

Charges for the area previously serviced by City West Water

Core Services (includes the areas previously serviced by CWW)

Tariff Description	Unit	2023 24 Price (\$)
<u>Residential water tariff</u>		
Network fee	\$ per property per annum	206.40
<i>Usage fee:</i>		
Step 1 (0-440 litres/day)	\$ per kL	2.9499
Step 2 (441+ litres/day)	\$ per kL	3.4722
<u>Residential sewerage tariff</u>		
Network fee	\$ per property per annum	269.56
Sewage disposal fee	\$ per kL	0.7898
<u>Residential recycled water tariff</u>		
Network fee	\$ per property per annum	35.92
Usage fee	\$ per kL	2.5074
<u>Non-residential water tariff</u>		
Network fee	\$ per property per annum	299.20
Usage fee	\$ per kL	3.0762
<u>Non-residential sewerage tariff</u>		
Network fee	\$ per property per annum	509.40
Sewage disposal fee	\$ per kL	2.0097
<u>Non-residential recycled water tariff</u>		
Non-residential – usage fee	\$ per kL	2.6148
<u>Fire services</u>		
Private fire service connection fee	\$ per connection per annum	119.96
<u>Non-residential trade waste tariff</u>		
Volume	\$ per kL	0.9597
<i>Quality of discharge:</i>		
Biochemical Oxygen Demand (BOD)	\$ per kg	1.1717
Total Kjeldahl Nitrogen (TKN)	\$ per kg	2.2554
Suspended Solids (SS)	\$ per kg	0.6347
Inorganic Total Dissolved Solids (ITDS)	\$ per kg	0.0226
<u>Trade waste – application fees</u>		
Risk Rank 1	\$ per application	2,543.88
Risk Rank 2	\$ per application	2,543.88

Tariff Description	Unit	2023 24 Price (\$)
Risk Rank 3	\$ per application	2,543.88
Risk Rank 4	\$ per application	700.04
Risk Rank 5 General	\$ per application	364.55
Risk Rank 5 Commercial Food Business	\$ per application	92.01
<u>Trade waste – agreement fees</u>		
Risk Rank 1	\$ per agreement per annum	22,134.73
Risk Rank 2	\$ per agreement per annum	18,360.05
Risk Rank 3	\$ per agreement per annum	9,217.60
Risk Rank 4	\$ per agreement per annum	2,013.12
Risk Rank 5	\$ per agreement per annum	382.19
<u>Trade waste – food waste service</u>		
Food waste service	\$ per registered bed per annum	61.8310
<u>Trade waste – personnel charges for non-compliance management, variations, field sampling and supervised discharge</u>		
Executive	\$ per hour	375.50*
Specialist	\$ per hour	169.00*
Trade Waste consultant	\$ per hour	140.00*
* GST may apply		
<u>Concessions on water supply and sewerage</u>		
<i>Water and sewerage concessions for pensioners and concession card holders:</i>		
Standard discount	%	50%
Maximum rebate for water & sewer customers	\$ per property per annum	354.10
Maximum rebate where 'water only' service supplied	\$ per property per annum	177.05
<i>Water and sewerage rebate scheme for not-for-profit organisations:</i>		
Maximum rebate	\$ per property per annum	260.00
<u>Life support (haemodialysis) machine concessions</u>		
Free water (allowance)	kL per annum	168.00

Fees collected on behalf of other organisations

Tariff Description	Unit	2023 24 Price (\$)
<u>Waterways and drainage charge' collected on behalf of Melbourne Water</u>		
<i>Residential:</i>		
Residential (old UGB) - minimum fee	\$ per property per annum	118.16
<i>Non-residential:</i>		
Non-residential (old UGB) - minimum fee	\$ per property per annum	177.56
Non-residential (old UGB) - NAV-based fee	\$ per \$NAV	0.004743
<i>Rural 'waterways and drainage charge':</i>		
Residential and non-residential (outside UGB) - minimum fee	\$ per property per annum	64.88
<u>Parks charge' collected on behalf of DELWP</u>		
Minimum fee	\$ per property per annum	84.86
NAV-based fee	\$ per \$NAV	0.004970

Guaranteed service levels (GSLs)

