

Charges for the Central area (previously City West Water)

Core Services

Tariff Description	Un ` it	2024-25 Price (\$)
Residential water tariff		
Network fee	\$ per property per annum	220.28
Usage fees – for customers receiving both water and sewerage services:		
Step 1 (0-440 litres/day)	\$ per kL	3.5290
Step 2 (441+ litres/day)	\$ per kL	4.0437
Usage fees – for customers receiving only water services:		
Step 1 (0-440 litres/day)	\$ per kL	3.0566
Step 2 (441+ litres/day)	\$ per kL	3.5915
Residential sewerage tariff		
Network fee	\$ per property per annum	287.07
Residential recycled water tariff		
Network fee	\$ per property per annum	39.29
Usage fee	\$ per kL	2.5749
Non-residential water tariff		
Network fee	\$ per property per annum	318.47
Usage fee	\$ per kL	3.1308
Non-residential sewerage tariff		
Network fee	\$ per property per annum	521.77
Sewage disposal fee	\$ per kL	2.0525
Non-residential recycled water tariff		
Usage fee	\$ per kL	2.6870
Fire services		
Private fire service connection fee	\$ per connection per annum	128.03
Non-residential trade waste tariff		
Volume	\$ per kL	0.9944
<i>Quality of discharge:</i>		
Biochemical Oxygen Demand (BOD)	\$ per kg	1.2141
Total Kjeldahl Nitrogen (TKN)	\$ per kg	2.3370
Suspended Solids (SS)	\$ per kg	0.6576
Inorganic Total Dissolved Solids (ITDS)	\$ per kg	0.0234
Trade waste – application fees		

Tariff Description	Un ` it	2024-25 Price (\$)
Risk Rank 1	\$ per application	2,635.96
Risk Rank 2	\$ per application	2,635.96
Risk Rank 3	\$ per application	2,635.96
Risk Rank 4	\$ per application	725.38
Risk Rank 5 (General)	\$ per application	377.74
Risk Rank 5 (Commercial food business)	\$ per application	95.34
Trade waste – agreement fees		
Risk Rank 1	\$ per agreement per annum	22,935.98
Risk Rank 2	\$ per agreement per annum	19,024.66
Risk Rank 3	\$ per agreement per annum	9,551.26
Risk Rank 4	\$ per agreement per annum	2,085.99
Risk Rank 5	\$ per agreement per annum	396.02
Trade waste – food waste service		
Food waste service	\$ per registered bed per annum	64.06
Trade waste – personnel charges for non-compliance management, variations, field sampling and supervised discharge		
Executive	\$ per hour (incl. GST)	425.44
Specialist	\$ per hour (incl. GST)	191.48
Trade Waste consultant	\$ per hour (incl. GST)	158.62
* GST may apply		
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	363.00
Maximum rebate where 'water only' service supplied	\$ per property per annum	181.50
<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	2024-25 Price (\$)
Waterways and drainage charge collected on behalf of Melbourne Water		
<i>Residential:</i>		
Residential (old UGB) - minimum fee	\$ per property per annum	122.09
<i>Non-residential:</i>		
Non-residential (old UGB) - minimum fee	\$ per property per annum	183.41
Non-residential (old UGB) - NAV-based fee	\$ per \$NAV	0.004914
<i>Rural 'waterways and drainage charge':</i>		
Residential and non-residential (outside UGB) - minimum fee	\$ per property per annum	67.03
Parks charge collected on behalf of the Department of Energy, Environment and Climate Action		
Minimum fee	\$ per property per annum	87.19
NAV-based fee	\$ per \$NAV	0.005100

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
		Affecting <50 customers: \$5000 community rebate
A water quality advisory notice is issued	\$ per notice	Affecting 50 or more customers: \$10,000 community rebate per impacted postcode

Guaranteed service levels	Metric	Rebate
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

Hydrant and standpipe access services

Tariff Description	Unit	2023-24 Price (\$)
Standpipe and hydrant usage permits		
<i>Permit application:</i>		
Application fee	\$ per application	210.60
<i>Usage:</i>		
Potable water	\$ per kL	3.1308
Recycled water	\$ per kL	2.5749
Non-compliant log report	\$ per month	81.73
Late / missed appointment	\$ per appointment	121.08
Key bond / access cards	\$ per key	59.48
Automate fill usage permit		
Application fee	\$ per application	210.60
Administration service fee	\$ per fill (incl. GST)	11.84
Supply / usage	\$ per kL	3.1308
Late / missed appointment	\$ per appointment (incl. GST)	341.32

