

WATER CORPORATION — CONCESSIONS — LATE PAYMENT OF BILLS

3465. Mr D.J. Kelly to the Minister for Water:

- (1) I refer to the Water Corporation's concession policy where concession holders lose their concession status if they make a payment after the due date and I ask, how many concession customers were there in years: 2009; 2010; 2011; 2012; 2013, and 2014?
- (2) How many customers have lost their concession status for each of the years above (1)?
- (3) Have any customers who have lost their concession status had their concession status reinstated, and if so, how many in each year indicated above?
- (4) What is the average amount a concession customer pays for a service charge per billing period?
- (5) What is the average amount a non-concession customer pays for a service charge per billing period?
- (6) How many Water Corporation Customers deferred their service charge for each of the years above?
- (7) How many Water Corporation customers in total have deferred their service charge?

Ms M.J. Davies replied:

- (1) The number of Water Corporation customers on a concession are as follows;

Financial Year Customers on Concession

2008–09	163 231
2009–10	164 093
2010–11	168 991
2011–12	172 419
2012–13	176 767
2013–14	183 105
2014–15 (YTD)	186 996

The figures for previous years are as at 30 June in each year.

- (2)–(3) Customers do not lose their concession status. Concessions are applied to water use charges irrespective of when a bill is paid.

Rebates are applied to water service charges. Under the *Rates and Charges (Rebates & Deferments) Act 1992*, eligible concession card holders retain their rebate for any two-monthly billing period by paying their bill on time. If payment is not received by the due date the full service charge applies. The rebate is reinstated for any subsequent billing periods.

- (4)–(5) Service charges are based on the Gross Rental Value of the property which varies from property to property, resulting in differing service charges for individual properties. The rebate entitlement is also variable, as it is up to 50 per cent for a pensioner and up to 25 per cent (capped) for a senior, depending on their interest in the land.

- (6) **Concession Customers (Deferred)**

2008–09	8 248
2009–10	8 131
2010–11	8 055
2011–12	7 993
2012–13	7 887
2013–14*	11 323

Note: These figures represent the gross number of customers with amounts in deferment at year end, as opposed to how many customers deferred their charges for that particular year. * 2013/14 increase due to introduction of two monthly billing.

- (7) As at 30 June 2014, there were 11 323 customers in total who had some (or all) of their service charges deferred (refer answer to question 6). Some customers may have paid their 2013/14 services charges, but have a deferred amount from previous years.