



TARIFFS, SERVICE CHARGES AND OTHER FEES

Effective Monday 1 January 2024

1) TARIFFS

CONSUMER CATEGORY	SERVICE	CONSUMPTION	TARIFF EFFECTIVE 1 JAN 2024 (\$/kL)
Domestic	Water	0 to 15 kL	\$9.71
		15 to 30 kL	\$14.44
		Greater than 30 kL	\$16.80
	Wastewater	0 to 15 kL	\$4.75
		15 to 30 kL	\$7.11
		Greater than 30 kL	\$8.27
Commercial	Water	0 to 30 kL	\$38.03
		30 to 60 kL	\$42.75
		Greater than 60 kL	\$47.48
	Wastewater	0 to 30 kL	\$18.89
		30 to 60 kL	\$21.26
		Greater than 60 kL	\$23.62

NOTES:

- (1) Water charges includes a catchment levy of \$0.40 per kilolitre (kL)
- (2) CashWater monthly service charge is \$2.93 per kilolitre and is added to above tariff rates.
- (3) Monthly service standing charge for post-paid conventional meter is \$86.98 for commercial consumers and \$67.70 for domestic consumers.

2) DOMESTIC CUSTOMERS: SERVICE CHARGES & OTHER FEES

SERVICE	CHARGE EFFECTIVE 1 JAN 2024
Water unmetered basic monthly charge (base 40kL)	\$530.00
Water and wastewater unmetered basic monthly charge (base 40kL)	\$790.00
Monthly service standing charge	\$67.70
Monthly service charge per kL (CashWater)	\$2.93
Service installation fee	\$1,566.00
Service disconnection fee	\$118.00
Service reconnection fee	\$118.00
Service connection deposit	\$1,281.00
Survey fee	\$159.00
Standard wastewater installation fee	\$9,828.00
Wastewater connection with new manhole required	\$14,302.00
Water meter testing fee	\$289.00
Plumbing and investigation fee	\$278.00
Interest on overdue accounts charged per month	12% pa
Dishonoured cheque fees	2 x bank charges
Service amplified fee	Based on detailed assessment
Water and sewer service extension and relocation	Based on detailed assessment

3) COMMERCIAL CUSTOMERS: SERVICE CHARGES & OTHER FEES

SERVICE	CHARGE EFFECTIVE 1 JAN 2024
Water unmetered basic monthly charge (base 46kL)	\$1,824.00
Water and wastewater unmetered basic monthly charge (base 46kL)	\$2,731.00
Monthly service standing charge	\$86.98
Service installation fee	\$2,425.86
Service disconnection fee	\$237.00
Service reconnection fee	\$237.00
Service connection deposit	\$5,388.00
Survey fee	\$237.00
Wastewater installation/new connection fee (may include new manhole)	Based on detailed assessment
Water meter testing fee	Based on detailed assessment
Plumbing and investigation fee	Based on detailed assessment
Interest on overdue accounts charged per month	12% pa
Dishonoured cheque fees	2 x bank charges
Service amplified fee	Based on detailed assessment
Water and sewer service extension and relocation	Based on detailed assessment

4)NOTES

(A) DEFINITIONS OF CONSUMER CATEGORY

DOMESTIC	This category applies to a property used exclusively for residential living purposes by a single family or for shared living up to a maximum of 8 bedrooms. Fees are based on total monthly consumption.
COMMERCIAL	This category applies to any consumer other than a Domestic consumer, including any of the following: (a) government agencies; (b) regional organisations; (c) health facilities, including hospitals and clinics; (d) educational or training institutions; (e) businesses; (f) religious organisations and churches; (g) non-governmental organisations; (h) any property wholly or partly to run a business or generate revenue through trade; (i) any commercial property that incorporates a small residential dwelling (for example, dwelling above shop); (j) any apartment block or other residential housing complex where a single water supply is provided for entire property; and (k) metered standpipe or commercial water tanker operators.

(B) OTHER

- CashWater monthly charges per kilolitre (kL) is based on average monthly consumption of 23 kL.
- Domestic and commercial water charges include a catchment levy of \$0.40 per kL.