Land and property development services

Tariff Description	Unit	2023-24 Price (\$)
Land development administrative fees		
<i>Land development administrative fees</i>		
1-10 lots	\$ per application	5,282.60
More than 10 lots	\$ per application	8,720.20
Non-works offers	\$ per application	404.45
New customer contributions		
<i>New customer contributions - standard 20mm:</i>		
Water (GWW standard)	\$ per connection	859.50
Sewer (GWW standard)	\$ per connection	859.50
Recycled water (West Werribee and Greek Hill zones)	\$ per connection	3,108.55

Building alteration, new connection and metering services

Tariff Description	Unit	2023-24 Price (\$)
Plumbing applications		
<i>Plumbing application and assessment fees:</i>		
Plumbing application fee	\$ per application	144.45
Plumbing application fee - Variation to assessment	\$ per application	144.45
Complex assessment fee - residential	\$ per application	380.10
Complex assessment fee (less than 25 fixtures): non-residential	\$ per application	385.15
Complex assessment fee (25 or more fixtures): non-residential	\$ per application	679.10
Single residential sewer branch design	\$ per branch	144.45
Property services plans		
<i>Property services plan fees:</i>		
Property service plan	\$ per plan	37.40
Asset plots, sewer details and digital asset information		
Asset plots - water & sewer	\$ per application	26.45
Asset plots - water only	\$ per application	26.45
Sewer detail	\$ per calculation	26.45
Digital asset information	\$ per hour	120.10
Build over easement application		
<i>Build over easement application fees:</i>		
Build over easement application	\$ per application	185.25

Tariff Description	Unit	2023-24 Price (\$)
Assessment of amended building/engineering plans	\$ per assessment	185.25
<i>CCTV fees:</i>		
Sewer CCTV (up to and including 225mm sewer)	\$ per sewer length (manhole to manhole)	623.40
<i>Sewer re-lining fees:</i>		
100mm diameter	\$ per metre	148.00
150mm diameter	\$ per metre	148.00
225mm diameter	\$ per metre	184.15
300mm diameter	\$ per metre	262.10
Pressure and flow information service fees		
Pressure flow information - standard	\$ per information request	336.95
Technical advice / assessment and compliance audits		
<i>Technical advice / assessment and compliance audit fees:</i>		
Technical advice / assessment / asset survey	\$ per hour	121.05
Compliance audits	\$ per inspection	121.05
Wasted inspection/installation visits and missed appointments		
<i>Appointments not kept or not ready to proceed:</i>		
20-55mm tapping/service/meter	\$ per appointment	181.40
≥80mm tapping/service/meter	\$ per appointment	316.25
Wasted inspection/installation visits and missed appointments - plumbing & connections	\$ per appointment	118.95

New connections and new metering

Tariff Description	Unit	2023-24 Price (\$)
Water supply		
<i>Tapping/tee insertion fees (work on water main):</i>		
20mm - main < 63mm	\$ per insertion	502.65
20mm - main 63mm to 150mm	\$ per insertion	572.10
20mm - main above 150mm	\$ per insertion	696.00
25mm - main up to 150mm	\$ per insertion	599.15
25mm - main above 150mm	\$ per insertion	671.25
32mm - all main sizes	\$ per insertion	866.45
40mm - all main sizes	\$ per insertion	871.90
50mm - main 100-150mm	\$ per insertion	781.75
50mm - main above 150mm	\$ per insertion	931.50
≥ 80mm	\$ per insertion	At cost
≥ 50 mm - all main sizes	\$ per insertion	At cost

Tariff Description	Unit	2023-24 Price (\$)
<i>Pluggings/tee removal fees (work on water main):</i>		
20mm - all main sizes	\$ per removal	116.55
25mm - all main sizes	\$ per removal	116.55
32mm - all main sizes	\$ per removal	116.55
40mm - all main sizes	\$ per removal	116.55
50mm - all main sizes	\$ per removal	116.55
≥ 80mm	\$ per removal	At cost
20mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	718.00
25mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	747.70
32mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	754.85
40mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	759.65
50mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	771.60
≥ 80mm - all main sizes (all inclusive - i.e., excavation, reinstatements etc.)	\$ per removal	At cost
20mm - dual supply plugging/removal in one excavation (all inclusive - i.e., excavation, reinstatements etc.)	\$ per excavation	1,243.40
<i>Other work on water main:</i>		
Excavation work to expose the water main	\$ per job	At cost
Tapping/tee insertions on mild steel mains (including welding)	\$ per job	At cost
Welding costs (tappings/tee insertions)	\$ per job	852.70
Sewerage System		
<i>Property service installation fees:</i>		
20mm property service short side installations (excludes meter costs)	\$ per service	1,986.50
25mm property service short side installations (excludes meter costs)	\$ per service	2,305.30
32mm property service short side installations (excludes meter costs)	\$ per service	3,158.00
40mm property service short side installations (excludes meter costs)	\$ per service	3,341.45

