHERE DOES OUR RAW WATER COME FROM?



COUNCIL HAS TO MEET THE:

Water Supply
(Safety and
Reliability)
Act 2008

Public
Health
Act 2005

Water Supply
(Safety and
Reliability)
Regulation 2011

Public
Health
Regulation 2018

Australian
Drinking Water
Guidelines
2021

Local
Government
Act 2009