



# Pricing Handbook

2025-26

# Acknowledgement of Country

The Greater Western Water region covers Bunurong, Wurundjeri Woi Wurrung, Wadawurrung, Djaara and Taungurung Country.

We respectfully acknowledge the Kulin Nations as the Traditional Owners of the lands and waters upon which we work, operate and rely. We acknowledge the continued cultural, social and spiritual connections that First Nations people have with Country.

We recognise and value that First Nations people have cared for and protected Country for thousands of generations. Country describes land, water, air, sky, people, animals and spirits to which First Nations people are connected.

We are committed to working in partnership with local Traditional Owners and First Nations people, to harness collective wisdom to inform the future of the water management landscape while maintaining their cultural and spiritual connections to Country.

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# About Greater Western Water

Greater Western Water is a Victorian Government water corporation. We provide water and recycled water supply, sewerage and trade waste services to more than 583,000 residential customers and more than 48,400 business customers.

Greater Western Water has a 3,700 square kilometre service area, stretching from Melbourne's central business district (CBD) and inner suburbs through to Little River in the south, Myrniong in the west, and Lancefield in the north.

Greater Western Water brings together the best of City West Water and Western Water to continue to meet the growing demands of this fast-growing region and maintain the reliable, efficient, affordable water services that are so important to our customers and community.

## About this handbook

This handbook outlines Greater Western Water's pricing for its principal services and miscellaneous services and provides a list of prices that recover the costs of delivering the services our customers value. Our prices for principal services and miscellaneous services are calculated in accordance with the pricing principles set out in the [guidance](#) issued by the Essential Services Commission.

As we work to align all services within the Greater Western Water (GWW) area you may sometimes be directed to information based on the location of your property or business.

This document is split into two sections.

- The first section (pages 1 to 46) contains information for customers who live in the area previously serviced by City West Water, i.e., the central region.
- The second section (pages 47 to 93) contains information for customers who live in the area previously serviced by Western Water, i.e., the western region.

To find out which section of this document contains information relevant to your property or business, refer to Figure 1-1 below or go to [gww.com.au](http://gww.com.au) and enter your postcode. If you have trouble identifying which part of our service area your property or business sits in, contact us on **13 44 99** and we can help.

Figure 1-1: Greater Western Water’s service area (consisting of historical City West Water and Western Water service areas)



# Interpretation of this document

The following notes are provided to assist readers' interpretation of this document.

## Disclaimer

This document is provided for information purposes only. While Greater Western Water takes all reasonable endeavours to incorporate and keep the information in this document accurate and up to date, it is strongly recommended that you not rely solely on the information or document for your purposes and that you verify necessary details with Greater Western Water. If you rely on the information without verification, you do so at your own risk and accept full responsibility for doing so. Greater Western Water does not give any warranty or representation express or implied, as to the completeness, reliability or accuracy of the information contained in this document. All figures, diagrams, drawings, plans or other graphics included in the document may not be complete or accurate. To the extent permitted by law, Greater Western Water and its officers and employees expressly disclaim and exclude any and all liability for any loss, damage, cost or expenses suffered or incurred by any person relating to or resulting from the use of, or reliance on, any information contained in this document by any person.

## Note on application of GST

Wherever it is unclear, please confirm with Greater Western Water's Financial Services section whether a service is subject to GST.

The applicability of GST is to be determined on a case-by-case basis to ensure compliance with GST legislation.

Water, sewerage and storm water drainage services are generally GST free and, unless otherwise noted, the prices quoted in this Pricing Handbook reflect this.

However, some exceptions do apply – exceptions where GST **may** apply include, but are not necessarily limited to:

- Services performed on the customer side of the metering point.<sup>1</sup>
- Services that do not have a basis in legislation or where a government-owned entity competes for the delivery of a service with private sector entities.

Customers seeking clarity over whether GST will apply to services being provided by Greater Western Water or its contractors should call **13 44 99** and ask to speak to the Taxation Accountant in Greater Western Water's Financial Services section.

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<sup>1</sup> See Australian Taxation Office, Goods and Services Tax Ruling GSTR 2000/25, *Goods and services tax: GST free supplies of water, sewerage and sewerage-like services, storm water draining services and emptying of a septic tank*.



## Note on the distinction between tariffs, fees, prices and charges

Notwithstanding the language that may be used in other documentation and legislative instruments, this Pricing Handbook will adopt the following conventions:

- '**charge**' is (generally) used as a verb – for example: a 'fee will be charged'. The exceptions are the 'waterways and drainage charge' collected on behalf of Melbourne Water and the 'parks charge' collected on behalf of Parks Victoria
- '**price**' is the amount to be charged for each unit of product or service used or procured
- '**fee**' is the amount due to be paid in relation to each product or service used or procured, and is equal to the relevant per unit price multiplied by the number of units used or procured
- '**tariff**' is the overarching structure under which fees are applied – for example: the 'residential customer water tariff' comprises separate fees (and prices) for the 'annual network' and the 'volumetric measure of usage'.

## Glossary

Term	Explanation
<b>2024 GWW determination</b>	Essential Services Commission's June 2024 Greater Western Water Determination
<b>BOD</b>	5-day biochemical oxygen demand
<b>CWW</b>	City West Water
<b>ESC</b>	Essential Services Commission
<b>fee</b>	The amount due to be paid in relation to each product or service used or procured and is equal to the relevant per unit price multiplied by the number of units used or procured
<b>GWW</b>	Greater Western Water
<b>GSL</b>	Guaranteed Service Levels
<b>GST</b>	Goods And Services Tax
<b>ITDS</b>	Inorganic Total Dissolved Solids
<b>kg</b>	Kilogram
<b>kL</b>	Kilolitre
<b>L</b>	Litre
<b>NAV</b>	Net Annual Value
<b>price</b>	The amount to be charged for each unit of product or service used or procured
<b>SS</b>	Suspended Solids
<b>tariff</b>	The overarching structure under which fees are applied – for example, the 'residential customer water tariff' comprises separate fees (and prices) for the 'annual service' and the 'volumetric measure of usage'
<b>TKN</b>	Total Kjeldahl Nitrogen
<b>UGB</b>	Urban Growth Boundary
<b>WW</b>	Western Water

## Price regulation

We provide drinking and recycled water supply, sewerage and trade waste services to Melbourne's central business district, inner and western suburbs pursuant to the *Water Act 1989* (Vic) (**Water Act**).

The prices charged for Greater Western Water's services are regulated by the Essential Services Commission using the framework established by the Water Industry Act 1994. The Essential Services Commission employs a multi-stage process to set Greater Western Water's prices, including issuing guidance papers, community consultation, and reviews of submissions from water corporations.

The maximum prices that apply for prescribed services for 2024-25 were set out in the Essential Services Commission's **2024 Greater Western Water price determination**. The ESC's determination for Greater Western Water covers the period 1 July 2024 to 30 June 2028. It also specifies the pricing principles Greater Western Water uses to set its miscellaneous fees and charges. For more information, refer to the Essential Services Commission's water [price review webpage for Greater Western Water](#).

# Greater Western Water

## Pricing Handbook 2024-25

### Central region (previously City West Water)

This section of the Pricing Handbook includes prices that apply to the area within Greater Western Water that was previously serviced by City West Water and prices that apply to the whole Greater Western Water service area.

To find out which section of this document contains information relevant to your property or business, refer to Figure 1-1 on page 6 or go to [gww.com.au](http://gww.com.au) and enter your postcode. If you have trouble identifying which part of our service area your property or business sits in, contact us on **13 44 99** and we can help.

# 1. Principal services

## 1.1. Introduction to principal services

Greater Western Water's principal fees relate to water supply, recycled water, sewerage and trade waste services.

### 1.1.1. Structure of fees

Fees for Greater Western Water's principal services comprise a fixed network fee and/or a variable (usage and, in some cases, disposal) fee.

Network fees are billed quarterly in advance, while usage and disposal fees are billed quarterly in arrears. Customers who use large volumes of water or recycled water may be billed usage and disposal fees monthly in arrears. Our usage and disposal fees are billed per thousand litres, known as a kilolitre, abbreviated as kL.

Separate sets of fees are charged for residential and non-residential customers.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to Greater Western Water's network. For an owners' corporation where water is solely used for common property, then individual lots within the subdivision are not charged the network service tariff if they are not connected to Greater Western Water's network.

Fees for trade waste services are structured in a similar manner to water supply and sewerage, comprising a fixed trade waste 'agreement fee' and variable fees based on the volume and chemical composition of the trade waste.

### 1.1.2. Liability for fees

Liability for water and sewerage network fees rests solely with the property owner, while liability for residential usage and disposal fees rests with the occupier of the property. Liability for non-residential usage and disposal fees rests solely with the owner. In all cases, liability for trade waste fees rests with the occupier.

The occupier's liability is limited to situations where their use of water supply and sewerage services is measured by a separate water meter; the occupier's details have been provided to Greater Western Water and an initial meter reading has been taken.

Liability for all fees is determined according to rules set out in the Water Act 1989, the Water Industry Act 1994 and Schedule 3 of the 2024 GWW Determination.

### 1.1.3. Interest on overdue accounts

Most customers receive a quarterly or monthly bill and have at least 10 business days from the date the bill is issued to make payment. The due date will be clearly identified on the bill. Greater Western Water can apply interest to unpaid Greater Western Water fees at the rate set by the Essential Services Commission. The Essential Services Commission's interest rate for overdue accounts is indicated in Table 1-1.

Table 1-1: Interest rate for overdue accounts

Item	Rate
<b>Allowable interest rate set by the Essential Services Commission</b>	5.7%

Greater Western Water will send you a reminder and final notices before applying interest to unpaid accounts. For more information on payment options, refer to [Greater Western Water's customer charters](#).

## 1.2. Water supply

Water supply fees are comprised of a fixed component known as a network fee and a usage component based on how much water a customer consumes as measured by a water meter.

A network fee is raised against each separately titled property (on a "per lot" basis) where the property is connected to and/or serviced by Greater Western Water's infrastructure. This includes an individually titled subdivided parcel of land that is subject to an owners' corporation. Where water is solely used for common property purposes, then individual lots within the subdivision are not charged the network service tariff if they are not connected to Greater Western Water's infrastructure.

Residential customers pay a two-step inclining block tariff for their water usage, where the price for water increases as the volume consumed increases.

Residential usage fees are conditional on the type of service connection:

- Residential customers connected to both water and sewerage services are subject to a usage charge that covers the supply of water and the disposal of wastewater. This charge incorporates a sewage removal component, replacing the separate sewage disposal charge that was removed from 1 July 2024.
- Customers who are not connected to our sewerage network are subject to a water-only usage tariff. The water-only usage tariff is priced lower than the combined water and sewerage usage tariff.

Non-residential customers are charged a flat price per kilolitre used.

Table 1-2: Residential water tariff – central

Item	Unit	Price
<b>Network</b>	\$ per property per annum	224.26
<b>Usage (for customers receiving both water and sewerage services)</b>		
<b>Step 1 (0-440 litres/day)</b>	\$ per kL	3.6413
<b>Step 2 (441+ litres/day)</b>	\$ per kL	4.1629
<b>Usage (for customers receiving only water services)</b>		
<b>Step 1 (0-440 litres/day)</b>	\$ per kL	3.1625
<b>Step 2 (441+ litres/day)</b>	\$ per kL	3.7046

Consider the following examples for the calculation of the **usage** component of a residential water bill in the central region, where the meter supplies a single residence<sup>2</sup>.

### Example A

Residents of Property A use 27 kL of water in the March quarter (90 days) equating to an average daily use of 300 L / day. Property A receives water services only. In addition to the standard quarterly network fee, the water usage fee applied to Property A for the March quarter will be in accordance with 'Step 1' – that is:

Block	Average daily usage (in litres) over 91 days	Price per kL for usage in relevant block	Value of water used in relevant block(s)
[Column A]	[Column B]	[Column C]	[Column D = B* x C]
<b>Step 1</b>	300	\$3.1625	\$85.39
<b>Step 2</b>	0	\$3.7046	\$0.00
<b>Total</b>	300		\$85.39

\*converted back to quarterly volumes in kL – i.e.  $B^* = B \times 90 \text{ days} / 1000$

### Example B

Residents of Property B use 54 kL of water in the March quarter (90 days), equating to an average daily use of 600 L / day. Property B receives both water and sewerage services. In addition to the standard quarterly network fee, the water usage fee applied to Property B for the March quarter will reflect an average of 440 L / day at Step 1 rates and the remaining 160 L / day at Step 2 rates – that is:

Block	Average daily usage (in litres) over 91 days	Price per kL for usage in relevant block	Value of water used in relevant block(s)
[Column A]	[Column B]	[Column C]	[Column D = B* x C]
<b>Step 1</b>	440	\$3.6413	\$144.20
<b>Step 2</b>	160	\$4.1629	\$59.95
<b>Total</b>	600		\$204.15

\*converted back to quarterly volumes in kL – i.e.  $B^* = B \times 90 \text{ days} / 1000$

Table 1-3: Non-residential water tariff – central

Item	Unit	Price
<b>Network</b>	\$ per property per annum	324.23
<b>Usage</b>	\$ per kL	3.2649

Concessions may apply as noted in Section 1.7 of this handbook.

<sup>2</sup> For multiple residences connected to a single meter, metered water usage will be divided by the number of residences and the water bill for each residence would be separately calculated in accordance with the examples that follow.

## 1.3. Sewerage

Sewerage fees are a fixed network fee for residential and non-residential customers. Non-residential customers in the central region also pay a sewage disposal fee.

A network fee is raised against each separately titled property (on a “per lot” basis) where the property is connected to and/or serviced by Greater Western Water’s infrastructure. This includes an individually titled subdivided parcel of land that is subject to an owners’ corporation. Where water is solely used for common property purposes, then individual lots within the subdivision are not charged the network service tariff if they are not connected to Greater Western Water’s infrastructure.

In respect of sewage disposal fees for non-residential customers, Greater Western Water estimates volumes of sewage disposed to Greater Western Water’s networks based on each customer’s metered water use.

Table 1-4: Residential sewerage tariff – central

Item	Unit	Price
<b>Network</b>	\$ per property per annum	298.00

Table 1-5: Non-residential sewerage tariff – central

Item	Unit	Price
<b>Network</b>	\$ per property per annum	529.61
<b>Usage</b>	\$ per kL	2.0801

### 1.3.1. Calculating the volume of sewage – non-residential customers

#### Default method

The volume of sewage discharged from a non-residential property or premises during a meter reading period shall, by default, be calculated according to the formula:

$$\text{Volume of sewage} = \text{VW} \times \text{DF}$$

Where:

**VW** is the total volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage fee for the same meter reading period, or that volume rounded to the nearest kilolitre; and

**DF** is the discharge factor, which is 0.9 or another figure determined by Greater Western Water to result in a more accurate estimate of the volume of sewage discharged.

For most non-residential customers, the default method coupled with a discharge factor of 0.9 is used. Exceptions include Category A ‘trade waste customers’ who typically use water in industrial processes. In these cases, a customised discharge factor is calculated by Greater Western Water to account for the volumes of water either incorporated into the product or lost in steam, for example. This is undertaken as part of the pricing assessment for trade waste customers.



Customers who do not discharge trade waste and use water that does not go to the sewer may request that Greater Western Water calculate and apply a customised discharge factor.

### Alternative method

Greater Western Water has endorsed an alternative method for calculating non-residential sewage volumes.

Most industrial users of water are already paying for sewage disposal using a customised discharge factor. If not, they can ask Greater Western Water to calculate a customised discharge factor. Non-residential customers seeking to use an alternative method would typically be using large quantities of water on parks, gardens or reserves. In these situations, the relationship between water use and sewage discharge can be highly variable. For example, in periods of low rainfall, more potable or recycled water is used to water parks and gardens. As this water usage is independent of sewage discharge patterns, it is often more effective to meter internal use. For example, metering the water used in a toilet block is simpler than metering every tap in a public reserve or having a single water meter and applying a customised discharge factor.

This alternative to the default method is available for calculating sewage volumes for non-residential customers where Greater Western Water is satisfied that the default method is likely to 'systematically and substantially overestimate the volume of sewage discharged'. This calculation method for the alternative is outlined below.

### Customised discharge factor

A customer can seek a customised discharge factor using the consumption history at the property to determine what percentage of water is disposed to the sewer annually.

The customer will be requested to complete a 'Water Audit Kit' to determine where water is used at the property. Should the information support an adjustment to the discharge factor, a customised discharge factor will be calculated. The customised discharge factor is applied in calculating the volume of sewage discharged to the sewerage system.

In most circumstances, under the customised discharge factor method, the volume of sewage discharged from a non-residential property is calculated as:

$$\text{Volume of sewage} = \text{VW} \times \text{CDF}$$

Where:

**VW** is the volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage fee for the same meter reading period, or that volume rounded to the nearest kilolitre; and

**CDF** is the customised discharge factor calculated by Greater Western Water using the consumption history at the property to determine what percentage of water is disposed to the sewer annually.

## 1.4. Recycled water

Greater Western Water provides a retail recycled water service through separate, purple-coloured pipes and meters. Fees for this service in the central region comprise a fixed network fee component and a usage component based on the volume of recycled water as measured by a meter.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to or serviced by Greater Western Water's network. For an owners' corporation where water is solely used for common property, then individual lots within the subdivision are not charged a separate network service tariff if they are not connected to Greater Western Water's network. The network service tariff that applies to the common property would be apportioned across lot owners based on lot liability (as determined by the Owner's Corporation). Under s 263A(2) of the Water Act 1989, Greater Western Water can apportion the lot liability across the lots covered by the owners corporation rather than separately billing the owners corporation if individual lots are also connected to Greater Western Water's network.

For residential dual-pipe schemes, where recycled water is used for indoor as well as outdoor uses, the metered use of recycled water will be added to the metered use for drinking water, for the purposes of calculating sewage volumes – see section 1.3 of this handbook.

Concessions as noted in Section 1.7 of this handbook are applied to both potable water use and recycled water use, so as not to disadvantage recycled water users.

Table 1-6: Recycled water tariff – central

Item	Unit	Price
<b>Network (residential*)</b>	\$ per property per annum	42.28
<b>Usage</b>		
<b>Residential</b>	\$ per kL	2.6082
<b>Non-residential</b>	\$ per kL	2.7237

\*Quarterly network charges for residential recycled water will not be applied until such time as recycled water is available to residential customers.

## 1.5. Private fire services connection

Greater Western Water provides fire services to private properties. Greater Western Water charges a fee to recover the costs associated with providing this service.

Table 1-7: Private fire service connection fee (per connection) – central

Item	Unit	Price
<b>Private fire service connection</b>	\$ per connection	131.10

## 1.6. Trade waste

Trade waste is any liquid waste, other than domestic sewage, that is generated by industrial and commercial business activities and discharged to the sewerage system. Section 178 of the Water Act 1989 states that it is an offence to discharge trade waste into the sewerage system managed by Greater Western Water without a Trade Waste Agreement or consent.

A range of fees applies to customers discharging commercial and industrial wastes or 'trade waste' to the sewerage system. These fees reflect both the:

- fixed costs associated with establishing trade waste agreements and consents, and monitoring subsequent compliance
- variable costs associated with accepting trade waste with a different chemical composition than sewage.

Trade waste fees may consist of three components:

- application fees for new customers
- management fees, to cover the costs of site inspections, monitoring, administering, and reviewing Trade Waste Agreements
- volume and quality charges, based upon the customers' risk rating, to cover the cost of collecting, transporting, treating and disposing of trade waste as well as managing environmental impacts.

