

2025-26 Charges for the Western area (previously serviced by Western Water)

Core Services

Tariff Description	Unit	2025-26 Price (\$)
Residential water tariff		
Network fee		
20mm	\$ per property per annum	224.23
25mm	\$ per property per annum	350.37
32mm	\$ per property per annum	574.05
40mm	\$ per property per annum	896.95
50mm	\$ per property per annum	1,401.50
80mm	\$ per property per annum	3,587.85
100mm	\$ per property per annum	5,606.03
150mm	\$ per property per annum	12,613.58
Usage fees		
Step 1 (0-440 litres/day)	\$ per kL	2.6453
Step 2 (441+ litres/day)	\$ per kL	3.4059
Residential sewerage tariff		
Network fee	\$ per property per annum	525.83
Residential and non-residential recycled water tariff – Class A		
Network fee		
20mm	\$ per property per annum	120.97
25mm	\$ per property per annum	189.13
32mm	\$ per property per annum	309.87
40mm	\$ per property per annum	484.18
50mm	\$ per property per annum	756.60
80mm	\$ per property per annum	1,937.07
100mm	\$ per property per annum	3,026.73
150mm	\$ per property per annum	6,810.25
Usage fee	\$ per kL	2.1577
Non-residential recycled water tariff - Class B & C		
Network fee (class B & C)	\$ per property per annum	799.60
Usage fee (class B & C):		
Off Peak - 01/07/2025 to 31/10/2025	\$ per kL	0.2875
Peak - 31/10/2025 to 31/03/2026	\$ per kL	0.4634
Off Peak - 31/03/2026 to 01/07/2026	\$ per kL	0.2907
Non-residential water tariff		
Network fee		
20mm	\$ per property per annum	224.23

Tariff Description	Unit	2025-26 Price (\$)
25mm	\$ per property per annum	350.37
32mm	\$ per property per annum	574.05
40mm	\$ per property per annum	896.95
50mm	\$ per property per annum	1,401.50
80mm	\$ per property per annum	3,587.85
100mm	\$ per property per annum	5,606.03
150mm	\$ per property per annum	12,613.58
Usage fee	\$ per kL	3.2649
Non-residential sewerage tariff		
Network fee	\$ per property per annum	552.05
Non-residential trade waste tariff		
<i>Application fees:</i>		
Risk rank 1	\$ per application	1,196.99
Risk rank 2	\$ per application	504.70
Risk rank 3	\$ per application	271.85
Risk rank 4	\$ per application	172.92
<i>Agreement fees:</i>		
Risk rank 1	\$ per annum	3,206.83
Risk rank 2	\$ per annum	1,576.21
Risk rank 3	\$ per annum	705.00
Risk rank 4	\$ per annum	336.07
<i>Volumetric charge fees:</i>		
Category B	\$ per kL	2.0972
Category C	\$ per kL	1.4681
<i>Quality of discharge fees:</i>		
BOD >400mg/L	\$ per kg	0.4238
Suspended Solids >400mg/L	\$ per kg	0.2699
Total Phosphorus >30mg/L	\$ per kg	0.6312
Total Combined Nitrogen >60mg/L	\$ per kg	0.8118
Total Oxidisable Sulphur >100mg/L	\$ per kg	1.1731
Sodium >250mg/L	\$ per kg	0.1793
Arsenic >0.2g/day	\$ per kg	0.2698
<i>Quality of discharge fees – heavy metals:</i>		
Cadmium >0.4g/day	\$ per kg	0.2698
Chromium (III & VI) >100g/day	\$ per kg	0.2698
Copper >100g/day	\$ per kg	0.2698
Lead >100g/day	\$ per kg	0.2698
Mercury >0.2 g/day	\$ per kg	0.2698
Nickel >10g/day	\$ per kg	0.2698
Selenium >10g/day	\$ per kg	0.2698

Tariff Description	Unit	2025-26 Price (\$)
Zinc >100g/day	\$ per kg	0.2698
<i>Trade waste penalty units:</i>		
1st major breach	\$ per event	217.18
2nd major breach	\$ per event	458.53
3rd major breach	\$ per event	1,025.67
4th major breach	\$ per event	2,087.56
Concessions on water supply and sewerage		
<i>Water and sewerage concessions for pensioners and concession card holders:</i>		
Standard discount	%	50%
Maximum rebate for water & sewer customers	\$ per property per annum	372.10
Maximum rebate where 'water only' service supplied	\$ per property per annum	186.05
<i>Water and sewerage rebate scheme for not-for-profit organisations:</i>		
Maximum rebate	\$ per property per annum	260
Life support (haemodialysis) machine concessions		
Free water (allowance)	kL per annum	168

Fees collected on behalf of other organisations

Tariff Description	Unit	2025-26 Price (\$)
Waterways and drainage charge collected on behalf of Melbourne Water		
<i>Residential:</i>		
Residential (old UGB) minimum fee	\$ per property per annum	125.00
<i>Non-residential:</i>		
Non-residential (old UGB) minimum fee	\$ per property per annum	187.80
Non-residential (old UGB) NAV-based fee	\$ per \$NAV	0.005032
<i>Rural 'waterways and drainage charge':</i>		
Residential and non-residential (outside UGB) - minimum fee	\$ per property per annum	68.60
Parks charge collected on behalf of the Department of Energy, Environment and Climate Action		
Minimum fee	\$ per property per annum	89.80
NAV-based fee	\$ per \$NAV	0.00525

Guaranteed service levels (GSLs)

Guaranteed service levels	Metric	Rebate
Water service		
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
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
Sewer service		
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
Other		
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