Service Level	Metric	Rebate if service levels are not achieved
Guaranteed service levels		
Unplanned water supply interruption not restored within five hours of notification	\$ per interruption > 5 hours	100.00
No more than three unplanned water supply interruptions within any 12-month period	\$ per interruption > 3 (triggered when there are 4-5 interruptions)	100.00
No more than five unplanned water supply interruptions within any 12-month period	\$ per interruption > 5 (triggered from 6th onwards)	200.00
No more than three sewer blockages within any 12-month period	\$ per interruption > 3 (triggered from 4th onwards)	100.00
Failure to give at least two business days' notice of a planned water supply interruption	\$ per relevant interruption	75.00
No planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)	\$ per relevant interruption	100.00
Sewer blockages not restored within five hours of notification	\$ for blockage(s) within 5 hours	75.00
Sewage spill not contained within five hours of notification	\$ for spill(s) not contained within 5 hours	75.00
Sewage spill in a house, caused by the business or a failure of the business' system(s)	\$ for spill(s)	1,000.00

Service Level	Metric	Rebate if service levels are not achieved
Sewage spill in a house, caused by the business or a failure of the business' system(s), not contained within one hour of notification	\$ for spill(s) not contained within 1 hour	3,000.00
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the ESC) to contact the customer and provide information about help that is available if the customer is experiencing difficulty paying	\$ per inappropriate restriction or legal action	300.00

Hydrant and standpipe access services

Tariff Description	Unit	2023 24 Price (\$)
<u>Standpipe and hydrant usage permits</u>		
<i>Permit application:</i>		
Application fee	\$ per application	203.25
<i>Usage:</i>		
Potable water	\$ per kL	3.0762
Recycled water	\$ per kL	2.6148
Non-compliant log report	\$ per month	79.35
Late / missed appointment	\$ per appointment	117.55
Key bond / access cards	\$ per key	57.75
<u>Automate fill usage permit</u>		
Application fee	\$ per application	280.75
Administration service fee	\$ per fill	10.45
Supply / usage	\$ per kL	3.0762
Late / missed appointment	\$ per appointment	301.25

Land and property development services

Tariff Description	Unit	2023 24 Price (\$)
<u>Development works application and acceptance</u>		
<i>Development works application fees:</i>		
Works offers 1-10 lots	\$ per offer	1,461.90
Works offers > 10 lots	\$ per offer	2,774.80
Nonworks offers	\$ per offer	390.35
<i>Development works acceptance fees:</i>		
1-10 lots	\$ per acceptance	3,286.20
> 10 lots	\$ per acceptance	5,290.80

Tariff Description	Unit	2023 24 Price (\$)
<u>New customer contributions</u>		
<i>New customer contributions - standard 20mm - water and sewer services:</i>		
Water - all zones, all lot sizes	\$ per lot	829.50
Sewer - all zones, all lot sizes	\$ per lot	829.50
Recycled water zones: West Werribee Zone and Greek Hill Zone	\$ per lot	2,999.95
<u>Deposits for connections to the water and sewerage system</u>		
<i>Water supply connection deposit:</i>		
Residential land	\$ per connection	350.00
Commercial / industrial land	\$ per connection	500.00

Building alteration, new connection and metering services

Tariff Description	Unit	2023 24 Price (\$)
<u>Plumbing applications</u>		
<i>Plumbing application and assessment fees:</i>		
Water and/or sewerage plumbing application	\$ per application	100.20
Water and/or sewerage complex assessment	\$ per application	462.70
Single residential sewer branch design	\$ per branch	130.65
Customer requested water and/or sewerage consent variation	\$ per request	130.65
<u>Property services plans</u>		
<i>Property services plan fees:</i>		
Property service plan	\$ per plan	36.10
<u>Asset plots, sewer details and digital asset information</u>		
Asset plots - water & sewer	\$ per application	25.55
Asset plots - water only	\$ per application	25.55
Sewer detail	\$ per calculation	25.55
Digital asset information	\$ per hour	116.65
<u>Build over easement application</u>		
<i>Build over easement application fee:</i>		
Build over easement application	\$ per application	168.45
Assessment of amended building/engineering plans	\$ per assessment	168.45