For information on Trade Waste go to [gww.com.au](http://gww.com.au) or contact us on **13 44 99**.

For the purposes of the Water Act 1989, part 6 of the Water (General) Amendment Regulations 2025 prescribes the following as trade waste:

- a. any superfluous matter derived from, or that is a by-product of, a trade, industrial, commercial, medical, dental, veterinary, agricultural, horticultural or scientific activity;
- b. any waste matter (other than waste matter that is discharged from private residences)—
  - i. that consists solely or partly of food; or
  - ii. that results from any process connected with the preparation of food;
- c. any waste matter discharged from a laundry—
  - i. used for the purposes of a private or public hospital, school or other institution; or
  - ii. used for the purposes of a hotel, motel or similar establishment; or
  - iii. where use of the laundry is subject to the payment of a fee; or
  - iv. used for any other commercial purpose;
- d. any waste matter discharged from—
  - i. any cooling, refrigeration or air-conditioning system installed on premises on which any activity referred to in paragraph (a) occurs; or
  - ii. a ship's ballast; or
  - iii. municipal or commercial swimming pools, including filter backwash effluent; or
  - iv. any primary, secondary or tertiary educational establishment where the matter is a by-product of a scientific, artistic or photographic activity or any trade based training activity;

- e. any superfluous matter derived from, or that is a by-product of, a desalination process or that is discharged from works used in a desalination process, whether on residential or non-residential premises;
- f. any superfluous matter derived from, or that is a by-product of, a groundwater quality monitoring system, a groundwater extraction and disposal system or a groundwater treatment system;
- g. any superfluous matter derived from, or that is by-product of, construction activities;
- h. run-off from water used to extinguish a fire or to deal with any other hazard or emergency on premises on which an activity referred to in paragraph (a) occurs;
- i. leachate from any private, commercial or municipal landfill or from a commercial composting or vermiculture facility;
- j. sewage sludge from a facility for the disposal of septic tank sludge or sewage treatment plant sludge.

Discharge of trade waste must comply with Greater Western Water's 'Approved Acceptance Criteria for discharge to the sewerage system' as approved by the Essential Services Commission. Greater Western Water is under no obligation to accept non-compliant trade waste, but can do so subject to certain conditions.

If discharge breaches a customer's trade waste agreement or consent, or the customer fails to apply for a trade waste agreement or consent following requests to do so, a trade waste compliance management process comes into effect. As Greater Western Water incurs additional administrative and analytical expense due to this process, a range of non-compliance fees apply (see sections 1.6.1 - 1.6.5 of this handbook).

### 1.6.1. Trade waste risk rank

The 'risk rank' of a customer can alter the fees that are applied. Trade waste risk rank scores are calculated as follows:

$$R = L + V + H + A + S + C$$

Where:

**R** Is a risk rank score

**L** Location of the discharge in relation to the treatment plant.

If discharging to Western Treatment Plant and > 5 km radius  $L = 0$

If discharging to Western Treatment Plant and  $\leq 5$  km radius  $L = 10$

If discharging to Altona Treatment Plant  $L = 15$

**V** Average daily discharge volume from recorded volumes over the last twelve months. If no volumes are recorded, the daily maximum volume is used:

Average daily volume (kL)	V
< 5	1
$\geq 5$ and < 25	10
$\geq 25$ and < 50	20

$\geq 50$ and $< 75$	30
$\geq 75$ and $< 100$	40
$\geq 100$ and $< 500$	50
$\geq 500$ and $< 1000$	75
$\geq 1000$ and $< 2000$	100
$\geq 2000$	150

**H** *The compliance history of samples taken over the last three years.*

*H = number of samples with at least one parameter out of limits as a percentage of the total number of samples.*

*If the total number of samples is less than 4, H = 10*

**A** *Every customer has a list of activities assigned to their business. It is the activity with the highest value that is used i.e. activity and value with highest risk. The value will be 1, 5, 10, 25, 50 or 75. The following are examples that can be expanded upon during discussions with new applicants:*

*A = 1 for example food preparation*

*A = 5 for example wash-down water*

*A = 10 for example textile finishing*

*A = 25 for example wool carbonising*

*A = 50 for example chrome tanning*

*A = 75 for example liquid waste disposal*

**S** *The substances that a customer is likely to be discharging to the sewerage network are given a value based on the activity value.*

*S = 50 if the activity weighting is either 50 or 75*

*S = 10 if the activity weighting is either 10 or 25*

*S = 0 if the activity weighting is either 1 or 5*

**C** *A class is assigned to represent the risks associated with different manufacturing sectors. If more than one class applies, the class with highest risk is used in the risk ranking.*

*C = 50 for example liquid waste disposal*

*C = 30 for example chemical blending*

*C = 25 for example electroplating – dip.*

*C = 20 for example rendering or dyeing*

*C = 10 for example contaminated groundwater*

$C = 0$  for example carpet cleaning

The risk rank is considered when Greater Western Water determines its inspection and sampling frequency, the agreement term, and conditions such as customer self-monitoring and risk assessment plan requirements.

Table 1-8: Risk rank

Risk rank score (R)	Risk rank
$\geq 150$	1
$\geq 120$ and $< 150$	2
$\geq 90$ and $< 120$	3
$\geq 50$ and $< 90$	4
$< 50$	5

### 1.6.2. Trade waste application

Trade waste customers must develop a management plan and submit an application form before they discharge trade or septic waste.

Every application for a Trade Waste agreement or Trade Waste consent shall be accompanied by a fee for the processing of the application according to the following scale.

Table 1-9: Trade waste application fees - central

Item	Unit	Price
<b>Risk Rank 1</b>	\$ per application	2,699.26
<b>Risk Rank 2</b>	\$ per application	2,699.26
<b>Risk Rank 3</b>	\$ per application	2,699.26
<b>Risk Rank 4</b>	\$ per application	742.80
<b>Risk Rank 5 (General)</b>	\$ per application	386.81
<b>Risk Rank 5 (Commercial food business)</b>	\$ per application	97.62

\* To qualify as a 'Risk Rank 5: Commercial food business', the applicant must be eligible to complete the Application for Food Waste Consent (Food Business) trade waste application form and only generate trade waste relating to commercial food preparation and cleaning activities (commonly referred to as 'greasy waste').

### 1.6.3. Trade waste agreement

Once a trade waste agreement or consent is in place, customers pay the relevant fee, at least quarterly in advance, for ongoing compliance monitoring and administration.

Table 1-10: Trade waste agreement fees – central

Item	Unit	Price
<b>Risk Rank 1</b>	\$ per annum	23,486.84

Item	Unit	Price
<b>Risk Rank 2</b>	\$ per annum	19,481.58
<b>Risk Rank 3</b>	\$ per annum	9,780.65
<b>Risk Rank 4</b>	\$ per annum	2,136.09
<b>Risk Rank 5 (General incl. commercial food business)</b>	\$ per annum	405.53

#### 1.6.4. Trade waste volume and quality – complying trade waste

Trade waste customers in the central region are categorised as being either 'Category A' or 'Category B' for the purpose of charging for the trade waste discharged.

Central region trade waste customer pricing depends on the following:

- the volume of trade waste discharged
- the customer's water meter configuration
- the concentration of contaminants within the trade waste discharged.

##### **Category A**

A Category A customer's trade waste volume and quality charges vary depending on the volume and contaminant loading of the discharge.

The volume of trade waste discharged to the sewerage system is measured by either:

- metering the waste discharged
- metering the water supplied to the property and deducting the estimated quantity consumed on the property
- other methods, as required, and set out initially in the trade waste agreement and subsequently in the pricing letter.

For new customers, bills will be based on an industry average derived from Greater Western Water's trade waste database to set the initial method of determining volume and concentrations of:

- 5-day biochemical oxygen demand (BOD)
- suspended solids (SS)
- total Kjeldahl nitrogen (TKN)
- inorganic total dissolved solids (ITDS).

On commencing discharge, Greater Western Water may undertake a sampling program or may require that a sampling program be undertaken by the customer to confirm these levels.

Re-assessment can occur at any time, particularly if a customer changes production methods. Customers may also request a pricing reassessment at any time.

Table 1-11: Trade waste volume and quality fees – Category A – central

Item	Unit	Price
<b>Volume</b>	\$ per kL	1.0182
<b>Quality of discharge</b>		

Item	Unit	Price
Biochemical Oxygen Demand	\$ per kg	1.2432
Total Kjeldahl Nitrogen	\$ per kg	2.3931
Suspended Solids	\$ per kg	0.6733
Inorganic Total Dissolved Solids	\$ per kg	0.0239

### **Category B**

Category B customers pay a fixed price per kL for the trade waste discharged as per Table 1-12 – to be billed and displayed on the relevant account as non-residential sewage.

Table 1-12: Trade waste volume and quality fees – Category B – central

Item	Unit	Price
Volume	\$ per kL	2.0801

### **1.6.5. Food waste disposal**

Food waste charges apply to non-residential premises. Food waste fees are applicable to hospitals and institutions in the central region where waste is discharged through a waste disposal unit. Food waste fees apply to the discharge of food waste that does not attract trade waste volume and load fees per Section 1.6.3 of this handbook. The charge is applied against the number of registered beds for which the unit(s) serve(s).

Table 1-13: Food waste disposal fees – central

Item	Unit	Price
Volume	\$ per bed per annum	65.59

### **1.6.6. Non-compliance management, variations, field sampling and supervised discharge**

Section 178 of the Water Act 1989 states that it is an offence to discharge trade waste into the sewerage system managed by Greater Western Water without a Trade Waste Agreement or consent.

Fees for trade waste non-compliance management, variation fees, field sampling and supervised discharge cover the costs of Greater Western Water staff to visit sites and undertake laboratory analysis. Specifically:

- When a customer breaches its trade waste agreement or consent or fails to submit an application for a trade waste agreement or consent following requests to do so, the customer will be charged for Greater Western Water to manage the trade waste non-compliance event. This involves advising and then working with the customer to resolve the non-compliance. Two types of fees may be levied in respect of this process, an hourly fee for labour and any laboratory analytical costs.
- When a customer requests a variation to the terms and conditions of their trade waste agreement, the customer will be charged an hourly price for the processing and approval of the variation, plus any laboratory analytical costs.



- When Greater Western Water personnel conduct monitoring on behalf of a customer at their request, the customer will be charged for the time taken to conduct the sampling, plus any laboratory analytical costs.
- When Greater Western Water personnel directly supervise the discharge of trade waste to Greater Western Water's sewers under the terms of a trade waste agreement, a fee is payable to cover Greater Western Water's labour costs.

The fees in the table below apply to the central region only. The western region has its own set of trade waste non-compliance fees.

Table 1-14: Trade waste variations, field sampling and supervised discharge fees – central

Item	Unit	Price
<b>Executive</b>	\$ per hour (incl. GST)	398.36
<b>Specialist</b>	\$ per hour (incl. GST)	197.22
<b>Trade waste consultant</b>	\$ per hour (incl. GST)	163.37
<b>Laboratory analysis</b>	\$ per hour	At cost*
<b>OH&amp;S assessment</b>	\$ per hour	At cost*

\* GST may apply. See Note on application of GST, page ix.

## 1.7. Concessions on water supply and sewerage

Under Division 8 of Part 13 the *Water Act 1989*, Greater Western Water is required to provide concessions to customers on the Government's behalf.

### 1.7.1. Water and sewerage concessions for pensioners and concession card holders

All eligible pensioners and Health Care Cardholders will receive a standard rebate on their water and sewerage bill up to a maximum dollar value per annum. Where households are not connected to our sewerage network and therefore not paying sewage disposal fees, the maximum rebate is reduced.

Table 1-15: Water and sewerage bill concessions applied to pensioners and concession card holders

Item	Unit	Concession
<b>Standard discount</b>	%	50%
<b>Maximum rebate</b>		
<b>Water and sewer customers</b>	\$ per property per annum	372.10
<b>Water only customers</b>	\$ per property per annum	186.05
<b>Administrative fee</b>	\$ per transaction	0.79

### 1.7.2. Water and sewerage rebate scheme for not-for-profit organisations

The *Metropolitan Water and Sewerage Rebates for Eligible Organisations Orders 1998* made under the *Water Industry Act 1994* establishes a water and sewerage rebate scheme for not for-profit organisations. The rebate is limited to a maximum amount off the combined water and sewerage service fees imposed on the property in a financial year. The amount of the rebate is reduced proportionately according to the proportion of the financial year for which the organisation was not liable for the service fee or was ineligible to claim the rebate in respect of the property.

Table 1-16: Water and sewerage rebate applied to not-for-profit organisations

Item	Unit	Concession
<b>Maximum rebate</b>	\$ per property per annum	260

To be eligible for the rebate, the property must be predominantly used for at least one of the following:

- by a charitable organisation for charitable purposes
- by a not-for-profit organisation providing or promoting outdoor sporting, recreational, cultural or other similar outdoor activities for such purposes (excluding a body that promotes or controls horse racing, pony racing or harness racing)
- by a war veterans' organisation
- as a sub-branch of the Returned Services League of Australia
- by the Air Force Association (Victorian Division)
- by the Australian Legion of Ex-Servicemen and Women (Victorian Branch)

- By a public statutory body, such as for a public open space or park.

'Predominantly used' means that, with permission from the property owner, an eligible organisation uses more than 50% of the property, or uses the property for more than 50% of the time, to pursue their objectives.

### 1.7.3. Life support (haemodialysis) machine concessions

The 'Life support (haemodialysis) machine concession' provides a per annum free water allowance (applied quarterly) – 25 per cent of the per annum allowance is applied to each quarter's metered water usage as a reduction in that quarter's billed water usage.

Table 1-17: Life support (haemodialysis) machine concession

Item	Unit	Allowance
Free water	kL per annum	168

To be eligible for the concession, a person must comply with all of the following conditions:

- be the holder of a Pensioner Concession Card, a Health Benefits Card, Health Care Card or a Repatriation Health Card (for all conditions)
- be responsible for water usage fees and reside at the property in question
- have their hospital certify that a haemodialysis machine is located at the property.

For more information on the life support (haemodialysis) machine concession, refer to the [Department of Families, Fairness and Housing' 'Life Support Concession' webpage](#).

## 1.8. Fees collected on behalf of other organisations

Greater Western Water bills and collects the 'waterways and drainage charge' for Melbourne Water Corporation and the 'parks charge' for the Department of Energy, Environment and Climate Action. Greater Western Water has no role in determining these rates.

### 1.8.1. 'Waterways and drainage charge' collected on behalf of Melbourne Water

Greater Western Water bills and collects the 'waterways and drainage charge' on behalf of Melbourne Water Corporation. Funds raised are used to look after rivers and creeks and to manage drainage and floodplains.

Property owners are responsible for the 'waterways and drainage charge'.

Residential customers pay a fixed 'minimum fee'.

Fees for non-residential customers are based on their property's net annual value (NAV) at 1990 levels of valuation, subject to a minimum fee. If valuations for properties constructed or altered after 1990 are on other than 1990 values, then equalisation factors determined by the Victorian Valuer-General are used to adjust council valuations back to the 1990 valuation base.

The fees charged depend on the location of a property within the readjusted Melbourne Water drainage boundary, the Urban Growth Boundary as described below.

## Residential

The residential 'waterways and drainage charge' is billed to all residential properties located within the Urban Growth Boundary (UGB), including any extensions made to the UGB from 2010.

Table 1-18: Residential 'Waterways and Drainage Charge'

Item	Unit	Price
<b>Residential (old UGB) - minimum fee</b>	\$ per property per annum	125.00

## Non-residential

The application of the 'waterways and drainage charge' is affected by the extension of the Urban Growth Boundary (UGB), which occurred in November 2005. Properties inside the old UGB face a different set of charges than properties that were newly captured by the extension of the UGB. Parameters relevant to the calculation of the 'waterways and drainage charge' for non-residential properties (which include commercial operations like hotels, factories, and retail organisations) are outlined in Table 1-19.

Table 1-19: Non-residential 'Waterways and Drainage Charge'

Item	Unit	Price
<b>Non-residential (old UGB) - minimum fee</b>	\$ per property per annum	187.80
<b>Non-residential (old UGB) - NAV-based fee</b>	\$ per \$NAV	0.005032

Non-residential properties face a 'waterways and drainage charge' as follows:

- Properties inside the old UGB are subject to a charge that is the greater of either:
  - the 'minimum fee'; or
  - a net annual value (NAV)<sup>3</sup> based fee.
- Properties that were newly captured with the extension of the UGB in November 2005, as well as farmland properties holding relevant exemptions, are only subject to the 'minimum fee'.

Consider the following example:

Property D and Property E (each of which are non-residential properties inside the old UGB) have different assessed net annual values and, as is the case for all relevant properties, their respective NAV-based fees must be calculated before the final 'waterways and drainage charge' can be determined. The NAV-based fees would be:

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
[Column A]	[Column B]	[Column C]	[Column D = B x C]
<b>Property D</b>	\$40,000	0.005032	\$201.28

<sup>3</sup> 'NAV' refers to Net Annual Value (\$) on a 1990 valuation basis.

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
Property E	\$8,000	0.005032	\$40.26

The 'waterways and drainage charge' imposed on each property is as follows:

- As the NAV-based fee calculated for Property D (\$201.28) is greater than the 'minimum fee' (\$187.80), Property D is liable for a 'waterways and drainage charge' equal to the NAV-based fee of \$201.28.
- As the NAV-based fee calculated for Property E (\$40.26) is less than the 'minimum fee' (\$187.80), Property E is liable for a 'waterways and drainage charge' equal to the 'minimum fee' of \$187.80.

## Rural

The rural 'waterways charge' is billed to customers living within Melbourne Water's Waterways Management District, but outside the current UGB. Rural areas mostly benefit from Melbourne Water's waterway services and some aspects of flood protection. Because of this, a lower fee is billed to rural customers to reflect the lower level of drainage and flood protection services compared to urban customers.

Table 1-20: Rural 'Waterways and Drainage Charge'

Item	Unit	Price
<b>Residential and non-residential (outside UGB) – minimum fee</b>	\$ per property per annum	68.60

For more information on the 'waterways and drainage charge', refer to [Melbourne Water's Waterways and Drainage Charge webpage](#).

### 1.8.2. 'Parks charge' collected on behalf of the Department of Energy, Environment and Climate Action (DEECA)

Greater Western Water collects the 'parks charge' on behalf of the Department of Energy, Environment and Climate Action (DEECA). Funds raised go to Parks Victoria, Zoos Victoria, the Royal Botanic Gardens and the Shrine of Remembrance for the development, management and maintenance of metropolitan parks, gardens, trails, waterways, and zoos.

The relevant fee is calculated as the greater of either the 'minimum fee' or a fee based on the NAV of the property in question.

Table 1-21: 'Parks charge'

Item	Unit	Price
<b>Minimum fee</b>	\$ per property per annum	89.80
<b>NAV-based fee</b>	\$ per \$NAV	0.005250

## Example

Property F and Property G have different assessed net annual values and, as is the case for all relevant properties, their respective NAV-based fees must be calculated before the final 'parks charge' can be determined – the NAV-based fees would be:

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
[Column A]	[Column A]	[Column C]	[Column D = B x C]
Property F	\$20,000	0.005250	\$105.00
Property G	\$15,000	0.005250	\$78.75

The 'parks charge' imposed on each property is as follows:

- As the NAV-based fee calculated for Property F (\$105.00) is greater than the 'minimum fee' (\$89.80), Property F is liable for a 'parks charge' equal to the NAV-based fee of \$105.00.
- As the NAV-based fee calculated for Property G (\$78.75) is less than the 'minimum fee' (\$89.80), Property G is liable for a 'parks charge' equal to the 'minimum fee' of \$89.80.

