

## Charges for the area previously serviced by Western Water

### Core Services (includes the areas previously serviced by WW)

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Residential water tariff</u></b>		
<i>Network fee:</i>		
Water Network - Service - 20mm	\$ per property per annum	206.37
Water Network - Service - 25mm	\$ per property per annum	340.18
Water Network - Service - 32mm	\$ per property per annum	577.46
Water Network - Service - 40mm	\$ per property per annum	920.05
Water Network - Service - 50mm	\$ per property per annum	1,455.32
Water Network - Service - 80mm	\$ per property per annum	3,774.79
Water Network - Service - 100mm	\$ per property per annum	5,915.81
Water Network - Service - 150mm	\$ per property per annum	13,349.98
<i>Usage fee:</i>		
Step 1 (0-440 litres/day)	\$ per kL	2.3071
Step 2 (441-880 litres/day)	\$ per kL	3.0611
Step 3 (881+ litres/day)	\$ per kL	3.9364
<b><u>Residential sewerage tariff</u></b>		
Network fee	\$ per property per annum	544.54
<b><u>Residential and Non-residential recycled water tariff – Class A</u></b>		
<i>Network fee:</i>		
Service - 20mm	\$ per property per annum	131.43
Service - 25mm	\$ per property per annum	205.49
Service - 32mm	\$ per property per annum	336.67
Service - 40mm	\$ per property per annum	526.07
Service - 50mm	\$ per property per annum	822.05
Service - 80mm	\$ per property per annum	2,104.62
Service - 100mm	\$ per property per annum	3,288.54
Service - 150mm	\$ per property per annum	7,399.31
Usage fee	\$ per kL	1.9606
<b><u>Non-residential recycled water tariff - Class B &amp; C</u></b>		
Availability fee (class B & C)	\$ per property per annum	753.57
<i>Usage fee (class B &amp; C):</i>		
Off Peak - 01/07/2023 to 31/10/2023	\$ per kL	0.2808
Peak - 31/10/2023 to 31/03/2024	\$ per kL	0.4525
Off Peak - 31/03/2024 to 01/07/2024	\$ per kL	0.2839
<b><u>Non-residential water tariff</u></b>		
<i>Network fee:</i>		
Water Network - Service - 20mm	\$ per property per annum	206.37
Water Network - Service - 25mm	\$ per property per annum	340.18

Tariff Description	Unit	2023-24 Price (\$)
Water Network - Service - 32mm	\$ per property per annum	577.46
Water Network - Service - 40mm	\$ per property per annum	920.05
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Water Network - Service - 80mm	\$ per property per annum	3,774.79
Water Network - Service - 100mm	\$ per property per annum	5,915.81
Water Network - Service - 150mm	\$ per property per annum	13,349.98
Usage fee	\$ per kL	3.0611
<b><u>Non-residential sewerage tariff</u></b>		
Network fee	\$ per property per annum	544.54
<b><u>Non-residential trade waste tariff</u></b>		
<i>Application fee:</i>		
Risk rank 1	\$ per application	162.98
Risk rank 2	\$ per application	256.21
Risk rank 3	\$ per application	475.66
Risk rank 4	\$ per application	1128.09
<i>Management fee:</i>		
Risk rank 1	\$ per annum	316.73
Risk rank 2	\$ per annum	664.42
Risk rank 3	\$ per annum	1,485.48
Risk rank 4	\$ per annum	3,022.22
<i>Volumetric charge:</i>		
Category B	\$ per kL	1.9766
Category C	\$ per kL	1.3837
<i>Quality of discharge:</i>		
BOD >400mg/L	\$ per kg	0.3995
Suspended Solids >400mg/L	\$ per kg	0.2544
Total Phosphorus >30mg/L	\$ per kg	0.5949
Total Combined Nitrogen >60mg/L	\$ per kg	0.7652
Total Oxidisable Sulphur >100mg/L	\$ per kg	1.1056
Sodium >250mg/L	\$ per kg	0.1690
Arsenic >0.2g/day	\$ per kg	0.2543
Heavy Metals — Cadmium >0.4g/day	\$ per kg	0.2543
Heavy Metals — Chromium (III & VI) >100g/day	\$ per kg	0.2543
Heavy Metals — Copper >100g/day	\$ per kg	0.2543
Heavy Metals — Lead >100g/day	\$ per kg	0.2543
Heavy Metals — Mercury >0.2 g/day	\$ per kg	0.2543
Heavy Metals — Nickel >10g/day	\$ per kg	0.2543
Heavy Metals — Selenium >10g/day	\$ per kg	0.2543
Heavy Metals — Zinc >100g/day	\$ per kg	0.2543

