

QUESTION ON NOTICE

No. 558

asked on Tuesday, 16 June 2020

MS S BOLTON ASKED THE MINISTER FOR NATURAL RESOURCES, MINES AND ENERGY (HON DR A LYNHAM)—

QUESTION:

Will the Minister advise why there continues to be no policy for discounts or waivers on bulk water charges to Unity Water so that Queenslanders who incur massive charges from unknown concealed leaks can be adequately assisted?

ANSWER:

Seqwater's responsibility is to provide bulk water to water service providers—its responsibilities do not include the maintenance and repair of distribution infrastructure.

Water service providers' websites provide tips on how households can read their own water meters to help them be aware of water usage within their property, and to determine whether a concealed leak exists. Unitywater, in particular, has very helpful information for households in this regard.

All South East Queensland water service providers have a publicly available concealed leak policy and provide a partial refund to property owners on the consumptive charge where a concealed leak has occurred.

The Queensland Government has provided \$200 off household utility bills—\$100 for power and \$100 for water—as part of the \$300 million COVID-19 household relief package.