For more information on the 'parks charge' refer to [Parks Victoria's Parks Charge webpage](#).

## 1.9. Guaranteed service levels

Greater Western Water has a commitment to pay a financial rebate to residential customers if it does not achieve a pre-determined level of service. The 'Guaranteed service levels' (GSL) scheme ensures that any rebate is credited to a customer's account automatically.

Table 1-22: Guaranteed service levels outlines Greater Western Water's GSL and the rebate Greater Western Water will provide if these levels of service are not achieved.

Table 1-22: Guaranteed service levels

Guaranteed service levels	Metric	Rebate
<b>Water service</b>		
More than 5 unplanned water supply interruptions within any 12-month period	\$ per breach (paid at 6th interruption)	\$250
More than 3 unplanned water supply interruptions within any 12-month period	\$ per breach (paid at 4th interruption)	\$125
Unplanned water supply interruption not restored within 5 hours of notification	\$ per relevant interruption	\$125
Planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)	\$ per relevant interruption	\$125
Failure to give at least 2 business days' notice of a planned water supply interruption	\$ per relevant interruption	\$100

Guaranteed service levels	Metric	Rebate
A water quality advisory notice is issued	\$ per notice	Affecting <50 customers: \$5000 community rebate  Affecting 50 or more customers: \$10,000 community rebate per impacted postcode
<b>Sewer service</b>		
More than 3 sewer blockages within any 12-month period	\$ per breach (paid at 4th blockage)	\$125
Sewer blockages not restored within 5 hours of notification	\$ per relevant blockage	\$100
Sewage spill not contained within 5 hours of notification	\$ per relevant spill	\$100
Sewage spill in a house, caused by the business or a failure of the business' system(s)	\$ per relevant spill	\$1,200
Sewage spill in a house, caused by the business or a failure of the business' system(s), not contained within 1 hour of notification	\$ per relevant spill	\$3,500
<b>Other</b>		
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	\$350

Note that GWW is not required to make a payment where the failure to attain the service level obligation arises because of the action or inaction of the customer or a third party. For the avoidance of doubt, a third party does not include any person or firm acting on behalf of GWW.

## 2. Hydrant and standpipe access services

Greater Western Water offers a range of potable and recycled water access permits from standpipes and hydrants. These permits are important to control access to our networks and educate users on the correct procedures for accessing standpipes and hydrants.

Before being issued a permit, the customer is required to demonstrate that a certified backflow prevention device is fitted on the water-carrying vehicle and has undertaken the online induction, which is accessible via Greater Western Water's website. For more information on the process for application and use of standpipes and hydrants, go to [gww.com.au](http://gww.com.au) or contact us on **13 44 99**.

Once the relevant fee is paid, the user is registered, and the carter will receive the permit in the form of a confirmation letter. This letter must be carried in the truck, and replacement letters can be requested.

### 2.1. Standpipe and hydrant usage permits

There are two separate permits that can be obtained in relation to standpipe/hydrant usage:

- Recycled water standpipe permit
- Hydrant permit

Each permit and the associated usage of water from either standpipe or hydrant attracts fees as outlined in Table 2-1. Late / missed appointment fee will be charged when a previously arranged appointment (to within 30 minutes) is not kept by the customer. Appointments can relate to backflow prevention inspection, permit compliance or equipment investigations. On occasion, customers can be issued a key to access standpipes upon application. If a customer requests an additional key, a bond is applied per key.

Table 2-1: 'Recycled water standpipe permit' and 'Hydrant permit' fees – central

Item	Unit	Price
<b>Permit application</b>		
<b>Application fee</b>	\$ per application	215.65
<b>Usage</b>		
<b>Potable water</b>	\$ per kL	3.2649
<b>Recycled water</b>	\$ per kL	2.7237
<b>Non-compliant log report</b>	\$ per month	84.18
<b>Late / missed appointment</b>	\$ per appointment	124.71
<b>Key bond / access cards</b>	\$ per key	61.27



Conditions relating to each of the *Recycled water standpipe permit* and the *Hydrant permit* are outlined below.

### 2.1.1. Recycled water standpipe permit

A customer who wishes to draw water from a recycled water standpipe in Greater Western Water's service area must obtain a *Recycled water standpipe permit*.

Before being issued a permit, the customer must complete the relevant application and must sign an agreement accompanied by a list of extraction conditions. Where the applicant also holds a *Hydrant permit* (see Section 2.1.2 of this handbook), backflow prevention certification must be provided. Once the *Recycled water standpipe permit* is approved, the applicant will receive the permit in the form of a confirmation letter. This letter must be carried in the truck, and replacement letters can be requested. At each visit to the standpipe, the permit holder is required to enter the requested volume of recycled water into the secured existing keypad controls for billing purposes.

### 2.1.2. Hydrant permit

A customer who wishes to draw water from a potable standpipe, or a potable/recycled water hydrant in Greater Western Water's licence area must obtain a *Hydrant permit*. This permit entitles the holder to draw water from hydrants for a nominated period. The permit holder must record and provide on request, actual usage obtained from the hydrants for billing purposes. Once the permit is approved, the applicant will receive the permit in the form of a confirmation letter. This letter must be carried in the truck, and replacement letters can be requested. Backflow requirements must be met.

## 2.2. Automated fill usage permit

When requested by Greater Western Water, a customer who wishes to frequently draw large volumes of water from a hydrant must obtain an *Automated fill usage permit*, which may require a device installed in the vehicle that monitors usage and location of fills. Requirements with respect to the *Hydrant permit* are outlined in Section 2.1.2 of this handbook are also applicable to the *Automated fill usage permit*.

Table 2-2: Automated fill usage permit fees – central

Item	Unit	Price
<b>Application fee</b>	\$ per application	215.65
<b>Administration service fee</b>	\$ per fill (incl. GST)	12.20
<b>Supply / usage</b>	\$ per kL	3.2649
<b>Late / missed appointment</b>	\$ per appointment (incl. GST)	351.56

## 3. Land and property development services

In the process of creating new subdivisions for residential and business use, land developers are required to construct water supply and sewerage reticulation systems, to set standards and then vest these assets, at no cost, to Greater Western Water.

The cost of extending and upgrading the water supply and sewerage networks to serve new developments, redevelopments, and extensions is met by Greater Western Water. Greater Western Water levies 'per lot' contributions on developers, or it may require a developer to meet the 'brought-forward' costs for an out-of-sequence development. A deposit may also be required.

### 3.1. Land development administrative fees

A development works fee applies when creating a new lot that will be serviced by Greater Western Water's reticulated water, recycled water or sewerage mains. Two types of offers apply:

- **'works offer'** relating to a development where assets are being constructed that will be vested in Greater Western Water – typically an extension of reticulation systems
- **'non-works offer'** relating to subdivision applications – typically where no substantive works are required other than a simple connection to an existing Greater Western Water asset.

Our land development administrative fees cover the costs of Greater Western Water staff to process development works applications – specifically the costs associated with:

- processing an application and generating the development deed/conditions of offer
- subsequent developments works when the applicant accepts the development deed/conditions
- shutting down mains, notifying property owners, supervising the connection, flushing and recharging the main when a developer's contractor carries out connections of new water mains to existing mains under the supervision of Greater Western Water.

A fee can be charged for the extra administrative time spent in processing changes to an existing developer works application, requested by the applicant/customer. Where significant changes are requested by the customer, a new application may be required to be lodged with the appropriate fee.

Table 3-1: Land development administrative fees – central

Item	Unit	Price
<b>Land development administrative fee – works offers</b>		
<b>1 to 10 lots</b>	\$ per application	5,409.50
<b>More than 10 lots</b>	\$ per application	8,929.65
<b>Non-works offers</b>	\$ per application	414.15

## 3.2. New customer contributions

Greater Western Water may levy a new customer contribution when connections are made to the corporation's water, sewerage and recycled water networks. These contributions recover the cost of new capital works required to either service a new property or increase services as a result of the development of the land, or any other change in the use of the land.

### 3.2.1. New customer contributions – standard 20mm connections

Standard 20mm water and sewer new customer contribution fees may apply throughout Greater Western Water's service area for all developments and subdivisions. Zonal and lot size-based recycled water new customer contribution fees apply in Greater Western Water's urban growth zones (refer to Figure 3-1 on page 25, and Figure 3-2 on page 26).

The new customer contributions may be charged on a 'per lot' basis, where a lot is defined as an area within the development that is separately titled or is, or can be, individually metered for water or recycled water purposes.

Standard new customer contributions are raised in respect of each lot with a single 20mm water meter. If a larger meter or multiple meters are required, additional new customer contribution charges may apply.

Table 3-2: New customer contributions – standard 20mm connection – central

Item	Unit	Price
<b>Water – standard charge, all zones</b>	\$ per lot	880.15
<b>Sewer – standard charge, all zones</b>	\$ per lot	880.15
<b>Recycled water – standard charge, West Werribee and Greek Hill zone</b>	\$ per lot	3,183.20

Figure 3-1: New Customer Contribution Zones

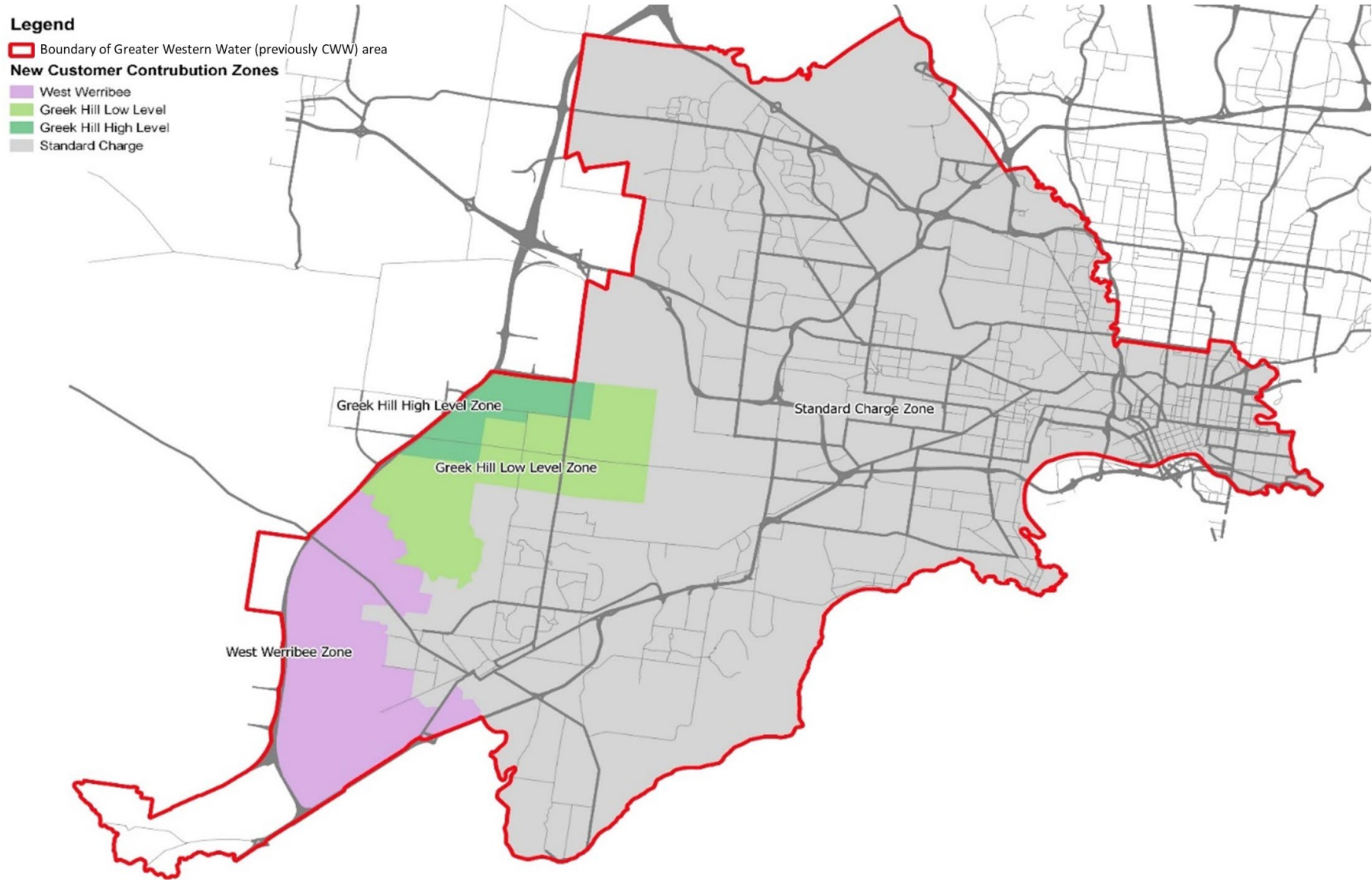
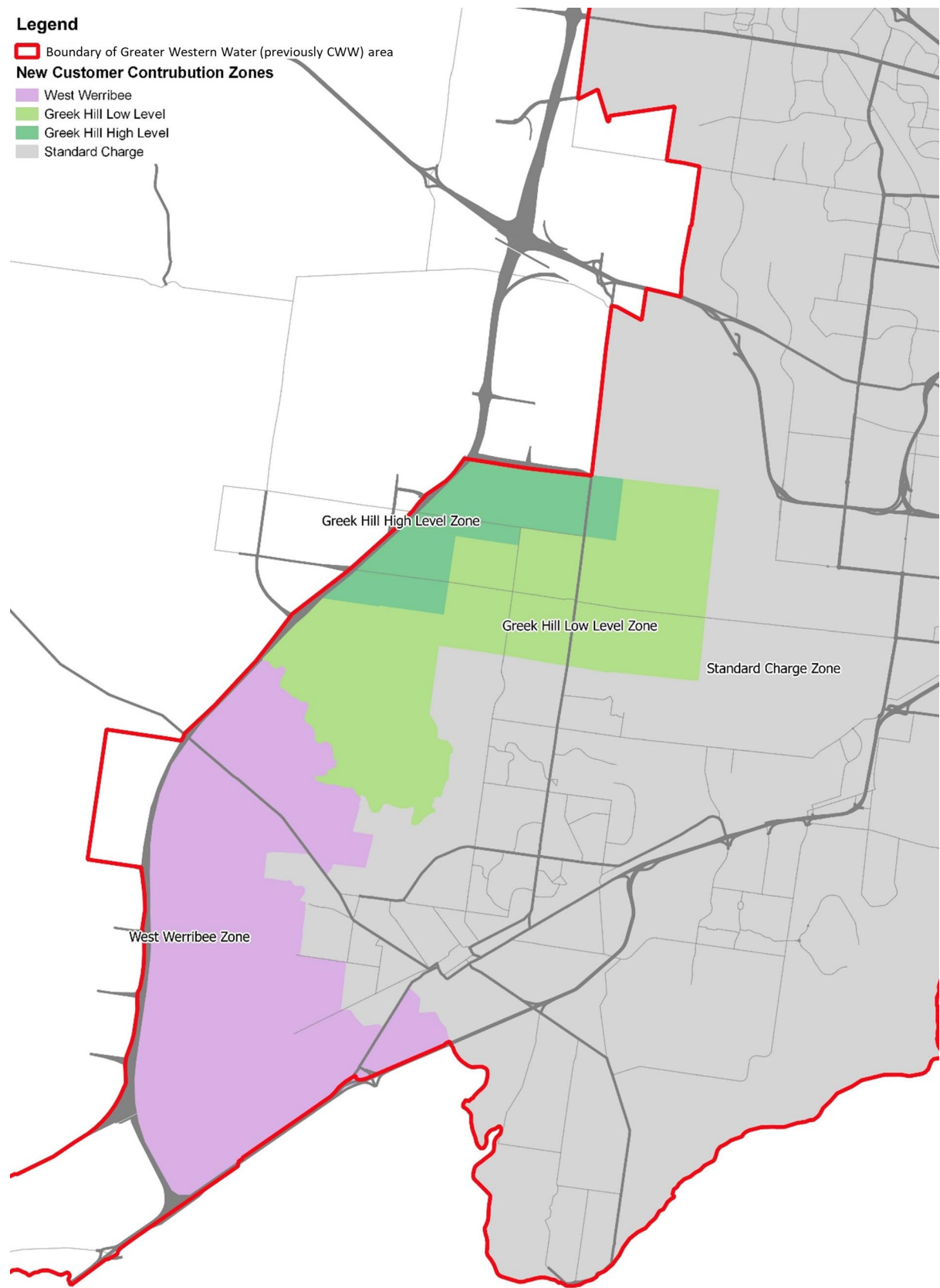


Figure 3-2: New Customer Contribution Zones Detail



### 3.2.2. New customer contributions – non-standard 20mm connections

To reflect the higher demand placed on Greater Western Water's networks by single lot commercial and industrial developments, the new customer contributions fee will be converted to equivalent standard 20mm residential connections.

New customer contribution fees for water and recycled water services will be based on the meter size required for the development. If both water and recycled water will be used, the larger of the two-meter sizes involved will form the basis of the calculation. The table sets out the ratios applicable for each meter size relative to a 20mm meter standard to which the standard fees apply.

Table 3-3: Ratios applicable for each meter size - relative to a standard 20mm connection – central

Meter size	Equivalent standard 20mm connections
20mm	1.0
25mm	2.0
32mm	3.0
40mm	6.0
50mm	10.0
80mm	40.0
100mm	70.0

The equivalent standard single 20mm connection is shown in Table 3-3 represents the multiplier for the calculation of non-standard connections' new customer contributions applicable for each New Customer Contribution Zone (refer to Figure 3-1 on page 26, and Figure 3-2 on page 27). The equivalent standard connection ratio for meter sizes up to 100mm is fixed. For meter sizes greater than 100mm, the ratio may vary based on the capacity of the meter to be used.

For sewer new customer contribution fees, the equivalent of a standard single 20mm connection calculation will be based on the number of plumbing fixture units contained within the development.

For the purposes of the calculation, 25 plumbing fixture units are equivalent to a standard single 20mm connection. The fixture unit rating for each plumbing fixture is set out in Table 6.1 of AS/NZS 3500.2.2:1996. (*National Plumbing and Drainage Code*).

## 4. Building alteration, new connection and metering services

Greater Western Water provides a range of services related to plumbing, new connections to its assets and metering. Many of these services involve customers requiring Greater Western Water's consent to undertake certain activities that may impact the water or sewerage systems.

### 4.1. Plumbing applications

Before undertaking any plumbing works, a property owner (or their authorised agent) must obtain Greater Western Water's consent to connect. Building plans must be submitted with the application (e.g. new building or extension) if requested by Greater Western Water.

An application fee is required for all plumbing applications made to Greater Western Water. The fee covers staff costs for assessing and processing the plumbing application. A fee is charged for the extra administrative time spent in designing a new sewer branch for new and/or redevelopment of single residential properties in order to comply with Greater Western Water's requirements.

A fee is charged for the extra administrative time spent in processing changes to an existing plumbing application and/or consent, requested by the applicant/customer. Where major changes are requested by the customer, a new application may be required to be lodged with the appropriate fee.

Table 4-1: Plumbing application and assessment fees – central

Item	Unit	Price
<b>Plumbing application fee</b>	\$ per application	147.90
<b>Plumbing application fee - variation to assessment</b>	\$ per application	147.90
<b>Complex assessment fee - residential</b>	\$ per application	380.10
<b>Complex assessment fee - commercial</b>	\$ per application	380.10
<b>Complex assessment fee - fire</b>	\$ per application	679.10
<b>Single residential sewer branch design</b>	\$ per branch	147.90

Once a plumbing application has been lodged and entered into Greater Western Water's system, no refund is applicable for the application fee.