Tariff Description	Unit	2023 24 Price (\$)
CCTV and sewer re-lining service fees:		
Sewer CCTV (up to and including 225mm sewer)	\$ per sewer length (manhole to manhole)	601.65
Sewer re-lining - 100mm diameter	\$ per metre	142.85
Sewer re-lining - 150mm diameter	\$ per metre	142.85
Sewer re-lining - 225mm diameter	\$ per metre	177.75
Sewer re-lining - 300mm diameter	\$ per metre	252.95
<u>Pressure and flow information</u>		
<i>Pressure/flow information service fees:</i>		
Pressure flow information - standard	\$ per information request	325.20
Pressure flow information - urgent	\$ per information request	650.40
<u>Technical advice / assessment and compliance audits</u>		
Technical advice / assessment / asset survey	\$ per hour	117.55
Compliance audits	\$ per inspection	117.55
<u>Wasted inspection/installation visits and missed appointments</u>		
<i>Appointments not kept or not ready to proceed:</i>		
20-55mm tapping/service/meter	\$ per appointment	175.55
≥80mm tapping/service/meter	\$ per appointment	305.25
Wasted inspection/installation visits and missed appointments - plumbing & connections	\$ per appointment	115.30

New connections and new metering

Tariff Description	Unit	2023 24 Price (\$)
<u>Water supply</u>		
<i>Tapping/tee insertion fees (work on water main):</i>		
20mm - main < 63mm	\$ per insertion	486.10
20mm - main 63mm to 150mm	\$ per insertion	553.15
20mm - main above 150mm	\$ per insertion	672.70
25mm - main up to 150mm	\$ per insertion	579.25
25mm - main above 150mm	\$ per insertion	648.80
32mm - all main sizes	\$ per insertion	837.20
40mm - all main sizes	\$ per insertion	842.45
50mm - main 100-150mm	\$ per insertion	755.45
50mm - main greater than 150mm	\$ per insertion	899.95
≥ 80mm	\$ per insertion	At Cost
≥ 50 mm - all main sizes	\$ per insertion	At Cost

Tariff Description	Unit	2023 24 Price (\$)
<i>Pluggings/tee removal fees (work on water main):</i>		
20mm - all main sizes	\$ per removal	112.80
25mm - all main sizes	\$ per removal	112.80
32mm - all main sizes	\$ per removal	112.80
40mm - all main sizes	\$ per removal	112.80
50mm - all main sizes	\$ per removal	112.80
≥ 80mm	\$ per removal	At cost
20mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	693.50
25mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	743.40
32mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	750.55
40mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	755.35
50mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	767.35
≥ 80mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	At Cost
20mm - dual supply plugging/removal in one excavation (all inclusive - i.e., excavation, reinstatements etc.)	\$ per excavation	1,200.60
<i>Other work on water main:</i>		
Excavation work to expose the water main	\$ per job	At Cost
Tapping/tee insertions on mild steel mains (including welding)	\$ per job	At Cost
Welding costs (tappings/tee insertions)	\$ per job	822.90
<u>Sewerage System</u>		
<i>Property service installation fees:</i>		
20mm property service short side installations (excludes meter costs)	\$ per service	2,073.90
25mm property service short side installations (excludes meter costs)	\$ per service	2,224.80
32mm property service short side installations (excludes meter costs)	\$ per service	3,047.70
40mm property service short side installations (excludes meter costs)	\$ per service	3,224.75
50mm property service short side installations (excludes meter costs)	\$ per service	4,041.60
20mm property service long side installations (excludes meter costs)	\$ per service	2,521.45
25mm property service long side installations (excludes meter costs)	\$ per service	2,758.45

Tariff Description	Unit	2023 24 Price (\$)
32mm property service long side installations (excludes meter costs)	\$ per service	4,036.80
40mm property service long side installations (excludes meter costs)	\$ per service	4,213.90
50mm property service long side installations (excludes meter costs)	\$ per service	5,043.95
20mm property service extended length installations (excludes meter costs)	\$ per service	221.20
25mm property service extended length installations (excludes meter costs)	\$ per service	At Cost
32mm property service extended length installations (excludes meter costs)	\$ per service	At Cost
40mm property service extended length installations (excludes meter costs)	\$ per service	At Cost
50mm property service extended length installations (excludes meter costs)	\$ per service	At Cost
80mm or greater property service extended length installations (excludes meter costs)	\$ per service	At Cost
<i>Backflow prevention fees:</i>		
Install and provide 20mm low risk device & outlet pipe	\$ per device (incl. GST)	255.20
Install and provide 25mm low risk device & outlet pipe	\$ per device (incl. GST)	445.50
Install and provide 20mm medium/high risk device	\$ per device (incl. GST)	526.90
Install and provide 25mm medium/high risk device	\$ per device (incl. GST)	551.10
Install and provide 32mm low risk device	\$ per device (incl. GST)	957.55
Install and provide 32mm medium/high risk device	\$ per device (incl. GST)	1,396.45
Install and provide 40mm low risk device	\$ per device (incl. GST)	1,266.65
Install and provide 40mm medium/high risk device	\$ per device (incl. GST)	1,783.10
Install and provide 50mm low risk device	\$ per device (incl. GST)	1,679.15
Install and provide 50mm medium/high risk device	\$ per device (incl. GST)	2,164.80
Install and provide 80mm low risk device	\$ per device	At Cost*
Install and provide 80mm medium/high risk device	\$ per device	At Cost*
Install and provide 100mm low risk device	\$ per device	At Cost*
Install and provide 100mm medium/high risk device	\$ per device	At Cost*
* GST may apply		