Tariff Description	Unit	2023-24 Price (\$)
50mm property service short side installations (excludes meter costs)	\$ per service	4,187.90
20mm property service long side installations (excludes meter costs)	\$ per service	2,612.70
25mm property service long side installations (excludes meter costs)	\$ per service	2858.30
32mm property service long side installations (excludes meter costs)	\$ per service	4,182.90
40mm property service long side installations (excludes meter costs)	\$ per service	4,366.40
50mm property service long side installations (excludes meter costs)	\$ per service	5,226.50
20mm property service extended length installations (excludes meter costs)	\$ per service	At cost
25mm property service extended length installations (excludes meter costs)	\$ per service	At cost
32mm property service extended length installations (excludes meter costs)	\$ per service	At cost
40mm property service extended length installations (excludes meter costs)	\$ per service	At cost
50mm property service extended length installations (excludes meter costs)	\$ per service	At cost
80mm or greater property service extended length installations (excludes meter costs)	\$ per service	At cost
<i>Backflow prevention fees:</i>		
Install and provide 20mm low risk device & outlet pipe	\$ per device (incl. GST)	264.00
Install and provide 25mm low risk device & outlet pipe	\$ per device (incl. GST)	461.50
Install and provide 20mm medium/high risk device	\$ per device (incl. GST)	579.50
Install and provide 25mm medium/high risk device	\$ per device (incl. GST)	606.00
Install and provide 32mm low risk device	\$ per device (incl. GST)	992.00
Install and provide 32mm medium/high risk device	\$ per device (incl. GST)	1,535.50
Install and provide 40mm low risk device	\$ per device (incl. GST)	1,312.50
Install and provide 40mm medium/high risk device	\$ per device (incl. GST)	1,796.00
Install and provide 50mm low risk device	\$ per device (incl. GST)	1,739.50

Tariff Description	Unit	2023-24 Price (\$)
Install and provide 50mm medium/high risk device	\$ per device (incl. GST)	2,266.50
Install and provide 80mm medium/high risk device	\$ per device (incl. GST)	At Cost*
Install and provide 100mm medium/high risk device	\$ per device (incl. GST)	At Cost*
Install and provide 150mm medium/high risk device	\$ per device (incl. GST)	At Cost*
* GST may apply		
Meter connection and diversion fees		
<i>Meter type and size:</i>		
20mm potable water meter installation	\$ per meter	128.20
20mm recycled water meter installation	\$ per meter	128.20
25mm potable water meter installation	\$ per meter	298.30
25mm recycled water meter installation	\$ per meter	301.90
32mm potable and recycled water meter installation	\$ per meter	764.95
40mm potable and recycled water meter installation	\$ per meter	948.25
50mm potable and recycled water meter installation	\$ per meter	1,160.30
>= 80mm potable and recycled water meter installation (including magflow water meter installation)	\$ per meter	At cost
<i>Diversion and Relocation of meters:</i>		
Diverting existing meter assemblies up to 600mm - both potable and recycled water	\$ per assembly	437.30
Cutting back existing 20mm tapping to relocate existing meter closer to property boundary - either potable or recycled water	\$ per assembly	318.40
Cutting back existing 20mm tapping to relocate existing meters closer to property boundary - both potable and recycled water	\$ per assembly	437.30
Combined plugging and new tapping in same excavation	\$ per plugging	At cost
<i>Remote meter devices:</i>		
New 20mm meter with remote device and installation	\$ per device	287.75
New 25mm meter with remote device and installation	\$ per device	401.20
Replacement of existing 20mm meter with remote read meter	\$ per device	242.25

Tariff Description	Unit	2023-24 Price (\$)
Replacement of existing 25mm meter with remote read meter	\$ per device	395.15
Remote meter device plus installation on existing \geq 32mm meter	\$ per device	360.30
Water meter pulse splitter		
<i>Water meter pulse splitter fees:</i>		
Water meter pulse splitter	\$ per installation	1045.90
Water assembly for a dry tapping		
<i>Meter assembly fees:</i>		
Potable water meter assembly provision & installation (20mm) including front garden tap - excluding pressure valves	\$ per assembly	331.30
Recycled water meter assembly provision & installation (20mm) including front garden tap - excluding pressure valves	\$ per assembly	347.15
Potable water meter assembly provision & installation up to meter outlet (20mm) including temporary end fitting in dual supply areas	\$ per installation	340.15
Recycled water meter assembly provision & installation up to meter outlet (20mm)	\$ per installation	311.60
Potable water meter assembly provision & installation (25mm) including front garden tap - excluding pressure valves	\$ per assembly	664.95
Recycled water meter assembly provision & installation (25mm) including front garden tap - excluding pressure valves	\$ per assembly	666.70
Replacement of missing meters		
<i>Missing meter replacement fees:</i>		
Missing 20mm water meter (supply and install)	\$ per missing meter	166.55
Missing \geq 25 mm water meter (supply and install)	\$ per missing meter	At cost
Anti-theft devices		
<i>Anti-theft devices fees:</i>		
Anti-theft device on 20mm water meter	\$ per device	35.55
Anti-theft device on >20mm water meter	\$ per device	101.25