For developments that require an assessment, new sewer connection and/or preparation of an offer, an assessment fee is added to the application fee. Refund of assessment fees associated with a withdrawn application will only be considered if no assessment has been undertaken.

### 4.2. Property service plans

Property service plans may include a record of the approximate location of sanitary drains within a property's boundary, connection point to the sewerage system and the



fixtures connected to the sewerage system (e.g. basins, toilets and baths). These plans are stored on a digital imaging system.

Table 4-2: Property service plan fees – central

Item	Unit	Price
Property service plan	\$ per plan	38.30

### 4.3. Asset plots, sewer details and digital asset information

Developers, consultants and property owners often request a plot showing the location of Greater Western Water's assets relative to a particular parcel of land. This is known as an 'asset plot' and can be provided for water and sewer.

Asset information referred to as 'sewer details' provides size, depth and offset details (where available) for sewerage assets. As an additional service, Greater Western Water will calculate and provide this digital asset information for larger sites in an AutoCAD format.

Table 4-3: Asset plots, sewer details and digital asset information fees – central

Item	Unit	Price
Asset plots - water and sewer	\$ per application	27.10
Asset plots - water only	\$ per application	27.10
Sewer detail	\$ per calculation	27.10
Digital asset information	\$ per hour	123.75

Once an application for an asset plot and/or sewer detail has been lodged and entered into Greater Western Water's system, no refund is applicable.

### 4.4. Build over easement application

Easements are parts of land that Greater Western Water has legal permission to access for the maintenance or installation of pipes or other assets. Easements on a property are registered to a land title.

Under the *Water Act 1989*, a person must seek Greater Western Water consent before causing or permitting any of the following:

- any structure to be built or any filling to be placed on land over which Greater Western Water has an easement or an easement exists for water supply, sewerage or drainage purposes
- any structure to be built or any filling to be placed within 1 metre laterally of any of Greater Western Water's pipes or assets, including structures above or below ground. Structures may include (but are not limited to) sheds, paving, carports, fences, retaining walls, garden beds, trees, landscaping, decking, verandas, tanks, pools, and other structures built, placed, installed, laid or constructed.
- any soil, rock or other matter that supports, protects or covers any of Greater Western Water's works to be removed.



Applications to build over or near an easement can be made directly through [Greater Western Water's Property Plus portal](#).

For more information on the process for applications to build over or near an easement, go to [Greater Western Water's build over easement webpage](#) or contact us on **13 44 99**.

A fee is charged for the administrative time spent in assessing whether an approval will be granted, and under what conditions. An additional fee may be applied when customers amend their proposal and/or building/engineering plans, thus requiring extra administrative work by Greater Western Water to assess the customer's build over easement application.

Table 4-4: Build-over easement application fees – central

Item	Unit	Price
<b>Build over easement application</b>	\$ per application	203.80
<b>Assessment of amended building / engineering plans</b>	\$ per assessment	203.80

To assist in assessing whether an approval will be granted and on what conditions, Greater Western Water may be required to conduct CCTV monitoring and, where necessary, sewer re-lining works.

Table 4-5: CCTV and sewer re-lining service fees – central

Item	Unit	Price
<b>Sewer CCTV – up to and including 225mm sewer</b>	\$ per sewer length (manhole to manhole)	638.35
<b>Sewer re-lining</b>		
<b>100mm diameter</b>	\$ per metre	151.55
<b>150mm diameter</b>	\$ per metre	151.55
<b>225mm diameter</b>	\$ per metre	188.60
<b>300mm diameter</b>	\$ per metre	268.35

## 4.5. Pressure and flow information

In designing fire protection systems for new buildings, councils and hydraulic consultants seek confirmation from Greater Western Water of the pressures and flows available from the water supply system for a particular property.

Table 4-6: Pressure and flow information service fees – central

Item	Unit	Price
<b>Pressure flow information</b>	\$ per information request	345.05

## 4.6. New connections and new metering

Greater Western Water must permit a property to connect to the water supply or sewerage systems once an owner or occupier requests connection by notice. However, the owner must agree to meet the cost of making that connection.

Connection costs are different for water supply and sewerage. For water supply, costs include:

- the connection to the water main (referred to as a 'tapping'), or a 'tee insertion'
- removal of redundant connections (referred to as 'plugging' for small service connections, or 'tee removals' for large service connections)
- provision and/or installation of a Greater Western Water approved meter
- meter delivery where applicable.

New tappings/tees, or removal of tappings/pluggings/tees, is undertaken by Greater Western Water's nominated contractor. Greater Western Water will also install all new 20mm and 25mm water meters, as well as meter assemblies on all new 20mm and 25mm tapping connections requiring low-risk backflow devices. Missed appointment fees may apply if prearranged works do not go ahead as per the agreement.

### 4.6.1. Technical advice/assessment and compliance audits

Greater Western Water may conduct technical assessments or a compliance audit for connections, including but not limited to works associated with Greater Western Water meters, recycled water or building over easements. Technical assessment could also include surveying costs applicable when a customer requests Greater Western Water to validate asset information provided. If, post survey, the initial asset information provided by Greater Western Water is found to be accurate, this fee will be charged.

Greater Western Water will inspect all new water connections greater than or equal to 80mm and may, at its discretion, inspect water connections less than 80mm and any sewer connection. Where a compliance inspection is required due to a plumber's work originally being deemed 'non-compliant', Greater Western Water can charge another compliance audit fee to cover all costs associated with the reinspection. Fees must be paid prior to the reinspection being carried out.

Table 4-7: Technical advice / assessments and compliance audit fees – central

Item	Unit	Price
<b>Technical advice/assessment/asset survey</b>	\$ per hour	124.70
<b>Compliance audits</b>	\$ per inspection	124.70

### 4.6.2. Wasted inspection/installation visits and missed appointments

A wasted visit or missed appointment fee may be charged where a prearranged appointment is not kept or is cancelled with less than 24 hours' notice. The fee may also be charged where, upon arrival at the site, either Greater Western Water or its contractor determines that the site is not ready for work to proceed or is otherwise non-compliant with Greater Western Water's conditions of connection.

Table 4-8: Wasted inspection/installation visits and missed appointments fees – central

Item	Unit	Price
<b>Appointments not kept or not ready to proceed</b>		
<b>20-50mm tapping/service/meter</b>	\$ per appointment	185.15
<b>≥ 80mm tapping/service/meter</b>	\$ per appointment	323.85
<b>Wasted inspection/installation visits and missed appointments – plumbing and connections</b>	\$ per appointment	123.00

### 4.6.3. Water supply

Fees for insertion, removal, or other activity associated with connections involving a fire service to the water supply system are as follows. These fees do not include excavation and reinstatement.

Table 4-9: Tapping/tee insertion fees (work on water main) – central

Item	Unit	Price
<b>20mm - main &lt; 63mm</b>	\$ per insertion	510.70
<b>20mm - main 63mm to 150mm</b>	\$ per insertion	580.15
<b>20mm - main above 150mm</b>	\$ per insertion	704.00
<b>25mm - main up to 150mm</b>	\$ per insertion	607.20
<b>25mm - main above 150mm</b>	\$ per insertion	679.25
<b>32mm - all main sizes</b>	\$ per insertion	874.45
<b>40mm - all main sizes</b>	\$ per insertion	879.90
<b>50mm - main 100-150mm</b>	\$ per insertion	789.75
<b>50mm - main greater than 150mm</b>	\$ per insertion	939.50
<b>≥ 80mm</b>	\$ per insertion	At cost
<b>≥ 50mm - all main sizes</b>	\$ per insertion	At cost

Table 4-10: Plugging/tee removal fees (work on water main) – central

Item	Unit	Price
<b>20mm - all main sizes (excl. excavation and reinstatement)</b>	\$ per removal	119.30
<b>25mm - all main sizes (excl. excavation and reinstatement)</b>	\$ per removal	119.30
<b>32mm - all main sizes (excl. excavation and reinstatement)</b>	\$ per removal	119.30
<b>40mm - all main sizes (excl. excavation and reinstatement)</b>	\$ per removal	119.30

Item	Unit	Price
<b>50mm - all main sizes (excl. excavation and reinstatement)</b>	\$ per removal	119.30
<b>≥ 80mm (excl. excavation and reinstatement)</b>	\$ per removal	At cost
<b>20mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	722.75
<b>25mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	752.45
<b>32mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	759.60
<b>40mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	764.40
<b>50mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	776.40
<b>≥ 80mm - all main sizes (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per removal	At Cost
<b>20mm - dual supply plugging / removal in one excavation (all inclusive - i.e. excavation, reinstatements etc.)</b>	\$ per excavation	1,248.20

\* Bluestone reinstatement, night works, contaminated soil, deep excavations will result in additional fees.

Table 4-11: Other work on water main – central

Item	Unit	Price
<b>Excavation work – to expose the water main</b>	\$ per job	At cost
<b>Tappings/tee insertions on mild steel mains including welding</b>	\$ per job	At cost
<b>Welding costs for tappings/tee insertions</b>	\$ per job	At cost

#### 4.6.4. Sewerage system

As making new connections to the sewerage system generally involves less risk, Greater Western Water has an approved list of contractors' customers can use to install new connection branches or to remove redundant services. Customers are free to choose any contractor from the approved list and make payment for the work directly to their selected contractor. The list of contractors will be mailed when an application is approved. Customers should reach out directly to contractors for pricing.

#### 4.6.5. Property service installations

For all new plumbing applications lodged after 1 July 2018, Greater Western Water will engage its meter services contractor New Plumbing Solutions to install all main to meter connections for all sizes of drinking and recycled water services. This includes:

- installation of Greater Western Water approved meter(s)

- installation of the main to meter pipework, where required, (Greater Western Water asset) in the nature strip/roadway into the property boundary, inclusive of excavation and reinstatement
- tapping of the Greater Western Water drinking/recycled water main(s)
- plugging of a redundant drinking/recycled water service.

Specific details and all associated costs will be included on the plumbing application and/or the applicable development offer.

Note that customers will need to engage a private plumber to install a fire service connection.

Table 4-12: Property service installation fees\* – central

Item	Unit	Price
<b>20mm property service short side installations (excludes meter costs)</b>	\$ per service	2,034.20
<b>25mm property service short side installations (excludes meter costs)</b>	\$ per service	2,360.65
<b>32mm property service short side installations (excludes meter costs)</b>	\$ per service	3,233.80
<b>40mm property service short side installations (excludes meter costs)</b>	\$ per service	3,421.65
<b>50mm property service short side installations (excludes meter costs)</b>	\$ per service	4,288.40
<b>20mm property service long side installations (excludes meter costs)</b>	\$ per service	2,675.40
<b>25mm property service long side installations (excludes meter costs)</b>	\$ per service	2,926.90
<b>32mm property service long side installations (excludes meter costs)</b>	\$ per service	4,283.30
<b>40mm property service long side installations (excludes meter costs)</b>	\$ per service	4,471.20
<b>50mm property service long side installations (excludes meter costs)</b>	\$ per service	5,351.95
<b>20mm property service extended length installations (excludes meter costs)</b>	\$ per service	At cost
<b>25mm property service extended length installations (excludes meter costs)</b>	\$ per service	At cost
<b>32mm property service extended length installations (excludes meter costs)</b>	\$ per service	At cost
<b>40mm property service extended length installations (excludes meter costs)</b>	\$ per service	At cost
<b>50mm property service extended length installations (excludes meter costs)</b>	\$ per service	At cost

Item	Unit	Price
<b>80mm or greater property service extended length installations (excludes meter costs)</b>	\$ per service	At cost

\* Potable or recycled water use only:

- short side – 0 m to 5 m in length
- long side – greater than 5m and up to 15m in length
- extended length – greater than 15m length.

Greater Western Water also offers customers the option to have a required backflow device on the drinking water service (containment only) installed during the main to meter connection. This is an additional cost to the described works above. The plumbing application has an option customers can select should they want this option. Alternatively, customers can engage their own plumber to install any required backflow device(s). All backflow devices must be installed within five business days after the water connection has been installed by Greater Western Water.

Table 4-13: Backflow prevention fees – central

Item	Unit	Price
<b>Install and provide 20mm low risk device and outlet pipe</b>	\$ per device (incl. GST)	270.50
<b>Install and provide 25mm low risk device and outlet pipe</b>	\$ per device (incl. GST)	472.50
<b>Install and provide 20mm medium/high risk device</b>	\$ per device (incl. GST)	606.50
<b>Install and provide 25mm medium/high risk device</b>	\$ per device (incl. GST)	666.50
<b>Install and provide 32mm low risk device</b>	\$ per device (incl. GST)	1016.00
<b>Install and provide 32mm medium/high risk device</b>	\$ per device (incl. GST)	1,535.50
<b>Install and provide 40mm low risk device</b>	\$ per device (incl. GST)	1,344.00
<b>Install and provide 40mm medium/high risk device</b>	\$ per device (incl. GST)	1,796.00
<b>Install and provide 50mm low risk device</b>	\$ per device (incl. GST)	1,781.50
<b>Install and provide 50mm medium/high risk device</b>	\$ per device (incl. GST)	2,266.50
<b>Install and provide 80mm medium/high risk device</b>	\$ per device	At Cost*
<b>Install and provide 100mm medium/high risk device</b>	\$ per device	At Cost*
<b>Install and provide 150mm medium/high risk device</b>	\$ per device	At Cost*

\* GST may apply. See Note on application of GST, Page 7.

#### 4.6.6. Meter connection

As a condition of connecting to the water supply system (including the recycled water supply system where available), a water meter supplied by Greater Western Water must measure the supply of water to a property. Fees for meter connection can include installation and/or delivery.

Under the *Water Act 1989*, Greater Western Water must permit a property to be connected to the water supply or sewerage systems once an owner or occupier requests connection by notice. However, the owner (or their authorised agent) must agree to meet the cost of making that connection.

Connection costs for water supply differ by connection (meter) size. The meter size can range from 20mm to 300mm.

In the case of a residential 20mm or 25mm property service connection, Greater Western Water will generally provide both the associated pipework and the inlet side of the meter assembly.

Upon a customer request, the existing water meter may be moved a maximum of 600mm left or right of its current location or cut back closer to the property boundary. A fee is charged for the administrative time spent in managing the application, capturing the data electronically and costs incurred by Greater Western Water's contractor(s) for undertaking the required works.

Table 4-14: Meter connection and diversion fees – central

Item	Unit	Price
<b>Meter installation</b>		
<b>20mm meter installation – potable water</b>	\$ per meter	131.25
<b>20mm meter installation – recycled water</b>	\$ per meter	131.25
<b>25mm meter installation – potable water</b>	\$ per meter	305.45
<b>25mm meter installation – recycled water</b>	\$ per meter	309.15
<b>32mm meter installation – potable and recycled water</b>	\$ per meter	783.30
<b>40mm meter installation – potable and recycled water</b>	\$ per meter	971.00
<b>50mm meter installation – potable and recycled water</b>	\$ per meter	1,188.15
<b>&gt;= 80mm meter installation (including magflow water meter installation) – potable and recycled water</b>	\$ per meter	At cost
<b>Diversion and Relocation of meters</b>		
<b>Diverting existing meter assemblies up to 600mm - both potable and recycled water</b>	\$ per application	440.05
<b>Diverting existing meter assemblies up to 600mm - potable water only</b>	\$ per application	440.05

Item	Unit	Price
<b>Cutting back existing 20mm tapping to relocate existing meter closer to property boundary - either potable or recycled water</b>	\$ per assembly	321.15
<b>Cutting back existing 20mm tapping to relocate existing meters closer to property boundary - both potable and recycled water</b>	\$ per assembly	440.05
<b>Combined plugging and new tapping in same excavation</b>	\$ per plugging	At cost
<b>Remote meter devices</b>		
<b>New 20mm meter with remote device and installation</b>	\$ per device	294.65
<b>New 25mm meter with remote device and installation</b>	\$ per device	410.80
<b>Replacement of existing 20mm meter with remote read meter</b>	\$ per device	245.00
<b>Replacement of existing 25mm meter with remote read meter</b>	\$ per device	397.90
<b>Remote meter device plus installation on existing <math>\geq</math> 32mm meter</b>	\$ per device	368.95

\* AMI systems required for all multi-storey apartment buildings five levels with 30 apartments or more.

#### 4.6.7. Water meter pulse splitter

Customers wishing to attach a private data logger to a Greater Western Water meter with an existing remote reading device will need a data logging licence and pay for Greater Western Water to supply and install a water meter pulse splitter. A pulse splitter is a battery-powered unit that allows a pulse from a water meter to be split for connection to two independent devices. Pulse splitters are needed for applications where two auxiliary devices (such as data logger and remote reading devices) need to be attached to a one meter.

The requirement for pulse splitters and the associated fee is outlined in the Greater Western Water data logging licences. The water meter pulse splitter fee includes the cost of equipment (excluding data logging devices), installation and battery replacements during the license period. Customers are required to provide their own data logging devices.

Table 4-15: Water meter pulse splitter fees – central

Item	Unit	Price
<b>Water meter pulse splitter</b>	\$ per installation	1,054.70

#### 4.6.8. Meter assembly for a dry tapping

Meter assembly fees (Table 3-16) cover the costs of Greater Western Water providing a water supply to a property by installing a meter assembly for those properties that



require a 20mm or 25mm connection for a residential development. Water meter costs are included in Table 3-16.

Table 4-16: Meter assembly fees – central

Item	Unit	Price
<b>Potable water meter assembly provision and installation (20mm) including front garden tap - excluding pressure valves</b>	\$ per assembly	339.25
<b>Recycled water meter assembly provision and installation (20mm) including front garden tap - excluding pressure valves</b>	\$ per assembly	355.45
<b>Potable water meter assembly provision and installation up to meter outlet (20mm) including temporary end fitting in dual supply areas</b>	\$ per installation	364.25
<b>Recycled water meter assembly provision and installation up to meter outlet (20mm)</b>	\$ per installation	342.75
<b>Potable water meter assembly provision and installation (25mm) including front garden tap - excluding pressure valves</b>	\$ per assembly	680.90
<b>Recycled water meter assembly provision and installation (25mm) including front garden tap - excluding pressure valves</b>	\$ per assembly	682.70

#### 4.6.9. Replacement of missing meters

As a condition of connecting to the water supply system, a water meter supplied by Greater Western Water must measure the supply of water to a property. Where Greater Western Water determines that, according to its records, a property is connected but lacks a meter, a new meter will be supplied and installed at the property owner's cost – see Table 3-14 and Table 3-16. In situations where a water meter is no longer required, the customer is to apply and pay for the redundant service to be removed. See Table 3-10 *Pluggings/tee removal fees (work on water main)* for the actual work on the water main.

Table 4-17: Missing meter replacement fees – central

Item	Unit	Price
<b>20mm water meter – supply and install</b>	\$ per missing meter	169.25
<b>≥ 25mm water meter – supply and install</b>	\$ per missing meter	At cost

#### 4.6.10. Anti-theft devices

At its discretion, Greater Western Water may require the installation of an anti-theft device on new or existing water meters.

Table 4-18: Anti-theft device fees – central

Item	Unit	Price
<b>20mm water meter</b>	\$ per device	36.40

Item	Unit	Price
> 20mm water meter	\$ per device	103.70

#### 4.6.11. Locked box/pin installation/replacement

Greater Western Water may install or replace locked boxes/pins on meters for recycled water.