Tariff Description	Unit	2023 24 Price (\$)
Install and provide 150mm low risk device	\$ per device	At Cost*
Install and provide 150mm medium/high risk device	\$ per device	At Cost*
* GST may apply		
<u>Meter connection and diversion fees</u>		
<i>Meter type and size:</i>		
20mm potable water meter installation	\$ per meter	89.00
20mm recycled water meter installation	\$ per meter	89.00
25mm potable water meter installation	\$ per meter	287.90
25mm recycled water meter installation	\$ per meter	291.40
32mm potable and recycled water meter installation	\$ per meter	738.25
40mm potable and recycled water meter installation	\$ per meter	915.15
50mm potable and recycled water meter installation	\$ per meter	1,119.80
>= 80mm potable and recycled water meter installation (including magflow water meter installation)	\$ per meter	At cost
<i>Diversion and Relocation of meters:</i>		
Diverting existing meter assemblies up to 600mm - both potable and recycled water	\$ per assembly	422.35
Cutting back existing 20mm tapping to relocate existing meter closer to property boundary - either potable or recycled water	\$ per assembly	307.65
Cutting back existing 20mm tapping to relocate existing meters closer to property boundary - both potable and recycled water	\$ per assembly	422.35
Combined plugging and new tapping in same excavation	\$ per plugging	At Cost
<i>Remote meter devices:</i>		
New 20mm meter with remote device and installation	\$ per device	251.70
New 25mm meter with remote device and installation	\$ per device	387.20
Replacement of existing 20mm meter with remote read meter	\$ per device	241.60
Replacement of existing 25mm meter with remote read meter	\$ per device	379.70
Remote meter device plus installation on existing ≥ 32mm meter	\$ per device	347.75
Automated meter infrastructure (AMI)	\$ per device	At Cost

Tariff Description	Unit	2023 24 Price (\$)
<u>Water meter pulse splitter</u>		
<i>Water meter pulse splitter fees:</i>		
Water meter pulse splitter	\$ per installation	966.35
<u>Water assembly for a dry tapping</u>		
<i>Meter assembly fees:</i>		
Potable water meter assembly provision & installation (20mm) including front garden tap - excluding pressure valves	\$ per assembly	321.60
Recycled water meter assembly provision & installation (20mm) including front garden tap - excluding pressure valves	\$ per assembly	345.70
Potable water meter assembly provision & installation up to meter outlet (20mm) including temporary end fitting in dual supply areas	\$ per installation	309.25
Recycled water meter assembly provision & installation up to meter outlet (20mm)	\$ per installation	283.30
Potable water meter assembly provision & installation (25mm) including front garden tap - excluding pressure valves	\$ per assembly	641.75
Recycled water meter assembly provision & installation (25mm) including front garden tap - excluding pressure valves	\$ per assembly	643.45
<u>Replacement of missing meters</u>		
<i>Missing meter replacement fees:</i>		
Missing 20mm water meter (supply and install)	\$ per missing meter	161.05
Missing ≥25 mm water meter (supply and install)	\$ per missing meter	At Cost
<u>Anti-theft devices</u>		
<i>Anti-theft devices fees:</i>		
Anti-theft device on 20mm water meter	\$ per device	34.35
Anti-theft device on >20mm water meter	\$ per device	97.75
<u>Locked box/pin installation/replacement</u>		
<i>Locked box/pin installation/replacement fees:</i>		
Locked box/pin replacement	\$ per locked box/pin	181.50
<u>Reticulation extension design service</u>		
<i>Reticulation extension design service fees:</i>		
Principal Design Engineer	\$ per hour (incl. GST)	216.15
Senior Design Engineer	\$ per hour (incl. GST)	216.15
Senior Design Officer	\$ per hour (incl. GST)	190.85
Senior Draftsperson	\$ per hour (incl. GST)	171.60