Tariff Description	Unit	2023-24 Price (\$)
<i>Trade waste breaches:</i>		
1st major breach	\$ per breach	204.68
2nd major breach	\$ per breach	432.13
3rd major breach	\$ per breach	966.62
4th major breach	\$ per breach	1,967.38
<b><u>Standard new customer contributions</u></b>		
NCC – Infill	\$ per lot	3,133.50
NCC – Greenfield	\$ per lot	7,254.86
<b><u>Concessions on water supply and sewerage</u></b>		
<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
<b><u>Life support (haemodialysis) machine concessions</u></b>		
Free water (allowance)	kL per annum	168

## Fees collected on behalf of other organisations

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Waterways and drainage charge collected on behalf of Melbourne Water</u></b>		
<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
<b><u>Parks charge collected on behalf of DELWP</u></b>		
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
<b>Guaranteed service levels</b>		
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
Planned water supply interruptions longer than notification given	\$ per relevant interruption	100.00
No planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)	\$ per relevant interruption	100.00
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

## Carting drinking and recycled water

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Registration or renewing drinking water carter permit fees</u></b>		
New/renewed water carter permit application (including one vehicle)	\$ per application	203.25
Non-compliant log form	\$ per month	79.35
<b><u>Potable Water - Hydrant and Standpipe usage charges</u></b>		
Usage	\$ per kL	3.0611
Electronic key (if required)	\$ per key	\$30.00 deposit
<b><u>Recycled Water Carter Fees</u></b>		
Class A recycled water	\$ per kL	1.9606
Class B and C recycled water	\$ per kL	0.4525
Electronic key	\$ per key	30.00

## Disposal of septic waste

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Disposal of septic waste to treatment plants:</u></b>		
per load	\$ per load	512.40
per kL	\$ per kL	66.3900

## Land and property development services

Tariff Description	Unit	2023-24 Price (\$)
<b><u>New Customer Contributions</u></b>		
<i>Standardised NCC:</i>		
Greenfield	\$ per lot	7,254.86
Infill Development	\$ per lot	3,133.50
<b><u>New Customer Contributions - application fees</u></b>		
<i>Greenfields with works (no surveying):</i>		
Application fee (including first lot)	\$ per application	1,699.17
Up to the first 10 lots (excl. first lot)	\$ per unit / per application	190.24
Each additional lot > 10	\$ per unit / per application	75.60
<i>Greenfields of Infill non-works:</i>		
Application fee	\$ per application	390.35

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Developer Financed Works</u></b>		
Design, Construction, Feasibility, Supervision & Quality Control fees		At Cost

## Building alteration, new connection and metering services

### Plumbing applications

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Plumbing application and assessment fees</u></b>		
<i>Sewer Connections:</i>		
Sewer inspection / revisit fee	\$ per inspection/revisit	170.52
Residential up to 10 fixtures	\$ per application	252.78
Residential more than 10 fixtures	\$ per application	345.56
Industrial/Commercial up to 10 fixtures	\$ per application	350.16
Industrial/Commercial more than 10 fixtures	\$ per application	617.39
Alterations & extensions to residential, industrial/commercial (incl. pool backwash)	\$ per application	125.09
Sanitary drain size, depth & offset (incl. water)	\$ per application	25.55
<b><u>Build over easement application</u></b>		
<i>Build-over easement application fees:</i>		
Build over application	\$ per application	168.45
<i>CCTV and sewer re-lining service fees:</i>		
Plan copy - sewer	\$ per item	36.10
CCTV sewer line		485.85
<b><u>Conditions of connections application - sewer</u></b>		
<i>Conditions of connections - Sewer:</i>		
Residential standard (per application)	\$ per application	252.78
Commercial standard (per application)	\$ per application	350.16

## New connections and new metering

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Wasted inspection / installation visits and missed appointments</u></b>		
Class A recycled water reinspection fee - residential	\$ per reinspection	403.56
Replace lock off recycled water meter	\$ per replacement	181.50
Meter inspection fee (recycled water) - non-residential	\$ per inspection	164.13
Drainage inspection (prior to consent issued)	\$ per application	248.55
Class A recycled water - audit at property change	\$ per inspection	164.13
Meter inspection or revisit fee	\$ per inspection / revisit	301.96
<b><u>Water Supply</u></b>		
<i>Drinking water tapping fees (installation):</i>		
20mm	\$ per installation	505.87
25mm	\$ per installation	933.90
32mm	\$ per installation	1,965.20
40mm	\$ per installation	2,548.80
50mm	\$ per installation	3,910.80
<i>Other work on water main:</i>		
Cut into a main of 100mm or more	\$ per installation	92.99
<i>Recycled water tapping fees (installation)</i>		
20mm	\$ per installation	505.87
25mm	\$ per installation	933.90
32mm	\$ per installation	1,965.20
40mm	\$ per installation	2,548.80
50mm	\$ per installation	3,910.80
> 50mm		At cost
<b><u>Plugging Fees</u></b>		
Plugging fees - potable water	\$ per plug	112.80
Plugging fees - recycled water	\$ per plug	112.80
<b><u>Backflow Preventer Fees</u></b>		
Backflow application fee	\$ per application	-
Backflow renewal fee	\$ per annum	-
<i>Install and provide:</i>		
20mm low risk device & outlet pipe	\$ per device	255.20
25mm low risk device & outlet pipe	\$ per device	445.50
20mm medium/high risk device	\$ per device	526.96
25mm medium/high risk device	\$ per device	514.02
32mm low risk device	\$ per device	484.33
32mm medium/high risk device	\$ per device	823.93