Table 4-19: Locked box installation/replacement fees – central

Item	Unit	Price
Locked box/pin replacement	\$ per locked box/pin	192.55

#### 4.6.12. Reticulation extension design service

Greater Western Water **does not** provide design services to developers.

The owner of a development requiring water and sewerage reticulation extensions must engage a consultant for the design, construction and survey of reticulation.

Occasionally, design services are offered by the Infrastructure Quality Team for internal Greater Western Water projects. These will be charged at cost as per capitalised labour timesheet rates, and GST may apply.

#### 4.6.13. Single/double check detectors

A single or double check detector is placed on a fire service to detect any non-fire-related use. The fees are charged to meet the initial costs of providing the check detector device upon request.

Table 4-20: Single check detectors connection fees – central

Item	Unit	Price
<b>Single check detectors connection fees</b>		
80mm x 25mm	\$ per connection	1,474.75
100mm x 25mm	\$ per connection	1,474.75
150mm x 25mm	\$ per connection	1,941.35
200mm x 25mm	\$ per connection	At cost

Table 4-21: Double check detectors' connection fees – central

Item	Unit	Price
<b>Double check detectors' connection fees</b>		
80mm x 25mm	\$ per connection	2,476.05
100mm x 25mm	\$ per connection	2,476.05
150mm x 25mm	\$ per connection	3,373.45
200mm x 25mm	\$ per connection	At cost

Item	Unit	Price
80mm x 25mm	\$ per connection	At cost

#### 4.6.14. Backflow assessment and testing

##### Backflow assessment

Upon request, Greater Western Water can conduct a backflow risk assessment can be conducted on a site. Once the assessment is completed by Greater Western Water (or its contractor), the property owner will be provided a copy of the assessment/report.

##### Backflow test

Upon request, a backflow test can be conducted on an existing backflow device(s). Once the backflow test is completed by the contractor, a copy of the test report(s) will be provided to Greater Western Water and the property owner. This also includes a commissioning test at the time of any new installation carried out by Greater Western Water's contractors.

Table 4-22: Backflow assessment and testing fees – central

Item	Unit	Price
Backflow assessment	\$ per hour (incl. GST)	165.00
Backflow testing/commissioning	\$ per device (incl. GST)	214.00

#### 4.7. Inspection requested before Greater Western Water consent issued (test prior)

This fee may be applied when, prior to Greater Western Water giving its consent to connect, a customer requires a drainage inspection on a development. This inspection will not include connection to Greater Western Water's assets and is issued solely at Greater Western Water's discretion. If Greater Western Water requires an inspection, this will be carried out by the Victorian Building Authority (VBA) at a mutually acceptable time.

Table 4-23: Drainage inspection (prior to consent issued) fees – central

Item	Unit	Price
Inspection required prior to consent	\$ per inspection	161.35
Assessing and issuing of test prior to consent to connect issued	\$ per application	265.10

#### 4.8. Recycled water inspections

Greater Western Water requires that the internal plumbing of all residential recycled water properties be inspected by its nominated contractor. This inspection ensures that there is no cross connection between potable water pipes and recycled water pipes at the time of development.

Greater Western Water may require that the internal plumbing on new non-residential developments be audited by its nominated contractor in addition to the inspections the developer/owner/builder will need to arrange under the pre-agreed Environment Improvement Plan.

Table 4-24: Recycled water connection inspection fees – central

Item	Unit	Price
<b>Inspection fees</b>		
<b>Residential</b>	\$ per application	295.15
<b>Non-residential</b>	\$ per inspection	305.95
<b>Recycled water reinspection (due to failed inspection, plumber not attending or no access)</b>	\$ per inspection	150.30

## 4.9. Other charges

Table 4-25: Other fees for new connections and new metering – central

Item	Unit	Price
<b>Costs associated with obtaining a road opening permit</b>	\$ per permit	At Cost

## 5. Information and account administration services

### 5.1. Information statements

Information statements are prescribed under the *Water Act 1989*.

Under s32 (2)(b) of the *Sale of Land Act 1962*, vendors of property in Greater Western Water's service area are required to provide potential purchasers with an information statement from Greater Western Water prior to contract signing. All property-based fees billed by Greater Western Water are included on the information statement. The statement details any encumbrance affecting the land (excluding those shown on the land title), works required to be carried out, matters outstanding and any relevant price or fee.

You, or your conveyancer or solicitor, will need to ask for an information statement before contract signing. An information statement shows:

- annual water charges
- water and sewer assets servicing the property
- any easements (except those shown on the land title)
- any other relevant information about the property

#### 5.1.1. What you'll pay

You pay for the information statement when you choose the delivery speed:

- Standard self-service (within 10 business days)
- Priority (within 1 business day)

Information statements are valid for 90 days from the issue date. There is no charge to obtain an update within this period. After the expiry date, you'll need to submit a new application. If the settlement is after the current financial year, you'll need to apply for an update in the new financial year.

Use our online form to [apply for your information statement](#).

If you are experiencing difficulties with the online form, call us on **13 44 99**.

Table 5-1: Provision of information statements fees – central

Item	Unit	Price
Standard	\$ per statement	22.06
Priority	\$ per statement	64.08 (Currently Unavailable)

### 5.2. Removing and testing a water meter

Greater Western Water's water meters will satisfy the applicable standards required by the *Water Act 1989* and Trade Measurement Victoria. Greater Western Water may conduct tests from time to time to ensure its meters comply with these standards.

If a customer disputes the accuracy of a water meter reading, the meter may be removed and tested.

Upon request by a customer, Greater Western Water will perform a test to ascertain whether the meter is accurate. Greater Western Water will arrange for an off-site independent test if requested by the customer. A fee is imposed to contribute to the cost of removing, replacing and testing the meter under this request.

If either test demonstrates that the meter is reading with an upwards bias of more than 4 per cent, Greater Western Water will:

- replace the inaccurate meter
- pay the cost of the test, and
- adjust the previous usage account accordingly.

If the off-site independent test demonstrates compliance with the applicable standards, or if the meter is reading low, Greater Western Water may

- impose a reasonable charge for the cost of the test on the customer
- recover amounts owing for the accurate reading of the meter from the customer.

Table 5-2: Removing and testing water meter fees – central

Item	Unit	Price
<b>Removing and testing water meter</b>		
<b>20mm meter</b>	\$ per removal / test	288.53
<b>25mm meter</b>	\$ per removal / test	425.83
<b>32mm meter</b>	\$ per removal / test	473.98
<b>40mm meter</b>	\$ per removal / test	602.47
<b>50mm meter</b>	\$ per removal / test	647.92
<b>80mm meter</b>	\$ per removal / test	At cost
<b>100mm meter</b>	\$ per removal / test	At cost
<b>150mm meter</b>	\$ per removal / test	At cost

### 5.3. Restricting or restoring a water supply

Under section 141 of the *Water Act 1989*, Greater Western Water can restrict a customer's water supply for non-payment of any money due to Greater Western Water, as well as for breaches of water restrictions, misuse of water, failure to grant access and improper plumbing. The *Water Act 1989* also provides that a fee may be imposed for subsequently removing a restriction or recommencing that supply.

Greater Western Water can also restrict a customer's water supply for repeated violations of permanent water saving rules and water restrictions.

Water restrictive devices can either be of the 'silver box' type (effectively locking the stop tap) or the 'disc meter' type (which limits the water flow through a meter).

Restrictions at or near the main are only carried out where restrictive devices have been tampered with or where meters are not installed.

If any restriction device is tampered with, subsequent attendance to rectify the tampering may attract a further fee.

Water supply is not restricted where customers can demonstrate that they are facing payment difficulties and are prepared to negotiate a payment plan with Greater Western Water. We have a range of options available, including payment extensions and flexible payment plans. Customers are encouraged to contact Greater Western Water if they are experiencing payment difficulties.

Table 5-3: Removal of a restriction device fees – central

Item	Unit	Price
<b>Application and removal of restriction</b>	\$ per application/removal pair	355.67
<b>Rectification of restriction tampering</b>	\$ per visit	168.87

## 5.4. Freedom of information request

Greater Western Water is subject to the *Freedom of Information Act 1982* (the FOI Act).

The FOI Act allows people to gain access to information and documents maintained and held by Greater Western Water.

Before submitting a FOI request online, please [contact us](#), as the information may already be publicly available without having to make an FOI request.

Each application for information attracts a fee except in cases of proven payment difficulty. Applications must identify the documents required. Additional fees are applicable where photocopying or other media (e.g. a USB stick) are needed to complete the relevant request. Where the charges (other than the application fee) are anticipated to exceed \$25, Greater Western Water will confirm the applicant wishes to proceed with the FOI request.

Table 5-4: Freedom of information request fees – central

Item	Unit	Price
<b>Freedom of information request</b>	\$ per request	33.60
<b>Search time and supervision</b>	\$ per request	25.20
<b>Copying of documents</b>	\$ per page	0.20

Note that charges (not being an application fee) for access to documents will not be incurred where an FOI request is for access to a document containing information relating to the personal affairs of the applicant.

General enquiries relating to Freedom of Information may be made by contacting the Freedom of Information Officer on (03) 9313 8353.

The fastest and most secure method to submit an FOI request is [online](#). However, if you prefer to send your FOI request in the mail, please send it to:

Freedom of Information Officer  
Greater Western Water  
Locked Bag 350  
Sunshine, Victoria 3020



## 6. Chargeable works

Chargeable works are those works that can only be carried out by Greater Western Water's maintenance contractor/partner due to either the specialist skills required or the high risks to Greater Western Water's assets associated with the work.

The most common examples of chargeable works and services are maintenance of Local Government-owned fire hydrants, repair of assets following damage and alterations to assets at the request of third parties.

### 6.1. Chargeable works overheads

Chargeable works fees are charged to the customer at cost (in accordance with a contracted schedule of rates) plus an overhead to contribute to the recovery of the administrative costs associated with the maintenance contractor/partner.

Table 6-1: Loading (overhead) applied to chargeable works – central

Item	Unit	Price
<b>Chargeable works and services overhead</b>	%	30%*

\* See Note on application of GST, page 9.

### 6.2. Incident support charge-out rates

In some circumstances, Greater Western Water personnel are involved in the management of major chargeable works or incidents that are carried out by Greater Western Water's maintenance contractor/partner or subcontractors.

The following rates are based on the estimated time Greater Western Water personnel are involved with major chargeable works or incidents:

Table 6-2: Incident support charge-out rates – central

Item	Unit	Price
<b>Manager / Senior Engineer</b>	\$ per hour (incl. GST)	257.32
<b>Engineering Support</b>	\$ per hour (incl. GST)	204.22
<b>Technical / Administrative Support</b>	\$ per hour (incl. GST)	182.05

# Greater Western Water

## Pricing Handbook 2024-25

### Western region (previously Western Water)

This section of the Pricing Handbook includes prices that apply to the area within Greater Western Water that was previously serviced by Western Water and prices that apply to the whole Greater Western Water service area.

To find out which section of this document contains information relevant to your property or business, refer to Figure 1-1 on page 6 or go to [gww.com.au](http://gww.com.au) and enter your postcode. If you have trouble identifying which part of our service area your property or business sits in, contact us on **13 44 99** and we can help.

## 7. Principal services

### 7.1. Introduction to principal services

Greater Western Water's principal fees relate to water supply, recycled water, sewerage and trade waste services.

#### 7.1.1. Structure of fees

Fees for Greater Western Water's principal services comprise a fixed network fee and/or a variable (usage and, in some cases, disposal) fee.

Network fees are billed quarterly in advance, while usage and disposal fees are billed quarterly in arrears. Customers who use large volumes of water or recycled water may be billed usage and disposal fees monthly in arrears. Our usage and disposal fees are billed per thousand litres, known as a kilolitre, abbreviated as kL.

Separate sets of fees are charged for residential and non-residential customers.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to or serviced by Greater Western Water's network. For an owners' corporation where water is solely used for common property, individual lots within the subdivision are not charged a separate network service tariff if they are not connected to Greater Western Water's network. The network service tariff that applies to the common property would be apportioned across lot owners based on lot liability (as determined by the Owner's Corporation). Under s 263A(2) of the *Water Act 1989*, Greater Western Water can apportion the lot liability across the lots covered by the owners corporation rather than separately billing the owners corporation if individual lots are also connected to Greater Western Water's network.

Fees for trade waste services are structured in a similar manner to water supply and sewerage, comprising a fixed 'trade waste agreement fee' and variable fees based on the volume and chemical composition of the trade waste.

#### 7.1.2. Liability for fees

The property owner is responsible for water and sewerage network fees. Liability for residential usage and disposal fees generally falls to the occupier where the property has a separate water meter, the occupier's details have been provided to Greater Western Water, and an initial meter reading has been taken. However, a rental agreement might specify that the property owner will pay for water usage. The property owner is responsible for any non-residential usage and disposal fees. In all cases, the occupier is responsible for trade waste fees.

Liability for all fees is determined according to rules set out in the *Water Act 1983*, the *Water Industry Act 1994* and Schedule 3 of the 2024 GWW Determination.

#### 7.1.3. Interest on overdue accounts

Most customers will receive a quarterly or monthly bill and have at least 10 business days from the date the bill is issued to make the payment. The due date will be clearly identified on the bill. Greater Western Water can apply interest to unpaid Greater Western Water fees at the rate set by the Essential Services Commission under s 140 of

the *Water Industry Act* (Vic). The Essential Services Commission's interest rate for overdue accounts is indicated in Table 7-1.

Table 7-1: Interest rate for overdue accounts

Item	Rate
<b>Allowable interest rate set by the Essential Services Commission</b>	5.7%

For more information on payment options, refer to Greater Western Water's Customer Charter.

## 7.2. Water supply

Water supply fees are comprised of a fixed component known as a network fee and a usage component based on how much water a customer consumes as measured by a water meter.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to or serviced by Greater Western Water's network. For an owners' corporation where water is solely used for common property, individual lots within the subdivision are not charged a separate network service tariff if they are not connected to Greater Western Water's network. The network service tariff that applies to the common property would be apportioned across lot owners based on lot liability (as determined by the Owner's Corporation). Under s 263A(2) of the *Water Act 1989*, Greater Western Water can apportion the lot liability across the lots covered by the owners corporation rather than separately billing the owners corporation if individual lots are also connected to Greater Western Water's network.

Residential customers pay a two-step inclining block tariff for their water usage, where the price for water increases as the volume consumed increases (Table 7-2). Non-residential customers are charged a flat price per kilolitre used (Table 7-3).

Residential and non-residential network fees are based on the size of the meter through which water passes to the property from Greater Western Water's main supply. A larger meter attracts a higher network charge. This acknowledges that Greater Western Water must plan (and pay) for and supply additional network capacity for larger meters. See Table 7-2 for residential network fees and Table 7-3 for non-residential network fees.

Table 7-2: Residential water tariff – western

Item	Unit	Price
<b>Network</b>		
<b>20 mm</b>	\$ per property per annum	224.23
<b>25 mm</b>	\$ per property per annum	350.37
<b>32 mm</b>	\$ per property per annum	574.05
<b>40 mm</b>	\$ per property per annum	896.95
<b>50 mm</b>	\$ per property per annum	1,401.50

Item	Unit	Price
80 mm	\$ per property per annum	3,587.85
100 mm	\$ per property per annum	5,606.03
150 mm	\$ per property per annum	12,613.58
<b>Usage</b>		
<b>Step 1 (0-440 litres/day)</b>	\$ per kL	2.6453
<b>Step 2 (441+ litres/day)</b>	\$ per kL	3.4059

Consider the following examples for the calculation of the **usage component** of a residential water bill in the western region, where the meter supplies a single residence.<sup>4</sup>

### Example A

Residents of Property A use 27 kL of water in the March quarter (90 days), equating to an average daily use of 300 L / day. In addition to the standard quarterly network fee, the water usage fee applied to Property A for the March quarter will be in accordance with 'Step 1' – that is:

Block	Average daily usage (in litres) over 90 days	Price per kL for usage in relevant block	Value of water used in relevant block(s)
[Column A]	[Column B]	[Column C]	[Column D = B* x C]
<b>Step 1</b>	300	\$2.6453	\$71.42
<b>Step 2</b>	0	\$3.4059	\$0.00
<b>Total</b>	300		\$71.42

\* converted back to quarterly volumes in kL – i.e.  $B^* = B \times 90 \text{ days} / 1000$

<sup>4</sup> For multiple residences connected to a single meter, metered water usage will be divided by the number of residences and the water bill for each residence would be separately calculated in accordance with the examples that follow.

## Example B

Residents of Property B use 54 kL of water in the March quarter (90 days), equating to an average daily use of 600 L / day. In addition to the standard quarterly network fee, the water usage fee applied to Property B for the March quarter will reflect an average of 440 L / day at 'Step 1' rates and the remaining 160 L / day at 'Step 2' rates – that is:

	Average daily usage (in litres) over 90 days	Price per kL for usage in relevant block	Value of water used in relevant block(s)
[Column A]	[Column B]	[Column C]	[Column D = B* x C]
<b>Step 1</b>	440	\$2.6453	\$104.75
<b>Step 2</b>	160	\$3.4059	\$49.04
<b>Total</b>	600		\$153.79

\* converted back to quarterly volumes in kL – i.e. B\* = B x 90 days / 1000

Table 7-3: Non-residential water tariff – western

Item	Unit	Price
<b>Network</b>		
<b>20 mm</b>	\$ per property per annum	224.23
<b>25 mm</b>	\$ per property per annum	350.37
<b>32 mm</b>	\$ per property per annum	574.05
<b>40 mm</b>	\$ per property per annum	896.95
<b>50 mm</b>	\$ per property per annum	1,401.50
<b>80 mm</b>	\$ per property per annum	3,587.85
<b>100 mm</b>	\$ per property per annum	5,606.03
<b>150 mm</b>	\$ per property per annum	12,613.58
<b>Usage</b>	\$ per kL	3.2649

Concessions may apply as noted in section 7.6 of this handbook.

## 7.3. Sewerage

Sewerage fees for residential and non-residential customers are a fixed network fee.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to or serviced by Greater Western Water's network. For an owners' corporation where water is solely used for common property then individual lots within the subdivision are not charged a separate network service tariff if they are not connected to Greater Western Water's network. The network service tariff that applies to the common property would be apportioned across lot owners based on lot liability (as determined by the Owner's Corporation). Under s 263A(2) of the *Water Act 1989*, Greater Western Water can apportion the lot

liability across the lots covered by the owners corporation rather than separately billing the owners corporation if individual lots are also connected to Greater Western Water's network

Table 7-4: Residential sewerage tariff – western

Item	Unit	Price
<b>Network</b>	\$ per property per annum	525.83

Table 7-5: Non-residential sewerage tariff – western

Item	Unit	Price
<b>Network</b>	\$ per property per annum	552.05

## 7.4. Recycled water

Greater Western Water provides a retail recycled water service through separate, purple-coloured pipes and meters. Fees for this service in the western region comprise a fixed network fee component and a usage component based on the volume of recycled water as measured by a meter.

Network fees for water supply and sewerage are charged to properties on a 'per lot' basis and apply to each property that is connected to or serviced by Greater Western Water's network. For an owners' corporation where water is solely used for common property, individual lots within the subdivision are not charged a separate network service tariff if they are not connected to Greater Western Water's network. The network service tariff that applies to the common property would be apportioned across lot owners based on lot liability (as determined by the Owner's Corporation). Under s 263A(2) of the *Water Act 1989*, Greater Western Water can apportion the lot liability across the lots covered by the owners corporation rather than separately billing the owners corporation if individual lots are also connected to Greater Western Water's network.

