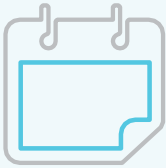


Stepped billing – what it means for you

Learn more about how we charge for water use



Your water use is measured annually between 1st July and 30 June.

Three times a year – in October, February and June – Busselton Water will read your meter and send you a bill.

This bill consists of two components – your water consumption and your supply charge.



Water use charges

+



Supply charges

=



Your bill

Water is a precious resource – we know that, and you know that – so our charges are designed to help reward households who consume less of it during the course of a year.

What is stepped billing?

Stepped billing is a way of creating tiered charges that are activated only after your usage reaches a certain threshold. This means that the rate you are charged for your water increase in line with your cumulative annual water consumption.

What are the rates, and what are the thresholds?

We have six stepped charges for water use in residential properties – these rates are set each year by the State Government.

1001+ kL	\$3.71 per kL
701-1000 kL	\$3.62 per kL
501-700 kL	\$2.58 per kL
351-500 kL	\$1.96 per kL
151-350 kL	\$1.71 per kL
0-150 kL	\$1.23 per kL

In addition to this, the standard residential supply charge is \$246.36, which is charged in instalments and shown separately on each bill.

What is normal annual household water usage?

According to the Australian Bureau of Statistics, the average Western Australian household consumed 251 kilolitres of water in 2024-25 – This figure positions Western Australia as the highest consumer of household water in Australia. The average Busselton Water residential customer uses around 260 kilolitres per year.

How can I tell what rate I'm being charged?

You can find this on your Busselton Water invoice. We also include details about what pricing tier you will be charged on your next bill, based on your current consumption rate.

Why do I need to know about this?

Tiered pricing gives you an incentive to be water-wise year-round – not just in summer.

If you use less water, you'll end up paying less. And vice versa.

What will happen if I'm not waterwise?

In short, your bills will get bigger. Everyone starts at the same rate on 1 July each year, but the more water you use, the more you'll be charged, which is why you might notice that the total water charge in June is higher than on your October or February invoices, even if you use less water.