Tariff Description	Unit	2023-24 Price (\$)
Locked box, pin installation and replacement fees		
Locked box/pin replacement	\$ per locked box/pin	188.05
Reticulation extension design service		
<i>Reticulation extension design service fees:</i>		
Principal Design Engineer	\$ per hour (incl. GST)	222.63
Senior Design Engineer	\$ per hour (incl. GST)	222.63
Senior Design Officer	\$ per hour (incl. GST)	196.58
Senior Draftsperson	\$ per hour (incl. GST)	176.75
Design Engineer	\$ per hour (incl. GST)	166.55
Design Officer	\$ per hour (incl. GST)	161.45
Senior Surveyor	\$ per hour (incl. GST)	195.44
Survey Assistant	\$ per hour (incl. GST)	146.16
Construction Auditing Supervision	\$ per hour (incl. GST)	176.75
Construction Auditor	\$ per hour (incl. GST)	161.45
Single and double check detectors fees		
<i>Single check detectors connection fees:</i>		
80mm x 25mm	\$ per connection	1,440.20
100mm x 25mm	\$ per connection	1,440.20
150mm x 25mm	\$ per connection	1,895.85
200mm x 25mm	\$ per connection	At cost
<i>Double check detectors connection fees:</i>		
80mm x 25mm	\$ per connection	2,418.00
100mm x 25mm	\$ per connection	2,418.00
150mm x 25mm	\$ per connection	3,294.35
200mm x 25mm	\$ per connection	At cost
250mm x 25mm	\$ per connection	At cost
Backflow assessment and testing		
<i>Backflow assessment and testing fees:</i>		
Backflow assessment	\$ per hour (incl. GST)	159.50
Backflow testing/commissioning	\$ per device (incl. GST)	209.50
Inspection requested before GWW consent issued (test prior)		
<i>Drainage inspection (prior to consent issued) fees:</i>		
Inspection required prior to consent	\$ per inspection	157.60
Assessing and issuing of test prior pre-consent to connect issued	\$ per application	256.40
Recycled water inspections		
<i>Recycled water connection inspection fees:</i>		
Residential	\$ per application	288.25
Non-residential	\$ per inspection	305.95

Tariff Description	Unit	2023-24 Price (\$)
Recycled water bypass connector		
<i>Recycled water bypass connector fees:</i>		
Recycled water bypass connector	\$ per connection	49.80
Other charges		
<i>Other fees for new connections and new metering:</i>		
Costs associated to obtaining a Road opening Permit	\$ per permit	At cost

Information and account administration services

Tariff Description	Unit	2023-24 Price (\$)
Information statements		
<i>Provision of information statements fees:</i>		
Information statement - standard	\$ per statement	21.55
Information statement - express	\$ per statement	62.58
Removing and testing a water meter		
<i>Removing and testing a water meter fees:</i>		
20mm meter	\$ per removal / test	287.41
25mm meter	\$ per removal / test	424.71
32mm meter	\$ per removal / test	472.86
40mm meter	\$ per removal / test	601.35
50mm meter	\$ per removal / test	646.79
80mm meter	\$ per removal / test	At cost
Hydrant per meter	\$ per removal / test	At cost
150mm meter	\$ per removal / test	At cost
Restricting or restoring a water supply		
<i>Removal of a restriction device fees:</i>		
Application and removal of restriction	\$ per application / removal pair	347.33
Rectification of restriction tampering	\$ per visit	164.91
Freedom of information request		
<i>Freedom of information request fees:</i>		
Freedom of information request	\$ per request	31.80
Search time and supervision	\$ per request	23.85
Copying of documents	\$ per page	0.20

Chargeable works

Tariff Description	Unit	2023-24 Price (\$)
Chargeable works overheads		
<i>Loading (overhead) applied to chargeable works:</i>		
Chargeable works & services overhead	%	30%*
*GST may apply		
Incident support charge-out rates		
<i>Incident support charge-out rates:</i>		
Manager / Senior Engineer	\$ per hour (incl. GST)	249.83
Engineering Support	\$ per hour (incl. GST)	198.28
Technical / Administrative Support	\$ per hour (incl. GST)	176.75