The fees for Class A recycled water are provided in Table 7-6 and the fees for Class B and Class C in Table 7-7. Class A is the highest quality of recycled water.

Concessions as noted in Section 7.6 of this handbook are applied to both potable water use and recycled water use.

Table 7-6: Residential and non-residential recycled water tariff: Class A – western

Item	Unit	Price
<b>Network – Class A</b>		
<b>20 mm</b>	\$ per property per annum	120.97
<b>25 mm</b>	\$ per property per annum	189.13
<b>32 mm</b>	\$ per property per annum	309.87
<b>40 mm</b>	\$ per property per annum	484.18
<b>50 mm</b>	\$ per property per annum	756.60

Item	Unit	Price
<b>80 mm</b>	\$ per property per annum	1,937.07
<b>100 mm</b>	\$ per property per annum	3,026.73
<b>150 mm</b>	\$ per property per annum	6,810.25
<b>Usage – Class A</b>	\$ per kL	2.1577

\* Quarterly network charges for residential recycled water will not be applied until such time as recycled water is available to residential customers.

Class A recycled water network fees depend on the size of the meter through which recycled water passes to the property from Greater Western Water's main supply (Table 7-6). A larger meter attracts a higher network charge. This acknowledges that Greater Western Water must plan (and pay) for and supply additional network capacity for larger meters.

Table 7-7: Non-residential recycled water tariff: Class B and C – western

Item	Unit	Price
<b>Network – Class B and C</b>	\$ per property per annum	799.60
<b>Usage fee – Class B and C</b>		
<b>Off Peak: 01/07/24 – 31/10/24</b>	\$ per kL	0.2875
<b>Peak: 31/10/24 – 31/03/25</b>	\$ per kL	0.4634
<b>Off Peak: 31/03/25 – 30/06/25</b>	\$ per kL	0.2907

Charges for Class B and C recycled water services comprise a fixed network fee and a usage component based on the volume of recycled water as measured by a meter and on the time of year of usage. These service availability fees do not depend on the size of the meter. Class B and C recycled water can be supplied for several commercial and agricultural applications such as racecourse irrigation, nurseries and recreational turf.

## 7.5. Trade waste

Trade waste is any liquid waste, other than domestic sewage, that is generated by industrial and commercial business activities and discharged to the sewerage system. Section 178 of the Water Act 1989 states that it is an offence to discharge trade waste into the sewerage system managed by Greater Western Water without a Trade Waste Agreement or consent.

A range of fees applies to customers discharging commercial and industrial wastes or 'trade waste' to the sewerage system. These fees reflect both the:

- fixed costs associated with establishing trade waste agreements and consents, and monitoring subsequent compliance
- variable costs associated with accepting trade waste with a different chemical composition to sewage.



Trade waste fees may consist of three components:

- application fees for new customers
- management fees, to cover the costs of site inspections, monitoring, administering, and reviewing Trade Waste Agreements
- volume and quality charges, based upon the customers' risk rating, to cover the cost of collecting, transporting, treating and disposing of trade waste as well as managing environmental impacts.

For more information on Trade Waste go to [gww.com.au](http://gww.com.au) or contact us on **13 44 99**.

For the purposes of the *Water Act 1989*, part 6 of the *Water (General) Amendment Regulations 2025* prescribes the following as trade waste:

- any superfluous matter derived from, or that is a by-product of, a trade, industrial, commercial, medical, dental, veterinary, agricultural, horticultural or scientific activity;*
- any waste matter (other than waste matter that is discharged from private residences)—*
  - that consists solely or partly of food; or*
  - that results from any process connected with the preparation of food;*
- any waste matter discharged from a laundry—*
  - used for the purposes of a private or public hospital, school or other institution; or*
  - used for the purposes of a hotel, motel or similar establishment; or*
  - where use of the laundry is subject to the payment of a fee; or*
  - used for any other commercial purpose;*
- any waste matter discharged from—*
  - any cooling, refrigeration or air-conditioning system installed on premises on which any activity referred to in paragraph (a) occurs; or*
  - a ship's ballast; or*
  - municipal or commercial swimming pools, including filter backwash effluent; or*
  - any primary, secondary or tertiary educational establishment where the matter is a by-product of a scientific, artistic or photographic activity or any trade based training activity;*
- any superfluous matter derived from, or that is a by-product of, a desalination process or that is discharged from works used in a desalination process, whether on residential or non-residential premises;*
- any superfluous matter derived from, or that is a by-product of, a groundwater quality monitoring system, a groundwater extraction and disposal system or a groundwater treatment system;*
- any superfluous matter derived from, or that is by-product of, construction activities;*
- run-off from water used to extinguish a fire or to deal with any other hazard or emergency on premises on which an activity referred to in paragraph (a) occurs;*
- leachate from any private, commercial or municipal landfill or from a commercial composting or vermiculture facility;*
- sewage sludge from a facility for the disposal of septic tank sludge or sewage treatment plant sludge.*

Discharge of trade waste must comply with Greater Western Water's 'Approved Acceptance Criteria for discharge to the sewerage system' as approved by the Essential Services Commission. Greater Western Water is under no obligation to accept non-compliant trade waste but can do so subject to certain conditions.

If discharge breaches a customer's trade waste agreement or consent, or the customer fails to apply for a trade waste agreement or consent following requests to do so, a trade waste compliance management process comes into effect. As Greater Western Water incurs additional administrative and analytical expense due to this process, a range of non-compliance fees apply (see sections 7.5.1 - 7.5.4 of this handbook).

### 7.5.1. Trade waste risk rank

The 'risk rank' of a customer can alter the fees that are applied. Trade waste risk rank scores are calculated as follows:

$$R = L + V + H + A + S + C$$

Where:

**R** Is a risk rank score

**L** Location of the discharge in relation to the treatment plant

If discharging to Western Treatment Plant and > 5 km radius  $L = 0$

If discharging to Western Treatment Plant and  $\leq 5$  km radius  $L = 10$

If discharging to Altona or Melton Treatment Plant  $L = 15$

If discharging to any other plant  $L = 18$

**V** Average daily discharge volume from recorded volumes over the last twelve months. If no volumes are recorded, the daily maximum volume is used

Average daily volume (kL)	V – Western Treatment Plant	All other treatment plants
<5	1	2
≥5 and < 25	10	25
≥ 25 and < 50	20	50
≥ 50 and < 75	30	75
≥ 75 and < 100	40	100
≥ 100 and < 500	50	125
≥ 500 and < 1000	75	150
≥ 1000 and < 2000	100	150
≥ 2000	150	150

**H** The compliance history of samples taken over the last three years.

$H$  = number of samples with at least one parameter out of limits as a percentage of the total number of samples.

*If the total number of samples is less than 4,  $H = 10$ .*

**A** *Every customer has a list of activities assigned to their business. It is the activity with the highest value that is used i.e. activity and value with highest risk. The value will be 1, 5, 10, 25, 50 or 75. The following are examples that can be expanded upon during discussions with new applicants:*

*A = 1 for example food preparation*

*A = 5 for example wash-down water*

*A = 10 for example textile finishing*

*A = 25 for example wool carbonising*

*A = 50 for example chrome tanning*

*A = 75 for example liquid waste disposal*

**S** *The substances that a customer is likely to be discharging to sewer are given a value based on the activity value.*

*S = 50 if the activity weighting is either 50 or 75*

*S = 10 if the activity weighting is either 10 or 25*

*S = 0 if the activity weighting is either 1 or 5*

**C** *A class is assigned to represent the risks associated with different manufacturing sectors. If more than one class applies, the class with highest risk is used in the risk ranking.*

*C = 50 for example liquid waste disposal*

*C = 30 for example chemical blending*

*C = 25 for example electroplating – dip.*

*C = 20 for example rendering or metal pickling*

*C = 15 for example dyeing*

*C = 10 for example contaminated groundwater*

*C = 0 for example carpet cleaning*

The risk rank is considered when Greater Western Water determines its inspection and sampling frequency, the agreement term, and conditions such as customer self-monitoring and risk assessment plan requirements.

Table 7-8: Risk rank – western

Risk rank score (R)	Risk rank
$\geq 150$	1
$\geq 120$ and $< 150$	2
$\geq 90$ and $< 120$	3
$\geq 50$ and $< 90$	4

Risk rank score (R)	Risk rank
< 50	5

### 7.5.2. Trade waste application

Trade waste customers must develop a management plan and submit an application form before they discharge trade or septic waste.

Every application for a Trade waste agreement or Trade waste consent shall be accompanied by a fee for the processing of the application according to the following scale.

Table 7-9: Trade waste application fees – western

Item	Unit	Price
<b>Risk Rank 1</b>	\$ per application	1,196.99
<b>Risk Rank 2</b>	\$ per application	504.70
<b>Risk Rank 3</b>	\$ per application	271.85
<b>Risk Rank 4</b>	\$ per application	172.92

### 7.5.3. Trade waste agreement

Once a trade waste agreement or consent is in place, customers pay the relevant fee, at least quarterly in advance, for ongoing compliance monitoring and administration.

Table 7-10: Trade waste agreement fees – western

Item	Unit	Price
<b>Risk Rank 1</b>	\$ per annum	3,206.83
<b>Risk Rank 2</b>	\$ per annum	1,576.21
<b>Risk Rank 3</b>	\$ per annum	705.00
<b>Risk Rank 4</b>	\$ per annum	336.07

### 7.5.4. Trade waste volume and quality – complying trade waste

Trade waste customers in the western region are categorised as either 'Category B' or 'Category C' and pay volumetric fees based on the quality of their trade waste.

- Category B: Biochemical Oxygen Demand < 400mg/L and Suspended solids < 400mg/L
- Category C: Biochemical Oxygen Demand ≥ 400mg/L and Suspended solids ≥ 400mg/L

The volume of trade waste discharged to the sewerage network is determined by a discharge factor. In the Western Region, Greater Western Water uses a factor of 0.6 (for example, every 1000 litres of water consumed, 600 litres is estimated to go to sewer as trade waste). The factor will be adjusted depending on site-specific use.

Greater Western Water generally does not meter the trade waste discharges to sewer (except for major customers), so the potable water consumption per billing period is used with an industry adjustment factor to estimate the trade waste discharge.

If a customer wishes Greater Western Water to review the use of the discharge factor, they either need to install a flow meter to measure actual trade waste discharges to sewer or provide satisfactory alternative discharge volume evidence.

Table 7-11: Trade waste volumetric fees – Western

Item	Unit	Price
<b>Category B</b>	\$ per kL	2.0972
<b>Category C</b>	\$ per kL	1.4681

#### 7.4.1 Trade waste quality fees

Trade waste quality fees in the Western Region are determined using industry averages for similar businesses or, in some cases, by sampling undertaken directly at the business.

Greater Western Water has built a trade waste database of typical wastewater quality for various industry types. Greater Western Water did this by randomly selecting a sample of customers to cover a wide range of industry types and using waste quality results and results obtained from other water authorities. Greater Western Water will continue to refine the data as more information is collected.

For new customers, bills will be based on an industry average derived from Greater Western Water's trade waste database to set the initial method of determining volume and concentrations of:

- 5-day biochemical oxygen demand (BOD)
- suspended solids (SS)
- total Kjeldahl nitrogen (TKN)
- inorganic total dissolved solids (ITDS).

On commencing discharge, Greater Western Water may undertake a sampling program or may require that a sampling program be undertaken by the customer to confirm these levels.

Re-assessment can occur at any time, particularly if a customer changes production methods. Customers may also request a pricing reassessment at any time or request a review of the charges if the customer provides satisfactory evidence of discharge quality that differs from Greater Western Water's information.

Table 7-12: Trade waste quality of discharge fees – Western

Item	Unit	Price
<b>Biochemical Oxygen Demand &gt; 400mg/L</b>	\$ per kg	0.4238
<b>Suspended solids &gt; 400mg/L</b>	\$ per kg	0.2699
<b>Total phosphorus &gt; 30mg/L</b>	\$ per kg	0.6312

Item	Unit	Price
<b>Total combined nitrogen &gt; 60mg/L</b>	\$ per kg	0.8118
<b>Total oxidisable sulphur &gt; 100mg/L</b>	\$ per kg	1.1731
<b>Sodium &gt; 250mg/L</b>	\$ per kg	0.1793
<b>Arsenic &gt; 0.2g/day</b>	\$ per kg	0.2698
<b>Heavy metals</b>		
<b>Cadmium &gt; 0.4g/day</b>	\$ per kg	0.2698
<b>Chromium (III and VI) &gt; 100g/day</b>	\$ per kg	0.2698
<b>Copper &gt; 100g/day</b>	\$ per kg	0.2698
<b>Lead &gt; 100g/day</b>	\$ per kg	0.2698
<b>Mercury &gt; 0.2g/day</b>	\$ per kg	0.2698
<b>Nickel &gt; 10g/day</b>	\$ per kg	0.2698
<b>Selenium &gt; 10g/day</b>	\$ per kg	0.2698
<b>Zinc &gt; 100g/day</b>	\$ per kg	0.2698

### 7.5.5. Trade waste penalty units

Section 178 of the *Water Act 1989* states that it is an offence to discharge trade waste into the sewerage system managed by Greater Western Water without a Trade Waste Agreement or consent.

Trade waste penalty units apply to those who commit this offence in the Western Region, as listed below. A separate set of non-compliance fees applies to the Central Region.

Table 7-13: Trade waste penalty units – Western

Item	Unit	Price
<b>1st major breach</b>	\$ per event	217.18
<b>2nd major breach</b>	\$ per event	458.52
<b>3rd major breach</b>	\$ per event	1,025.66
<b>4th major breach</b>	\$ per event	2,087.55

## 7.6. Concessions on water supply and sewerage

Under Division 8 of Part 13 of the *Water Act 1989*, Greater Western Water may provide concessions to customers on the Government's behalf.

### 7.6.1. Water and sewerage concessions for pensioners and concession card holders

All eligible pensioners and Health Care Cardholders will receive a standard rebate on their water and sewerage bill up to a maximum dollar value per annum. Where households are not sewered and therefore do not pay sewerage fees, the maximum rebate is reduced.

Table 7-14: Water and sewerage bill concessions applied to pensioners and concession card holders

Item	Unit	Rate / Price
<b>Standard discount</b>	%	50%
<b>Maximum rebate</b>		
<b>Water and sewer customers</b>	\$ per property per annum	372.10
<b>Water only customers</b>	\$ per property per annum	186.05
<b>Administration Fee</b>	\$ per transaction	0.79

### 7.6.2. Water and sewerage rebate scheme for not-for-profit organisations

The *Metropolitan Water and Sewerage Rebates for Eligible Organisations Order 1998*, issued under the *Water Industry Act 1994*, establishes a water and sewerage rebate scheme for not-for-profit organisations. The rebate is limited to a maximum amount off the combined water and sewerage service fees imposed on the property in a financial year. The amount of the rebate is reduced proportionately according to the proportion of the financial year for which the organisation was not liable for the service fee or was ineligible to claim the rebate in respect of the property.

Table 7-15: Water and sewerage rebate applied to not-for-profit organisations

Item	Unit	Concession
<b>Maximum rebate</b>	\$ per property per annum	260

To be eligible for the rebate, the property must be predominantly used for at least one of the following:

- by a charitable organisation for charitable purposes
- by a not-for-profit organisation providing or promoting outdoor sporting, recreational, cultural or other similar outdoor activities for such purposes (excluding a body that promotes or controls horse racing, pony racing or harness racing)
- by a war veterans' organisation
- as a sub-branch of the Returned Services League of Australia
- by the Air Force Association (Victorian Division)
- by the Australian Legion of Ex-Servicemen and Women (Victorian Branch)
- By a public statutory body, such as for a public open space or park.

'Predominantly used' means that, with permission from the property owner, an eligible organisation uses more than 50% of the property or uses the property for more than 50% of the time, to pursue their objectives.

### 7.6.3. Life support (haemodialysis) machine concessions

The 'Life support (haemodialysis) machine concession' provides a per annum free water allowance (applied quarterly) – 25 per cent of the per annum allowance is applied to each quarter's metered water usage as a reduction in that quarter's billed water usage.

Table 7-16: Life support (haemodialysis) machine concession

Item	Unit	Allowance
Free water	kL per annum	168

To be eligible for the concession, a person must comply with the following conditions:

- Hold an eligible concession card (Pensioner Concession Card, Health Care Card, Veterans' Affairs Gold Card) and
- Use an eligible life support machine or
- Have a household member who uses an eligible life support machine

For more information on the life support (haemodialysis) machine concession, refer to the [Department of Families, Fairness and Housing' 'Life Support Concession' webpage](#).

## 7.7. Fees collected on behalf of other organisations

Greater Western Water bills and collects the Waterways and Drainage Charge for Melbourne Water Corporation and the 'parks charge' for the Department of Energy, Environment and Climate Action. Greater Western Water has no role in determining these rates.

### 7.7.1. 'Waterways and drainage charge' collected on behalf of Melbourne Water

Greater Western Water bills and collects the 'Waterways and Drainage Charge' on behalf of Melbourne Water Corporation. Funds raised are used to look after rivers and creeks and to manage drainage and floodplains.

Fees for non-residential customers are based on a property's net annual value (NAV) at 1990 levels of valuation. If valuations for properties constructed or altered after 1990 are on other than 1990 values, then equalisation factors determined by the Valuer-General are used to adjust Council valuations back to the 1990 valuation base.

Property owners are responsible for the 'Waterways and Drainage Charge'.

Residential customers pay a fixed 'minimum fee'.

The fees charged depend on the location of a property within the readjusted Melbourne Water drainage boundary, the Urban Growth Boundary as described below.



### 7.7.1.1 Residential

The residential 'Waterways and Drainage Charge' is billed to all residential properties located within the Urban Growth Boundary (UGB), including any extensions made to the UGB from 2010.

Table 7-17: Residential 'Waterways and Drainage Charge'

Item	Unit	Price
<b>Residential (old UGB) - minimum fee</b>	\$ per property per annum	125.00

### 7.7.1.2 Non-residential

The application of the 'Waterways and Drainage Charge' is affected by the extension of the Urban Growth Boundary (UGB), which occurred in November 2005. Properties inside the old UGB face a different set of charges than properties that were newly captured by the extension of the UGB. Parameters relevant to the calculation of the 'Waterways and Drainage Charge' for non-residential properties (which include commercial operations like hotels, factories, and retail organisations) are outlined in Table 7-18.

Table 7-18: Non-residential 'Waterways and Drainage Charge'

Item	Unit	Price
<b>Non-residential (old UGB) - minimum fee</b>	\$ per property per annum	187.80
<b>Non-residential (old UGB) - NAV-based fee</b>	\$ per \$NAV	0.005032

Non-residential properties face a 'Waterways and Drainage Charge' as follows:

- Properties inside the old UGB are subject to a charge that is the greater of either:
  - the 'minimum fee'; or
  - a net annual value (NAV)<sup>5</sup> based fee.
- Properties that were newly captured with the extension of the UGB in November 2005, as well as farmland properties holding relevant exemptions, are only subject to the 'minimum fee'.

Consider the following example:

Property D and Property E (each of which are inside the old UGB) have different assessed net annual values and, as is the case for all relevant properties, their respective NAV-based fees must be calculated before the final 'Waterways and Drainage Charge' can be determined – the NAV-based fees would be:

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
<b>[Column A]</b>	<b>[Column A]</b>	<b>[Column C]</b>	<b>[Column D = B x C]</b>
<b>Property D</b>	\$40,000	0.005032	\$201.28

<sup>5</sup> 'NAV' refers to Net Annual Value (\$) on a 1990 valuation basis.

