

The charges on this schedule of charges relate to all rural systems (channels, pipelines, modernised and unmodernised) supplied from the Coliban River and Campaspe River (Lake Eppalock).

All listed charges are charged in quarterly instalments. Your payment will be due 20 business days after your invoice is issued. (All charges and fees are due at this time unless otherwise specified).

Unmodernised system fees and charges		
<i>Applies to all rural systems other than the Harcourt Modernised System</i>		
Access charges	Annual charge	Daily rate
Infrastructure access fee – pipeline	\$918.15	\$2.5086
Infrastructure access fee – channel	\$515.99	\$1.4098
Infrastructure access fee – channel (shared)	\$412.78	\$1.1278
Infrastructure access fee – storage access	\$114.39	\$0.3125
Outlet fees <i>per additional outlet</i>	\$29.49	\$0.0805
Variable charges		\$/ML
Volume charge		\$280.47
Excess usage charge		\$3,588.98
Infrastructure charge <i>per ML licence volume</i>		\$177.67
Other rural charges		Charge
Rural Transfer Admin Fee <i>per transfer</i>		\$65.00
Modernised system fees and charges		
<i>Applies to the Harcourt Modernised System</i>		
Access charges	Annual charge	Daily rate
Infrastructure access fee – 20mm meter or less	\$245.04	\$0.6695
Infrastructure access fee – 25mm meter	\$382.89	\$1.0461
Infrastructure access fee – 32mm meter	\$627.35	\$1.7140
Infrastructure access fee – 40mm meter	\$980.27	\$2.6783
Infrastructure access fee – 50mm meter	\$1,531.68	\$4.1849
Infrastructure access fee – 80mm meter or greater	\$3,921.13	\$10.7134
Variable charges		\$/ML
Volume charge		\$280.47
Excess usage charge		\$3,588.98
Infrastructure charge – modernised network <i>per ML licence volume</i>		\$240.19
Infrastructure charge – modernised headwork <i>per ML licence volume</i>		\$26.67
Termination fee ¹ <i>per ML licence volume terminated</i>		\$2,401.90
1. <i>In accordance with the Water Charge Rules (2010), this is capped at maximum 10 times the fixed volumetric charge for rights of access the customer wishes to terminate</i>		
Other rural charges		Charge
Rural Transfer Admin Fee <i>per transfer</i>		\$65.00

Description of charges	
Unmodernised system fees and charges	
Access charges	
Infrastructure access fee – pipeline	Annual charge for access to pipeline to deliver water to customer
Infrastructure access fee – channel	Annual charge for access to channel to deliver water to customer
Infrastructure access fee – channel (shared)	Annual charge for shared access to channel to deliver water to customer
Infrastructure access fee – storage access	Annual storage charge payable where water carried over for use in future season
Outlet fees	Annual charge payable per additional outlet (2+) from channel or pipeline
Variable charges	
Volume charge	Charge per ML of water delivered to customer
Excess usage charge	Charge per ML of water delivered to customer in excess of customer’s licence volume and any trades
Infrastructure charge	Charge per ML of licence volume for delivery right
Other rural charges	
Rural Transfer Admin Fee	Flat administration fee charged per temporary or permanent transfer of water between customers
Modernised system fees and charges	
Infrastructure access fee (meter size)	Annual charge for access to modernised pipeline to deliver water to customer. Price increases with service size
Variable charges	
Volume charge	Charge per ML of water delivered to customer
Excess usage charge	Charge per ML of water delivered to customer in excess of customer’s licence volume and any trades
Infrastructure charge – modernised network	Charge per ML of licence volume for delivery right – network component
Infrastructure charge – modernised headwork	Charge per ML of licence volume for delivery right – headworks component
Other rural charges	
Rural Transfer Admin Fee	Flat administration fee charged per temporary or permanent transfer of water between customers

How our prices are determined

The Victorian Essential Services Commission (ESC) approves price paths and annual price adjustment processes every five years on a cost-recovery basis. The ESC approves prices for the coming financial year by 30 June each year.

Following approval by the ESC, Coliban Water's Board approves annual prices by 30 June each year to come into effect from 1 July.

Dispute resolution

If you have any questions or wish to dispute your bill, please phone our Customer Support Team on 1300 363 200 or email coliban@coliban.com.au

More information can be found on our website: coliban.com.au/contact-us

Coliban Assist

We offer a range of support measures for customers facing payment difficulties. This includes our Plumber Assist program, leak detection, Utility Relief Grants, concessions, bill smoothing and payment matching. Concession card holders may be eligible for a discount. From 1 July 2023, we plan to expand our Coliban Assist program to help more customers within our community.

Customers experiencing short or long-term concerns are encouraged to speak with our friendly Customer Support Team on 1300 363 200 during business hours.

For more information, or to view our Hardship Policy, visit coliban.com.au/coliban-assist