

nhulunbuy corporation

Dear Water Consumer,

As the designated utilities retailer for Rio Tinto, I am writing to you to inform you of upcoming changes to utilities charges. Rio Tinto Gove Operations has provided retail customers and businesses in Nhulunbuy with subsidised potable water for more than 50 years.

As a producer of water, the operation is subject to similar significant cost pressures experienced by other utilities providers and therefore is taking steps to move customers to the Northern Territory Government regulated rate for water tariffs.

The increase to the regulated rate will be achieved over four billing cycles. Customers will not be charged the full regulated rate until April 2024.

What does this mean for you?

As of Q4 2023 billing period, your water charges will be calculated as follows:

Water Charges			
	2023	2024	
	Q4	Q1	Q2
Water Charges (cpl)	165.87	188.75	211.62
Fixed daily charge amount	2023	2024	2024
Connection size	Q4	Q1	Q2
Up to 25 mm	0.6832	0.7834	0.88
26 to 40 mm	1.8140	2.0383	2.26
41 to 50 mm	2.8517	3.1896	3.53
51 to 100 mm	11.6477	12.9498	14.25
101 to 150 mm	26.0501	28.9310	31.81
151 to 200 mm	46.3557	51.4624	56.57

During the adjustment periods, we will issue customers with a projection of estimated charges based on your previous quarter's water consumption, to allow customers to understand the possible financial impact to them.

Gove Operations will continue to supply the water used by domestic and residential customers at a price below what it costs to produce. Any future adjustments to the regulated rate will be determined by the

Northern Territory Government, not Rio Tinto.

Where will the money be spent?

Rio Tinto and the Nhulunbuy Corporation are undertaking ongoing works to the water network, to ensure security of supply to the community now and in the future. The cost of improvements to the network will be substantial and ongoing.

If you are experiencing financial hardship or anticipate requiring assistance paying your new bill, or for more information, please contact the Nhulunbuy Corporation on 08 8939 2200

Sincerely,

Nhulunbuy Corporation