COONAMBLE
SHIRE COUNCIL

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MEDIA RELEASE

COUNCIL ADDRESSES FLOW-ON EFFECTS OF WATER BILLING ISSUE

Coonamble Shire Council is moving to reduce potential bill shock for some customers on the town and village water supplies by introducing a number of verification and payment options.

Billing issues became apparent when discrepancies were discovered between the data submitted by a third party to undertake meter reading and the actual usage that the meter shows. This issue was compounded when a technical fault occurred where some meter readings did not upload for calculation for the April to June quarter of 2024.

Some customers in Coonamble, Gulargambone and Quambone are affected by the first issue, while customers' bills in Coonamble may have been impacted by both issues.

Data verification is underway, but it will take time to align Council records with current meter readings. Once this process is complete, customers will be billed according to their actual water usage. This bill will include a number of billing periods.

Customers who believe they may be affected by these issues are invited to contact Council so that any outstanding water bill can be estimated and various immediate payment methods discussed, including an instalment-type payment plan.

Once the actual bill is issued, customers will have an extended period of 60 days in which to pay.

Coonamble Shire Council General Manager Paul Gallagher said, "For small Councils such as Coonamble Shire, it is more cost effective to contract meter readers for a few weeks on a quarterly basis rather than employ full-time staff for this purpose."

"On the other hand, electronic meters – while providing more accurate and timely readings – are costly per unit, susceptible to damage and do not have the longevity of the traditional meter."

Council apologises for the circumstances that have arisen with regard to water billing and is working to resolve it in the coming months.

Paul Gallagher
GENERAL MANAGER