Tariff Description	Unit	2023 24 Price (\$)
Design Engineer	\$ per hour (incl. GST)	161.70
Design Officer	\$ per hour (incl. GST)	156.75
Senior Surveyor	\$ per hour (incl. GST)	189.75
Survey Assistant	\$ per hour (incl. GST)	141.90
Construction Auditing Supervision	\$ per hour (incl. GST)	171.60
Construction Auditor	\$ per hour (incl. GST)	156.75
<u>Single/double check detectors</u>		
<i>Single check detectors connection fees:</i>		
80mm x 25mm	\$ per connection	1,389.90
100mm x 25mm	\$ per connection	1,389.90
150mm x 25mm	\$ per connection	1,829.65
200mm x 25mm	\$ per connection	At Cost
<i>Double check detectors connection fees:</i>		
80mm x 25mm	\$ per connection	2,333.55
100mm x 25mm	\$ per connection	2,333.55
150mm x 25mm	\$ per connection	3,179.30
200mm x 25mm	\$ per connection	4,415.30
250mm x 25mm	\$ per connection	At Cost
<u>Backflow assessment and testing</u>		
<i>Backflow assessment and testing fees:</i>		
Backflow assessment	\$ per hour (incl. GST)	154.55
Backflow testing/commissioning	\$ per device (incl. GST)	202.40
<u>Inspection requested before Greater Western Water consent issued (test prior)</u>		
<i>Drainage inspection (prior to consent issued) fees:</i>		
Inspection required prior to consent	\$ per inspection	152.10
Assessing and issuing of test prior pre-consent to connect issued	\$ per application	248.55
<u>Recycled water inspections</u>		
<i>Recycled water connection inspection fees:</i>		
Residential	\$ per application	278.20
Non-residential	\$ per inspection	305.95
<u>Recycled water bypass connector</u>		
<i>Recycled water bypass connector fees:</i>		
Recycled water bypass connector	\$ per connection	48.10
<u>Other charges</u>		
<i>Other fees for new connections and new metering:</i>		
Costs associated to obtaining a Road opening Permit	\$ per permit	At Cost

Information and account administration services

Tariff Description	Unit	2023 24 Price (\$)
<u>Information statements</u>		
<i>Provision of information statements fees:</i>		
Information statement - self-service	\$ per statement	20.80
Information statement - standard	\$ per statement	32.75
Information statement - express	\$ per statement	60.40
<u>Removing and testing a water meter</u>		
<i>Removing and testing a water meter fees:</i>		
20mm meter	\$ per removal / test	277.50
25mm meter	\$ per removal / test	410.00
32mm meter	\$ per removal / test	456.45
40mm meter	\$ per removal / test	580.45
50mm meter	\$ per removal / test	624.30
80mm meter	\$ per removal / test	At Cost
100mm meter	\$ per removal / test	At Cost
150mm meter	\$ per removal / test	At Cost
<u>Restricting or restoring a water supply</u>		
<i>Removal of a restriction device fees:</i>		
Application and removal of restriction	\$ per application / removal pair	335.20
Rectification of restriction tampering	\$ per visit	159.15
<u>Freedom of information request</u>		
<i>Freedom of information request fees:</i>		
Freedom of information request	\$ per request	31.80
Search time and supervision	\$ per request	23.85
Copying of documents	\$ per page	0.20

Chargeable works

Tariff Description	Unit	2023 24 Price (\$)
<u>Chargeable works overheads</u>		
<i>Loading (overhead) applied to chargeable works:</i>		
Chargeable works & services overhead	%	30%*
*GST may apply		
<u>Incident support charge-out rates</u>		
<i>Incident support charge-out rates:</i>		
Manager / Senior Engineer	\$ per hour (incl. GST)	242.55
Engineering Support	\$ per hour (incl. GST)	192.50
Technical / Administrative Support	\$ per hour (incl. GST)	171.60