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
<b>Property E</b>	\$8,000	0.005032	\$40.26

The 'Waterways and Drainage Charge' imposed on each property is as follows:

- As the NAV-based fee calculated for Property D (\$201.28) is greater than the 'minimum fee' (\$187.81), Property D is liable for a 'Waterways and Drainage Charge' equal to the NAV-based fee of \$201.28.
- As the NAV-based fee calculated for Property E (\$40.26) is less than the 'minimum fee' (\$187.81), Property E is liable for a 'Waterways and Drainage Charge' equal to the 'minimum fee' of \$187.81.

### 7.7.1.3 Rural

The rural 'Waterways Charge' is billed to customers living within Melbourne Water's Waterways Management District, but outside the current UGB. Rural areas mostly benefit from Melbourne Water's waterway services and some aspects of flood protection. Because of this, a lower fee is billed to rural customers to reflect the lower level of drainage and flood protection services compared to urban customers.

Table 7-19: Rural 'Waterways Charge'

Item	Unit	Price
<b>Residential and non-residential (outside UGB) – minimum fee</b>	\$ per property per annum	68.60

For more information on the 'waterways and drainage charge', refer to [Melbourne Water's Waterways and Drainage Charge webpage](#).

### 7.7.2. 'Parks charge' collected on behalf of the Department of Energy, Environment and Climate Action (DEECA)

Greater Western Water collects the 'Parks charge' on behalf of the Department of Energy, Environment and Climate Action (DEECA). Funds raised go to Parks Victoria, Zoos Victoria, the Royal Botanic Gardens and the Shrine of Remembrance for the development, management and maintenance of metropolitan parks, gardens, trails, waterways, and zoos.

The relevant fee is calculated as the greater of either the 'minimum fee' or a fee based on the NAV of the property in question.

Table 7-20: 'Parks charge'

Item	Unit	Price
<b>Minimum fee</b>	\$ per property per annum	89.80
<b>NAV-based fee</b>	\$ per \$NAV	0.00525

## Example

Property F and Property G have different assessed net annual values and, as is the case for all relevant properties, their respective NAV-based fees must be calculated before the final 'parks charge' can be determined – the NAV-based fees would be:

Property	Assessed NAV	\$ per \$NAV	Calculated NAV-based fee
[Column A]	[Column A]	[Column C]	[Column D = B x C]
Property F	\$20,000	0.00525	\$105.00
Property G	\$15,000	0.00525	\$78.75

The 'parks charge' imposed on each property is as follows:

- As the NAV-based fee calculated for Property F (\$105.00) is greater than the 'minimum fee' (\$89.80), Property F is liable for a 'parks charge' equal to the NAV-based fee of \$105.00.
- As the NAV-based fee calculated for Property G (\$78.75) is less than the 'minimum fee' (\$89.80), Property G is liable for a 'parks charge' equal to the 'minimum fee' of \$89.80.

For more information on the 'parks charge' refer to [Parks Victoria's 'Parks' Charge webpage](#).

## 7.8. Guaranteed service levels

Greater Western Water has a commitment to pay a financial rebate to residential customers if it does not achieve a pre-determined level of service. The 'Guaranteed service levels' (GSL) scheme ensures that any rebate is credited to a customer's account automatically.

Table 7-21 outlines Greater Western Water's GSL and the rebate Greater Western Water will provide if these levels of service are not achieved.

Table 7-21: Guaranteed service levels

Guaranteed service levels	Metric	Rebate
<b>Water service</b>		
<b>More than 5 unplanned water supply interruptions within any 12-month period</b>	\$ per breach (paid at 6th interruption)	\$250
<b>More than 3 unplanned water supply interruptions within any 12-month period</b>	\$ per breach (paid at 4th interruption)	\$125
<b>Unplanned water supply interruption not restored within 5 hours of notification</b>	\$ per relevant interruption	\$125
<b>Planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)</b>	\$ per relevant interruption	\$125

Guaranteed service levels	Metric	Rebate
<b>Failure to give at least 2 business days' notice of a planned water supply interruption</b>	\$ per relevant interruption	\$100
<b>A water quality advisory notice is issued</b>	\$ per notice	Affecting <50 customers: \$5000 community rebate  Affecting 50 or more customers: \$10,000 community rebate per impacted postcode
<b>Sewer service</b>		
<b>More than 3 sewer blockages within any 12-month period</b>	\$ per breach (paid at 4th blockage)	\$125
<b>Sewer blockages not restored within 5 hours of notification</b>	\$ per relevant blockage	\$100
<b>Sewage spill not contained within 5 hours of notification</b>	\$ per relevant spill	\$100
<b>Sewage spill in a house, caused by the business or a failure of the business's system(s)</b>	\$ per relevant spill	\$1,200
<b>Sewage spill in a house, caused by the business or a failure of the business's system(s), not contained within 1 hour of notification</b>	\$ per relevant spill	\$3,500
<b>Other</b>		
<b>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.</b>	\$ per inappropriate restriction or legal action	\$350

Note that GWW is not required to make a payment where the failure to attain the service level obligation arises because of the action or inaction of the customer or a third party. For the avoidance of doubt, a third party does not include any person or firm acting on behalf of GWW.

## 8. Carting drinking and recycled water

Water carters are vehicles that are registered to draw drinking water or recycled water, from Greater Western Water's water supply in the region previously serviced by Western Water.

Drinking (or potable) water accessed by water carters can be transported and used for different purposes, such as:

- dust suppression
- construction
- livestock
- landscaping
- municipal watering
- private homes that are not connected to mains water.

Commercial and industrial businesses, council, agricultural and some residential customers may also be able to access recycled water by carting it to their property for similar uses, depending on availability.

Greater Western Water operates a range of potable and recycled water standpipes and hydrants in towns across the region previously serviced by Western Water for use by registered water carters.

Only registered water carters are permitted to access hydrants and standpipes in the Greater Western Water region previously serviced by Western Water. Registered water carters and permits are important to control access to our networks and educate users on the correct procedures for accessing standpipes and hydrants.

### 8.1. Carting drinking water

Carting fees and costs are different for drinking water or recycled water.

#### 8.1.1. Drinking water carter permit registration or renewal

Customers who wish to draw water from a drinking water standpipe or hydrant in Greater Western Water's area must register as a water carter and receive a drinking water carter permit prior to accessing.

Before being issued a permit, customers must complete the relevant application and must sign an agreement accompanied by a list of extraction conditions. Customers are also required to demonstrate that a certified backflow prevention device is fitted on the water-carrying vehicle and have undertaken the online induction, which is accessible via Greater Western Water's website.

Once the permit has been approved and the relevant fee is paid, the applicant will be issued with a written notification of a permit number and a Greater Western Water approved sticker issued for display on the vehicle.

Greater Western Water conducts random audits to check that water is taken and used appropriately by drinking water carters. Greater Western Water also monitor standpipe and hydrant sites and educates registered drinking water carters to ensure water is drawn appropriately.

For more information on the process for application and water carter permits, go to [www.com.au](http://www.com.au) or contact us on **13 44 99**.

Table 8-1 : Registration or renewing drinking water carter permit fees – western

Item	Unit	Price
<b>Application fee</b>	\$ per application	215.65
<b>Non-compliant log report</b>	\$ per month	84.18

### 8.1.2. Drinking water carter usage fees

Registered drinking water carters are required to complete a 'Water Carters Log Sheet' and send it to Greater Western Water each month; they will then receive a bill every month. Non-return of log sheets may incur a minimum monthly administration fee per vehicle. At some hydrants and permits, permit holders may be required to enter the requested volume of water into the secured existing keypad controls for billing purposes.

Table 8-2: Drinking water carter usage fees – western

Item	Unit	Price
<b>Usage</b>	\$ per kL	3.2649
<b>Electronic key (if required)</b>	Deposit	61.27

## 8.2. Carting recycled water

Carting fees and costs are different for drinking water or recycled water.

### 8.2.1. Recycled water carter permit registration or renewal fees

Customers who wish to draw water from a recycled water standpipe in Greater Western Water's area must register as a recycled water carter and receive a recycled water carter permit prior to accessing.

This permit application, if approved, will allow the permit holder and vehicle registration number only to cart either Class A or Class B recycled water from Greater Western Water's recycled water standpipes. Greater Western Water operates recycled water standpipes at two of our recycled water plants in the area previously serviced by Western Water:

- Sunbury Recycled Water Plant (Class B)
- Melton Recycled Water Plant (Class A).

Before being issued a permit, customers must, but not limited to:

- complete the relevant application and must sign an agreement accompanied by a list of extraction conditions;
- demonstrate that a certified backflow prevention device is fitted on the recycled water-carrying vehicle;
- undertake the online induction, which is accessible via Greater Western Water's website, and a site induction prior to the permit being issued;
- for each site, recycled water is catered to:

- must be approved by Greater Western Water in accordance with Environment Protection Authority (EPA) guidelines and Greater Western Water's protocols. It must also be within the Greater Western Water service region and local council districts to ensure the water is supplied back to the community that supplied it.
- a temporary recycled water supply agreement, and:
- a customer site management plan detailing where recycled water is to be used.

Once the permit has been approved and the relevant fee is paid, the applicant will be issued with written notification of a permit number to be retained in the vehicle.

Greater Western Water conducts random audits to check that water is taken and used appropriately by water carters. Greater Western Water also monitor standpipe and hydrant sites and educates registered water carters to ensure water is drawn appropriately.

For more information on the process for application and water carter permits, go to [gww.com.au](http://gww.com.au) or contact us on **13 44 99**.

Table 8-3: Registration or renewing recycled water carter permit fees – western

Item	Unit	Price
<b>Application fee</b>	\$ per application	215.65
<b>Key bond access card</b>	\$ per key	61.27

### 8.2.2. Recycled water carter usage fees

Registered recycled water carters are issued an electronic key to access standpipes and hydrants. At each visit to the recycled water standpipe, the permit holder is required to use the electronic key for billing purposes. The amount of water taken from the standpipe is automatically recorded and added to your account.

Greater Western Water sends a bill to the recycled water carter three times per year in the area previously serviced by Western Water.

Table 8-4: Recycled water carter fees – western

Item	Unit	Price
<b>Usage</b>		
<b>Class A</b>	\$ per kL	2.1577
<b>Class B</b>	\$ per kL	0.4801
<b>Key bond access card</b>	\$ per key	61.27

## 9. Land and property development services

In the process of creating new subdivisions for residential and business use, land developers are required to construct water supply and sewerage reticulation systems to set standards and then vest these assets, at no cost, to Greater Western Water.

The cost of extending and upgrading the water supply and sewerage networks to serve new developments, redevelopments, and extensions is met by Greater Western Water. Greater Western Water levies 'per lot' contributions on developers, or it may require a developer to meet the 'brought-forward' costs for an out-of-sequence development. A deposit may also be required.

### 9.1. Land development administrative fees

A development works fee applies when creating a new lot that will be serviced by Greater Western Water's reticulated water, recycled water or sewerage mains. There are two types of offers that apply:

- **'works offer'** relating to a development where assets are being constructed that will be vested in Greater Western Water – typically an extension of reticulation systems
- **'non-works offer'** relating to subdivision applications – typically where no substantive works are required other than a simple connection to an existing Greater Western Water asset.

Our land development administrative fees cover the costs of Greater Western Water staff to process development works applications – specifically the costs associated with:

- processing an application and generating the development deed/conditions of offer
- subsequent developments works when the applicant accepts the development deed/conditions
- shutting down mains, notifying property owners, supervising of the connection, flushing and recharging the main when a developer's contractor carries out connections of new water mains to existing mains under the supervision of Greater Western Water.

A fee can be charged for the extra administrative time spent in processing changes to an existing developer works application, requested by the applicant/customer. Where significant changes are requested by the customer, a new application may be required to be lodged with the appropriate fee.

Table 9-1: Land development administrative fees – western

Item	Unit	Price
<b>Land development administrative fee – works offers</b>		
<b>1 to 10 lots</b>	\$ per application	5,409.50
<b>More than 10 lots</b>	\$ per application	8,929.65
<b>Non-works offers</b>	\$ per application	414.15



## 9.2. New customer contributions

Greater Western Water may levy a new customer contribution when connections are made to the corporation's water, sewerage and recycled water networks. These contributions recover the cost of new capital works required to either service a new property or increase services as a result of the development of the land, or any other change in the use of the land.

### 9.2.1. New customer contributions – standard 20mm connections

Standard 20mm water and sewer new customer contribution fees may apply throughout Greater Western Water's service area for all developments and subdivisions.

The new customer contributions may be charged on a 'per lot' basis, where a lot is defined as an area within the development that is separately titled or is, or can be, individually metered for water or recycled water purposes.

Standard new customer contributions are raised in respect of each lot with a single 20mm water meter. If a larger meter or multiple meters are required, additional new customer contribution charges may apply.

In the western region, new customer contribution fees will be calculated at the rate applicable on the date that Greater Western Water issues a Consent to Statement of Compliance. The developer may choose to prepay some or all of the new customer contribution fee, and a reconciliation will occur prior to the release of the statement of compliance. The new customer contribution fee must be paid in their entirety prior to Greater Western Water issuing a Consent to Statement of Compliance.

Greenfield's new customer contributions fees apply when:

- A development, including a subdivision, requires either the construction of new assets or the upgrade of existing assets (either built by Greater Western Water or built by the developer and gifted to Greater Western Water) for each property created.
- A property is already serviced and connected for one or two of the available services (i.e. potable/drinking water, sewerage or recycled water), and requires the provision or connection to a further service in respect of that new service.

Infill new customer contributions fees apply when:

- A property that is already serviced and connected and is to be subdivided for each additional property created.

Specialised, non-subdivisional or higher water usage developments will be considered on a case-by-case basis, with new customer contributions calculated on either a pro-rata approach and/or "fixture units".

Table 9-2: New customer contributions – standard 20mm connection – western

Item	Unit	Price
<b>New customer contributions – water and sewer</b>		
<b>Infill</b>	\$ per lot	3,324.90
<b>Greenfield</b>	\$ per lot	7,698.00

### 9.2.2. New customer contributions – non-standard 20mm connections

To reflect the higher demand placed on Greater Western Water's networks by single lot commercial, industrial and other non-residential developments, the new customer contributions fees will be converted to equivalent standard 20mm residential connections.

New customer contribution fees for water and recycled water services will be based on the meter size required for the development. If both water and recycled water will be used, the larger of the two-meter sizes involved will form the basis of the calculation. Table 4-4 sets out the ratios applicable for each meter size relative to a 20mm meter standard to which the standard fees apply.

Table 9-3: Ratios applicable for each meter size relative to a 20mm meter standard

Meter size	Equivalent standard 20mm connections
20mm	1.0
25mm	2.0
32mm	3.0
40mm	6.0
50mm	10.0
80mm	40.0
100mm	70.0

The equivalent standard single 20mm connection is shown in Table 9-3 represents the multiplier for the calculation of non-standard connections, new customer contributions applicable for each greenfield or infill development in the area previously serviced by Western Water. The equivalent standard connection ratio for meter sizes up to 100mm is fixed. For meter sizes greater than 100mm, the ratio may vary based on the capacity of the meter to be used.

For sewer new customer contribution fees, the equivalent of a standard single 20mm connection calculation will be based on the number of plumbing fixture units contained within the development.

For the purposes of the calculation, 25 plumbing fixture units are equivalent to a standard single 20mm connection. The fixture unit rating for each plumbing fixture is set out in Table 6.1 of AS/NZS 3500.2.2:1996. (*National Plumbing and Drainage Code*).

### 9.3. Developer Financed Works

In areas where unplanned infrastructure must be constructed to connect developments to the existing network, Greater Western Water may negotiate a separate new customer contribution charge for the developments – referred to as a negotiated new customer contribution.

A developer-financed works fee applies when Greater Western Water is administering the servicing of a development application under the Negotiated New Customer

Contribution (NCC) framework. The fee intends to recover actual costs incurred by Greater Western Water through the land development process in lieu of the standardised approach to fees and charges. This is a result of the effort by Greater Western Water to administer an application under a negotiated new customer contribution that is above and beyond that captured for a standard application.

The developer's financed works fee will be provided to the applicant as a quote generated from Greater Western Water's billing system and will be issued after the negotiated new customer contribution agreement is signed between Greater Western Water and the applicant.

Table 9-4: Developer financed works fees – western

Item	Price
<b>Design, construction, feasibility supervision &amp; quality control fees</b>	Actual cost

# 10. Building alteration, new connection and metering services

Greater Western Water provides a range of services in the area of plumbing, new connections to its assets and metering. Many of these services involve customers requiring Greater Western Water's consent to undertake certain activities that may have an effect on the water or sewerage systems.

## 10.1. Plumbing applications

Before undertaking any plumbing works, a property owner (or their authorised agent) must obtain Greater Western Water's consent to connect. Building plans must be submitted with the application (e.g. new building or extension) if requested by Greater Western Water.

An application fee is required for all plumbing applications made to Greater Western Water. The fee covers staff costs for assessing and processing the plumbing application. A fee is charged for the extra administrative time spent in designing a new sewer branch for new and/or redevelopment of single residential properties in order to comply with Greater Western Water's requirements.

A fee is charged for the extra administrative time spent in processing changes to an existing plumbing application and/or consent, requested by the applicant/customer. Where major changes are requested by the customer, a new application may be required to be lodged with the appropriate fee.

Table 10-1: Plumbing application and assessment fees – Western

Item	Unit	Price
<b>Plumbing application fee</b>	\$ per application	147.90
<b>Plumbing application fee - variation to assessment</b>	\$ per application	147.90
<b>Complex assessment fee - residential</b>	\$ per application	403.45
<b>Complex assessment fee – commercial</b>	\$ per application	403.45
<b>Complex assessment fee - fire</b>	\$ per application	747.00
<b>Single residential sewer branch design</b>	\$ per branch	147.90

Once a plumbing application has been lodged and entered into Greater Western Water's system, no refund is applicable for the application fee.

For developments that require an assessment, new sewer connection and/or preparation of an offer, an assessment fee is added to the application fee. Refund of assessment fees associated with a withdrawn application will only be considered if no assessment has been undertaken.

## 10.2. Property services plans

Property service plans may include a record of the approximate location of sanitary drains within a property's boundaries, connection point to the sewerage system and the

fixtures connected to the sewerage system (e.g. basins, toilets and baths). These plans are stored on a digital imaging system.

Table 10-2: Property services plan fees – western

Item	Unit	Price
Property service plan	\$ per plan	38.30

### 10.3. Asset plots, sewer details and digital asset information

Developers, consultants and property owners often request a plot showing the location of Greater Western Water's assets relative to a particular parcel of land. This is known as an 'asset plot' and can be provided for water and sewer.

This does not include property sewer plans on an individual property or 'as constructed' property plans, of where *internal* plumbing (e.g. basins, toilets and baths) are located on an individual property if it was previously serviced by Western Water. Section 10.2 relates to property sewer plan information requests.

Asset information referred to as 'sewer details' provides size, depth and offset details (where available) for sewerage assets. As an additional service, Greater Western Water may calculate and provide this digital asset information for larger sites in an AutoCAD format.

For council stormwater pipes and drains, please contact the relevant council.

Table 10-3: Asset plots, sewer details and digital asset information – western

Item	Unit	Price
Asset plots - water and sewer	\$ per application	27.10
Asset plots - water only	\$ per application	27.10
Sewer detail	\$ per calculation	27.10
Digital asset information	\$ per hour	123.75

Once the application for the asset plot and/or sewer detail has been lodged and entered into Greater Western Water's system, no refund is applicable.