Disposal of septic waste

Tariff Description	Unit	2025-26 Price (\$)
Disposal of septic waste to treatment plants		
Disposal fees		
per load	\$ per load	543.65
per kL	\$ per kL	70.40

Land and property development services

Tariff Description	Unit	2025-26 Price (\$)
New Customer Contributions		
<i>Standard 20mm NCC for water and sewer:</i>		
Infill	\$ per connection	3,324.90
Greenfield	\$ per connection	7,698.00
Land Development Administrative fees		
Works fees		
1-10 lots	\$ per application	5,409.50
More than 10 lots	\$ per application	8,929.65
Non-works fee	\$ per application	414.15
Developer Financed Works		
Design, Construction, Feasibility, Supervision & Quality Control fees		At Cost

Hydrant and standpipe access services

Tariff Description	Unit	2025-26 Price (\$)
Standpipe and hydrant usage permits		
<i>Permit application:</i>		
Application fee	\$ per application	215.65
<i>Usage:</i>		
Potable water	\$ per kL	3.2649
Recycled water – Class A	\$ per kL	2.1577
Recycled water – Class B	\$ per kL	0.4801
Non-compliant log report	\$ per month	84.18
Key bond / access cards	\$ per key	61.27

Building alteration, new connection and metering services

Tariff Description	Unit	2025-26 Price (\$)
Plumbing application and assessment fees		
Plumbing application fee	\$ per application	147.90
Plumbing application fee - Variation to assessment	\$ per application	147.90
Complex assessment fee – no fire service	\$ per application	403.45
Complex assessment fee – fire	\$ per application	747.00
Single residential sewer branch design	\$ per branch	147.90
Sanitary drain size, depth & offset (water and/or sewer)	\$ per application	27.10
Build over easement application		
<i>Build-over easement application fees:</i>		
Build over application	\$ per application	203.80

Tariff Description	Unit	2025-26 Price (\$)
<i>CCTV and sewer re-lining service fees:</i>		
Plan copy - sewer	\$ per item	38.30
CCTV sewer line		587.85
Conditions of connections application - sewer		
<i>Conditions of connections - sewer:</i>		
Residential standard (per application)	\$ per application	147.90
Commercial standard (per application)	\$ per application	At cost

New connections and new metering

Tariff Description	Unit	2025-26 Price (\$)
Inspection / installation visits and missed appointments		
Recycled water inspection fee		
Residential	\$ per application	295.15
Non-residential	\$ per inspection	205.10
Recycled water re-inspection fee (due to failed inspection, plumber not attending or no access)	\$ per inspection	150.30
Replace lock off recycled water meter	\$ per replacement	192.55
Drainage inspection (prior to consent issued)	\$ per application	265.10
Water Supply		
<i>Drinking water tapping fees (installation):</i>		
20mm	\$ per installation	536.75
25mm	\$ per installation	990.90
32mm	\$ per installation	2,085.20
40mm	\$ per installation	2,704.40
50mm	\$ per installation	4,149.60
> 50mm		At cost
<i>Other work on water main:</i>		
Cut into a main of 100mm or more	\$ per installation	At cost
<i>Recycled water tapping fees (installation)</i>		
20mm	\$ per installation	536.75
25mm	\$ per installation	990.90
32mm	\$ per installation	2,085.20
40mm	\$ per installation	2,704.40
50mm	\$ per installation	4,149.60
> 50mm	\$ per installation	At cost
Plugging Fees		
Plugging fees - potable water	\$ per plug	119.30
Plugging fees - recycled water	\$ per plug	119.30

Tariff Description	Unit	2025-26 Price (\$)
Backflow Preventer Fees		
Backflow application fee	\$ per application	At cost
<i>Install and provide:</i>		
20mm low risk device & outlet pipe	\$ per device (incl. GST)	At cost
25mm low risk device & outlet pipe	\$ per device (incl. GST)	At cost
20mm medium/high risk device	\$ per device (incl. GST)	At cost
25mm medium/high risk device	\$ per device (incl. GST)	At cost
32mm low risk device	\$ per device (incl. GST)	At cost
32mm medium/high risk device	\$ per device (incl. GST)	At cost
40mm low risk device	\$ per device (incl. GST)	At cost
40mm medium/high risk device	\$ per device (incl. GST)	At cost
50mm low risk device	\$ per device (incl. GST)	At cost
50mm medium/high risk device	\$ per device (incl. GST)	At cost
80mm medium/high risk device	\$ per device (incl. GST)	At cost
100mm medium/high risk device	\$ per device (incl. GST)	At cost
150mm medium/high risk device	\$ per device (incl. GST)	At cost
Meter Sales		
<i>Water meter sale fees: Potable & Recycled</i>		
20mm meter	\$ per meter	193.85
25mm meter	\$ per meter	193.85
32mm meter	\$ per meter	396.35
40mm meter	\$ per meter	1,268.80
50mm meter	\$ per meter	1,268.80
80mm meter	\$ per meter	1,513.10
100mm meter	\$ per meter	2,190.25
Special meter reading		
Special meter reading fee	\$ per application	33.33
Water Quality Tests		
Water quality tests	\$ per test	102.50
Pressure and flow information		
Pressure / flow information service fee	\$ per request	345.05

Information and account administration services

Tariff Description	Unit	2025-26 Price (\$)
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Information Statement Fees		
Information Statement - Standard	\$ per statement	22.06
Information Statement - Urgent	\$ per statement	64.08
Freedom of information request	\$ per request	33.60
Recovery Fees		
Recovery of reasonable costs	\$ per reasonable cost	At cost
Administration Fee / Charge		
Administration Fee / Charge	\$ per administrative request	97.50