40mm low risk device	\$ per device	562.90
40mm medium/high risk device	\$ per device	913.01
<b>Tariff Description</b>	<b>Unit</b>	<b>2023-24 Price (\$)</b>
50mm low risk device	\$ per device	584.55
50mm medium/high risk device	\$ per device	1,006.41
80mm low risk device	\$ per device	At Cost
80mm medium/high risk device	\$ per device	At Cost
100mm low risk device	\$ per device	At Cost
100mm medium/high risk device	\$ per device	At Cost
150mm low risk device	\$ per device	At Cost
150mm medium/high risk device	\$ per device	At Cost
<b><u>Meter Sales</u></b>		
<i>Water meter sale fees:</i>		
Potable & Recycled - 20mm meter	\$ per meter	182.70
Potable & Recycled - 25mm meter	\$ per meter	182.70
Potable & Recycled - 32mm meter	\$ per meter	366.66
Potable & Recycled - 40mm meter	\$ per meter	1,195.78
Potable & Recycled - 50mm meter	\$ per meter	1,195.78
Potable & Recycled - 80mm meter	\$ per meter	1,426.04
Potable & Recycled - 100mm meter	\$ per meter	2,064.24
<b><u>Restricting or restoring a water supply</u></b>		
<i>Meter restriction fees (connection &amp; disconnection fees):</i>		
20 mm meter	\$ per connection / disconnection	15.71
25 mm meter	\$ per connection / disconnection	18.86
32 mm meter	\$ per connection / disconnection	18.86
40 mm meter	\$ per connection / disconnection	23.67
50 mm meter	\$ per connection / disconnection	39.46
50 mm meter combination	\$ per connection / disconnection	39.46
80 mm meter	\$ per connection / disconnection	63.20
80 mm meter combination	\$ per connection / disconnection	79.03
100 mm meter	\$ per connection / disconnection	96.62
100 mm meter combination	\$ per connection / disconnection	96.62
150 mm meter	\$ per connection / disconnection	96.62



Tariff Description	Unit	2023-24 Price (\$)
<b><u>Special meter reading</u></b>		
Special meter reading fee	\$ per application	31.41
<b><u>Meter testing fees</u></b>		
<i>Meter testing fee:</i>		
20mm to 32mm	\$ per test	136.22
> 32mm	\$ per test	At Cost
<b><u>Water Quality Tests</u></b>		
Water Quality Tests	\$ per test	96.62
<b><u>Private Fire Services Connection Fee</u></b>		
Resealing fire hose taps - 1st	\$ per request	316.83
Resealing fire hose taps - additional	\$ per additional reseal	7.82
<b><u>Pressure and flow information</u></b>		
Pressure / flow information service fee	\$ per request	325.20

## Information and account administration services

Tariff Description	Unit	2023-24 Price (\$)
<b><u>Information Statement Fees</u></b>		
Information Statement - Standard	\$ per statement	32.75
Information Statement - Urgent	\$ per statement	60.40
Freedom of information request	\$ per request	31.80
<b><u>Debt Recovery Fees</u></b>		
Debt recovery fees, legal costs	\$ per cost or fee	At Cost
<b><u>Dishonour Fees</u></b>		
Dishonoured cheque fees	\$ per transaction	At Cost
Dishonoured direct debit fees	\$ per transaction	At Cost
<b><u>Permitted Access Fees</u></b>		
Permitted access to GWW's (former Western Water's) assets	\$ per permitted access	97.90
Recovery of reasonable costs	\$ per reasonable cost	At Cost

<b>Tariff Description</b>	<b>Unit</b>	<b>2023-24 Price (\$)</b>
<b><u>Account Information</u></b>		
Account information beyond 3 years	\$ per item	At Cost
<b><u>Administration Fee/Charge</u></b>		
Administration Fee/Charge	\$ per administrative request	91.92