### 10.4. Build over easement application

Easements are parts of land that Greater Western Water has legal permission to access for the maintenance or installation of pipes or other assets. Easements on a property are registered to a land title.

*Under the Water Act 1989*, a person must seek Greater Western Water consent before causing or permitting any of the following:

- any structure to be built or any filling to be placed on land over which Greater Western Water has an easement or an easement exists for water supply, sewerage or drainage purposes

- any structure to be built or any filling to be placed within 1 metre laterally of any of Greater Western Water's, including structures above or below ground. Structures may include sheds, paving, carports, fences, retaining walls, garden beds, trees, landscaping, decking, verandas, tanks, pools, and other structures built, placed, installed, laid or constructed.
- any soil, rock or other matter that supports, protects or covers any of Greater Western Water's works to be removed.

Applications to build over or near an easement can be made directly through [Greater Western Water's Property Plus portal](#). For more information on the process for applications to build over or near an easement, go to [Greater Western Water's build over easement webpage](#) or contact us on **13 44 99**.

A fee is charged for the administrative time spent in assessing whether an approval will be granted, and under what conditions. An additional fee may be applied when customers amend their proposal and/or building/engineering plans, thus requiring extra administrative work by Greater Western Water to assess the customer's build over easement application.

Table 10-4: Build-over easement application fees – western

Item	Unit	Price
<b>Build over easement application</b>	\$ per application	203.80
<b>Assessment of amended building /engineering plans</b>	\$ per assessment	97.50

To assist in assessing whether an approval will be granted and on what conditions, Greater Western Water may be required to conduct CCTV monitoring and, where necessary, sewer re-lining works.

Table 10-5: CCTV and sewer re-lining service fees – western

Item	Unit	Price
<b>CCTV Sewer Line</b>	\$ Per Application	587.85

## 10.5. Pressure and flow information

Greater Western Water can test water pressure and flow rates at a particular property and provide you with a report. This is generally requested when you are connecting a new property or undertaking plumbing works at a property in the area previously serviced by Western Water.

Table 10-6: Pressure/flow information service fees – Western

Item	Unit	Price
<b>Pressure flow information - standard</b>	\$ per information request	345.05

## 10.6. New connections and new metering

Developers, consultants and property owners that require a new connection from a property to Greater Western Water's water, recycled water and/or sewerage system must seek Greater Western Water's consent prior to connection and inform Greater Western Water once meter installation and assembly are completed.

Under the *Water Act 1989*, Greater Western Water must permit a property to be connected to the water supply or sewerage systems once an owner or occupier requests connection by notice. However, the owner (or their authorised agent) must agree to meet the cost of making that connection.

Connection costs are different for water supply and recycled water (where available).

### 10.6.1. Water supply connection fees

For water supply connections, costs include:

- the connection to the water main (referred as a 'tapping'), or a 'tee insertion'
- removal of redundant connections (referred to as 'plugging' for small service connections, or 'tee removals' for large service connections)
- delivery, provision, assembly and installation and/or relocation of a Greater Western Water approved meters; and/or
- inspection fees, where applicable.

In the area previously serviced by Western Water, Greater Western Water is responsible for the tapping and the meter installation. The remaining works are to be completed by a private plumber.

New tappings/tees, or removal of tappings/pluggings/tees are undertaken by Greater Western Water's nominated contractor. Greater Western Water will also install all new 20mm and 25mm water meters, as well as meter assemblies on all new 20mm and 25mm tapping connections requiring low-risk backflow devices. Missed appointment fees may apply if prearranged works do not go ahead as per the agreement.

### 10.6.2. Water supply tapping and installation fees

Customers wanting to connect to single residential drinking and/or recycled water services must complete an application, provide the relevant information and pay the relevant fees to obtain approval from Greater Western Water prior to undertaking any necessary plumbing/building work, meter assembly and installation.

The fee will depend on the size of the tap installed and can include the cost of the water meter if required.

Once approval from Greater Western Water is obtained and a Victorian Building Authority consent number is issued, customers will need to engage a private plumber and builder to undertake any necessary new tappings/tees, or removal of tappings/pluggings/tees required, and meter assembly and installation.

Any works should be done by a licensed plumber and must be completed in accordance with Greater Western Water's Metering and Servicing Guidelines. The guidelines apply to potable (drinking) and recycled water within the region previously serviced by Western Water.

The installation of the appropriate backflow prevention devices for drinking and/or recycled water services at the main metering assemblies is mandatory. Backflow prevention device(s) must be installed at the time of the new water connection by a private plumber for customers in the area previously serviced by Western Water.

Additionally, Greater Western Water requires that all new Class A recycled Water connections be inspected and audited by Greater Western Water or its nominated contractor once recycled water and drinking water assemblies, pipes to the house and internal plumbing have been installed. See Section 10.6.3 for more information on these mandatory inspections.

Upon completion of the required water meter assembly installation and inspection by the Victorian Building Authority, the plumber and/or builder must use [Greater Western Water's Property Plus portal](#) to let Greater Western Water know the date a water meter can be fitted by Greater Western Water or by Greater Western Water's nominated contractor.

Missed appointment fees may apply if prearranged works do not go ahead as per the agreement.

Applications to connect a new water connection and service, and to inform Greater Western Water that a meter can be fitted, can be made through [Greater Western Water's Property Plus portal](#).

Note for new connections for multi-unit residential, mixed multi-unit residential and commercial or single/multi commercial/industrial connections with or without a fire service requires a separate application process. See Greater Western Water's website at [gww.com.au](http://gww.com.au) for more details.

Table 10-7: Drinking water tapping fees – western

Item	Unit	Price
<b>Tapping fees – drinking water</b>		
<b>20mm</b>	\$ per installation	536.75
<b>25mm</b>	\$ per installation	990.90
<b>32mm</b>	\$ per installation	2,085.20
<b>40mm</b>	\$ per installation	2,704.40
<b>50mm</b>	\$ per installation	4,149.60
<b>&gt; 50mm</b>	\$ per installation	At cost

Table 10-8: Recycled water tapping fees – western

Item	Unit	Price
<b>Tapping fees – recycled water</b>		
<b>20mm</b>	\$ per installation	536.75
<b>25mm</b>	\$ per installation	990.90
<b>32mm</b>	\$ per installation	2,085.20



Item	Unit	Price
<b>40mm</b>	\$ per installation	2,704.40
<b>50mm</b>	\$ per installation	4,149.60
<b>&gt; 50mm</b>	\$ per installation	At cost

### 10.6.3. Recycled water connection inspections

Greater Western Water requires that all new Class A recycled Water connections be inspected and audited by Greater Western Water, or its nominated contractor, once recycled water and drinking water assemblies, pipes to the house and internal plumbing have been installed.

These inspections ensure that, at the time of development, there is no cross connection between drinking water pipes and recycled water pipes.

Greater Western Water may require that the internal plumbing on new non-residential developments be audited by its nominated contractor in addition to the inspections the developer/owner/builder will need to arrange.

There are three inspections, and some can be combined in one visit:

- R1: From meter to dwelling. This inspection takes place when the recycled water and drinking water meter assemblies and the pipes to the house have been installed. The plumber does not need to be on-site for this inspection.
- R2: Rough in. This inspection takes place during construction, before the plasterboard goes on. This is to check that the recycled water pipes are only connected to the approved points. The plumber does not need to be on-site for this inspection.
- R3: Commissioning and fit off. The plumber must be on site for this inspection only. This inspection ensures that the drinking water and recycled water services have been correctly installed and there are no cross connections.

Customers previously serviced by Western Water may use [Greater Western Water's Property Plus portal](#) to book recycled water inspections. Please note that revisit fees apply if we visit a property for an inspection and either Greater Western Water or its nominated contractor determines that the site is not ready for work to proceed or does not meet the requirements for Class A recycled water connections.

The removal of locking pins from a recycled water meter assembly by an unauthorised person will attract a refitting fee.

Greater Western Water does not charge additional fees to inform it that a water meter can be fitted once a meter assembly, installation and inspections are completed.

However, a wasted visit or missed appointment fee may be charged where a prearranged appointment is not kept or is cancelled with less than 24 hours' notice. The fee may also be charged where, upon arrival at the site, either Greater Western Water or its contractor determines that the site is not ready for work to proceed or does not meet the requirements set out in our Metering and Servicing Guidelines.

Table 10-9: Recycled water inspection fees – Western

Item	Unit	Price
<b>Recycled water inspection fee</b>		
<b>Residential</b>	\$ per application	295.15
<b>Non-residential</b>	\$ per inspection	205.10
<b>Recycled water reinspection (due to failed inspection, plumber not attending or no access)</b>	\$ per inspection	150.30
<b>Replace lock on recycled water meter</b>	\$ per replacement	192.55
<b>Drainage inspection (prior to consent issued)</b>	\$ per application	265.10

#### 10.6.4. Wasted or missed appointments

Greater Western Water does not charge additional fees to inform it that a water meter can be fitted once a meter assembly and installation is completed.

However, a wasted visit or missed appointment fee may be charged where a prearranged appointment is not kept or is cancelled with less than 24 hours' notice. The fee may also be charged where, upon arrival at the site, either Greater Western Water or its contractor determines that the site is not ready for work to proceed or is otherwise non-compliant with Greater Western Water's conditions of connection.

Table 10-10: Meter inspection or revisit fee – Western

Item	Unit	Price
<b>Recycled water reinspection (due to failed inspection, plumber not attending or no access)</b>	\$ per inspection	150.30

#### 10.6.5. Water supply plugging fees

Customers wanting to plug (disconnect) from drinking and recycled water services will need to complete an application, obtain approval from Greater Western Water and pay the relevant plugging fee prior to engaging in works.

Applications to plug (disconnect) a water service can be made on our website [gww.com.au](http://gww.com.au) or directly through the Application to plug or relocate an existing water service form available on our website. A quote with payment options will be issued to the applicant via the preferred email address as provided in the application.

Once approved, they will need to engage a licensed plumber to undertake the required works. Please note that service availability charges continue to apply after a service is plugged.

Table 10-11: Plugging inspection and plugging fees – Western

Item	Unit	Price
<b>Plugging fee</b>		
<b>Potable water</b>	\$ per removal	119.30

Item	Unit	Price
Recycled water	\$ per removal	119.30

### 10.6.6. Meter sales

As a condition of connecting to the water supply system (including recycled water where available), a water meter supplied by Greater Western Water must measure the supply of water to a property.

Under the Water Act 1989, Greater Western Water must permit a property to be connected to the water supply or sewerage systems once an owner or occupier requests connection by notice. However, the owner (or their authorised agent) must agree to meet the cost of making that connection.

See Section 10.6 for new connections and metering fees.

Customers are required to engage a private plumber and builder to undertake any works required and complete any meter assembly, installation and inspections required. Upon completion, the plumber and/or builder must use [Greater Western Water's Property Plus portal](#) to let Greater Western Water know the date a water meter can be fitted by Greater Western Water or by Greater Western Water's nominated contractor.

Meter sale fees are included in the cost of tapping and installation (Table 10-13). The meter sale fees are the price of each individual meter, which will depend on the size of the meter purchased.

Table 10-12: Water meter sale fees – Western

Item	Unit	Price
<b>Water meter sale – potable and recycled</b>		
<b>20mm</b>	\$ per meter	193.85
<b>25mm</b>	\$ per meter	193.85
<b>32mm</b>	\$ per meter	387.10
<b>40mm</b>	\$ per meter	1,268.80
<b>50mm</b>	\$ per meter	1,268.80
<b>80mm</b>	\$ per meter	1,513.10
<b>100mm</b>	\$ per meter	2,190.25

## 10.7. Altering existing connections

Developers, consultants, and property owners who may be renovating or require the location of the existing sewer connection to change may apply to alter an existing connection.

### 10.7.1. Sewer connection

Developers, consultants, and property owners who may be renovating and require the location of the sewer connection to change (due to moving the location of a shower,

toilet, sink or other fixture) may apply to alter an existing connection. This is also referred to as plumbing works.

Before undertaking any plumbing works, a property owner (or their authorised agent) must obtain Greater Western Water consent to alter the sewer connection. An application is required to obtain consent to alter the sewer connection and must include:

- Building plans or revised site and floor with the application (e.g. new building or extension).
- All relevant documents and additional documents requested by Greater Western Water upon application.
- Payment of the relevant application fee.

An application fee is required for all plumbing applications made to Greater Western Water and covers staff costs for assessing and processing the plumbing application.

Applications for a property sewer plan can be made on Greater Western Water's website [gww.com.au](http://gww.com.au). A quote with payment options will be issued to the applicant via the preferred email address as provided in the application.

Table 10-13: Alteration fees – western

Item	Unit	Price
<b>Alterations and extensions to Residential, Commercial and industrial, including pool backwash</b>	\$ per alteration	At cost

Once a plumbing application has been lodged and entered into Greater Western Water's system, no refund is applicable for the application fee.

Complex plumbing requests should be sent via email to [complexplumbing@gww.com.au](mailto:complexplumbing@gww.com.au)

Once a plumbing application has been lodged and entered into Greater Western Water's system, no refund is applicable for the application fee.

For developments that require an assessment, new sewer connection and/or preparation of an offer, an assessment fee is added to the application fee. Refund of assessment fees associated with a withdrawn application will only be considered if no assessment has been undertaken.

## 10.8. Disposal of septic tank waste to treatment plant

A small number of properties in Greater Western Water's region use septic tanks to collect wastewater. Occasionally, this wastewater requires transport and disposal to a treatment plant.

Greater Western Water charges a fixed fee for each load of wastewater that is transported to a treatment plant and a variable fee based on the volume of wastewater being disposed of.

Table 10-14: Disposal of septic tank waste fees – western

Item	Unit	Price
<b>Disposal fees</b>		

Item	Unit	Price
Per load	\$ per load	543.65
Per kL	\$ per kL	70.40

# 11. Information and account administration services

## 11.1. Information statements

Information statements are prescribed under the *Water Act 1989*.

Under section 32(1) of the *Sale of Land Act 1962*, vendors of property in Greater Western Water's service area are required to provide a potential purchaser with an information statement from Greater Western Water prior to contract signing. All property-based fees billed by Greater Western Water are included on the information statement. The statement details any encumbrance affecting the land (excluding those shown on land titles), works required to be carried out, matters outstanding and any rates, taxes, charges or other similar outgoings affecting the land for which the purchaser may become liable. You, or your conveyancer or solicitor, will need to ask for an information statement before property settlement. An information statement shows:

- annual water charges
- water and sewer assets servicing the property
- any easements (except those shown on the land title)
- any other relevant information about the property

### 11.1.1. What you'll pay

You pay for the information statement when you choose the delivery speed:

- Standard self-service (within 10 business days)
- Priority (within 1 business day)

Information statements are valid for 90 days from the issue date. There is no charge to obtain an update within this period. After the expiry date, you'll need to apply for a new application. If the settlement is after the current financial year, you'll need to apply for an update in the new financial year.

Use our online form to [apply for your information statement](#).

If you haven't used the online form before, or you are experiencing difficulties, call us on **13 44 99**.

Table 11-1: Provision of information statements fees – Western

Item	Unit	Price
<b>Standard</b>	\$ per statement	22.06
<b>Priority</b>	\$ per statement	64.08 (Currently Unavailable)

## 11.2. Special meter reading

Table 11-2: Special meter reading fees

Item	Unit	Price
<b>Special meter reading fee</b>	\$ per reading	33.33

### 11.3. Removing and testing a water meter

Greater Western Water's meters will satisfy the applicable standards required by the *Water Act 1989* and Trade Measurement Victoria. Greater Western Water may conduct tests from time to time to ensure the meters comply with these standards.

If a customer disputes the accuracy of a water meter reading, the meter may be removed and tested.

Upon request by a customer, Greater Western Water will perform a test to ascertain whether the meter is accurate. Greater Western Water will arrange for a further off-site independent test if requested by the customer. A fee is imposed to contribute to the cost of removing, replacing and testing the meter.

In the event that either test demonstrates that the meter is reading with an upwards bias of more than 4 per cent, Greater Western Water will:

- replace the inaccurate meter,
- pay the cost of the test, and
- adjust the usage account accordingly.

In the event that the off-site independent test demonstrates compliance with the applicable standards, or that the meter is reading low, Greater Western Water may impose on the customer a reasonable charge for the cost of the test and may recover amounts owing for the accurate reading of the meter.

Table 11-3: Removing and testing water meter fees

Item	Unit	Price
<b>Removing and testing water meter fees</b>		
<b>20mm</b>	\$ per test	288.53
<b>25mm</b>	\$ per test	425.83
<b>32mm</b>	\$ per test	473.98
<b>40mm</b>	\$ per test	602.47
<b>50mm</b>	\$ per test	647.92
<b>80mm</b>	\$ per test	At cost
<b>100mm</b>	\$ per test	At cost
<b>150mm</b>	\$ per test	At cost

### 11.4. Restricting or restoring a water supply

Under section 141 of the *Water Act 1989*, Greater Western Water can restrict a customer's water supply for non-payment of any money due to Greater Western Water as well as for breaches of water restrictions, misuse of water, failure to grant access and improper plumbing. The *Water Act 1989* also provides that a fee may be imposed for subsequently removing a restriction or recommencing that supply.

Greater Western Water can also restrict a customer's water supply for repeated violations of permanent water saving rules and water restrictions.

Water restrictive devices can either be of the 'silver box' type (effectively locking the stop tap) or the 'disc meter' type (which limits the water flow through a meter).

Restrictions at or near the main are only carried out where restrictive devices have been tampered with or where meters are not installed.

If any restriction device is tampered with, subsequent attendance to rectify the tampering may attract a further fee.

Water supply is not restricted where customers can demonstrate that they are facing payment difficulties and are prepared to negotiate a payment plan with Greater Western Water. We have a range of options available, including payment extensions and flexible payment plans. Customers are encouraged to contact Greater Western Water if they are experiencing payment difficulties

Table 11-4: Removal of a restriction device fees – Western

Item	Unit	Price
<b>Application and removal of restriction</b>	\$ per application/removal pair	355.67
<b>Rectification of restriction tampering</b>	\$ per visit	168.87

## 11.5. Freedom of information requests

Greater Western Water is subject to the *Freedom of Information Act 1982* (the FOI Act).

The FOI Act allows people to gain access to information and documents maintained and held by Greater Western Water.

Before submitting a FOI request online, please [contact us](#) as the information may already be publicly available without having to make an FOI request.

Each application for information attracts a fee except in cases of proven payment difficulty. Applications must clearly identify the documents required. Additional fees are applicable where photocopying or other media (e.g. a USB stick) are needed to complete the relevant request. Where the charges (other than the application fee) are anticipated to exceed \$25, Greater Western Water will confirm the applicant wishes to proceed with the FOI request.

Table 11-5: Freedom of information request fees – central

Item	Unit	Price
<b>Freedom of information request</b>	\$ per request	33.60
<b>Search time and supervision</b>	\$ per request	25.20
<b>Copying of documents</b>	\$ per page	0.20

General enquiries relating to Freedom of Information may be made by contacting the Freedom of Information Officer on (03) 9313 8353.

The fastest and most secure method to submit an FOI request is [online](#). However, if you prefer to send your FOI request in the mail, please send to:



*Freedom of Information Officer  
Greater Western Water  
Locked Bag 350  
Sunshine, Victoria 3020*



## Contact us

Account and general enquiries:

**13 44 99**

Faults and emergencies:

**13 44 99**

Interpreter service:

**131 450**

Email:

[contact@gww.com.au](mailto:contact@gww.com.au)