

WATER CORPORATION — CUSTOMERS — WATER FLOW RESTRICTIONS

3949. Mr D.J. Kelly to the Minister for Water:

I refer the Minister to those Water Corporation customers who had their water flow restricted in 2014 and ask:

- (a) how many of these customers had their flow restricted for less than one week, more than one week but less than two weeks, more than two weeks.;
- (b) how many of these customers are still Water Corporation customers i.e. they are still receiving water services;
- (c) how many of these customers paid their arrears in full;
- (d) how many of these customers had their arrears waived in whole or in part; and
- (e) what fees are charges to these customers before they can be fully reconnected?

Ms M.J. Davies replied:

- (a) 1,231 properties were restricted for less than one week.
641 properties were restricted for more than one week but less than two weeks.
398 properties were restricted for more than two weeks.
- (b) 2,270 (all restricted customers).
- (c) 423.
- (d) Nil.
- (e) A water flow reduction/restoration charge is raised on a restricted customer's account when the customer arranges for restoration. Restoration is not dependent on charges being paid in full, a customer making a partial payment, or entering into a payment arrangement will have their service restored.

Water flow reduction/restoration charge in 2014
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	1 January 2014 to 30 June 2014	1 July 2014 to 31 October 2014 (with carbon tax)	1 November 2014 to 31 December 2014 (after carbon tax repeal)
Normal hours	\$146.00	\$149.80	\$148.61
After hours	\$232.00	\$238.03	\$236.14