

## Charges for the area previously serviced by Western Water

Core Services (includes the areas previously serviced by WW)

| Tariff Description   | Unit                      | 2024-25 Price (\$) |
|--|---------------------------|--------------------|
| <b>Residential water tariff</b>  |                           |                    |
| Network fee  |                           |                    |
| 20mm   | \$ per property per annum | 220.25             |
| 25mm   | \$ per property per annum | 344.15             |
| 32mm   | \$ per property per annum | 563.85             |
| 40mm   | \$ per property per annum | 881.02             |
| 50mm   | \$ per property per annum | 1,376.60           |
| 80mm   | \$ per property per annum | 3,524.10           |
| 100mm  | \$ per property per annum | 5,506.41           |
| 150mm  | \$ per property per annum | 12,389.43          |
| Usage fees   |                           |                    |
| Step 1 (0-440 litres/day)  | \$ per kL                 | 2.4623             |
| Step 2 (441+ litres/day)   | \$ per kL                 | 3.2343             |
| <b>Residential sewerage tariff</b>                                     |                           |                    |
| Network fee  | \$ per property per annum | 542.24             |
| <b>Residential and non-residential recycled water tariff – Class A</b> |                           |                    |
| Network fee  |                           |                    |
| 20mm   | \$ per property per annum | 127.27             |
| 25mm   | \$ per property per annum | 198.98             |
| 32mm   | \$ per property per annum | 326.01             |
| 40mm   | \$ per property per annum | 509.40             |
| 50mm   | \$ per property per annum | 796.00             |
| 80mm   | \$ per property per annum | 2037.93            |
| 100mm  | \$ per property per annum | 3184.33            |
| 150mm  | \$ per property per annum | 7164.85            |
| Usage fee  | \$ per kL                 | 2.0712             |
| <b>Non-residential recycled water tariff - Class B &amp; C</b>         |                           |                    |
| Network fee (class B & C)  | \$ per property per annum | 780.85             |
| Usage fee (class B & C):   |                           |                    |
| Off Peak - 01/07/2024 to 31/10/2024                                    | \$ per kL                 | 0.2910             |
| Peak - 31/10/2024 to 31/03/2025  | \$ per kL                 | 0.4689             |
| Off Peak - 31/03/2025 to 01/07/2025                                    | \$ per kL                 | 0.2941             |
| <b>Non-residential water tariff</b>                                    |                           |                    |
| Network fee  |                           |                    |
| 20mm   | \$ per property per annum | 220.25             |
| 25mm   | \$ per property per annum | 344.15             |

| Tariff Description                               | Unit                      | 2024-25 Price (\$) |
|--|---------------------------|--------------------|
| 32mm   | \$ per property per annum | 563.85             |
| 40mm   | \$ per property per annum | 881.02             |
| 50mm   | \$ per property per annum | 1376.60            |
| 80mm   | \$ per property per annum | 3524.10            |
| 100mm  | \$ per property per annum | 5506.41            |
| 150mm  | \$ per property per annum | 12389.43           |
| Usage fee  | \$ per kL                 | 3.1308             |
| <b>Non-residential sewerage tariff</b>           |                           |                    |
| Network fee                                      | \$ per property per annum | 550.90             |
| <b>Non-residential trade waste tariff</b>        |                           |                    |
| <i>Application fees:</i>                         |                           |                    |
| Risk rank 1                                      | \$ per application        | 1168.92            |
| Risk rank 2                                      | \$ per application        | 492.87             |
| Risk rank 3                                      | \$ per application        | 265.48             |
| Risk rank 4                                      | \$ per application        | 168.87             |
| <i>Management fees:</i>                          |                           |                    |
| Risk rank 1                                      | \$ per annum              | 3131.62            |
| Risk rank 2                                      | \$ per annum              | 1539.25            |
| Risk rank 3                                      | \$ per annum              | 688.47             |
| Risk rank 4                                      | \$ per annum              | 328.19             |
| <i>Volumetric charge fees:</i>                   |                           |                    |
| Category B                                       | \$ per kL                 | 2.0481             |
| Category C                                       | \$ per kL                 | 1.4337             |
| <i>Quality of discharge fees:</i>                |                           |                    |
| BOD >400mg/L                                     | \$ per kg                 | 0.4139             |
| Suspended Solids >400mg/L                        | \$ per kg                 | 0.2636             |
| Total Phosphorus >30mg/L                         | \$ per kg                 | 0.6164             |
| Total Combined Nitrogen >60mg/L                  | \$ per kg                 | 0.7928             |
| Total Oxidisable Sulphur >100mg/L                | \$ per kg                 | 1.1456             |
| Sodium >250mg/L                                  | \$ per kg                 | 0.1751             |
| Arsenic >0.2g/day                                | \$ per kg                 | 0.2635             |
| <i>Quality of discharge fees – heavy metals:</i> |                           |                    |
| Cadmium >0.4g/day                                | \$ per kg                 | 0.2635             |
| Chromium (III & VI) >100g/day                    | \$ per kg                 | 0.2635             |
| Copper >100g/day                                 | \$ per kg                 | 0.2635             |
| Lead >100g/day                                   | \$ per kg                 | 0.2635             |
| Mercury >0.2 g/day                               | \$ per kg                 | 0.2635             |
| Nickel >10g/day                                  | \$ per kg                 | 0.2635             |
| Selenium >10g/day                                | \$ per kg                 | 0.2635             |
| Zinc >100g/day                                   | \$ per kg                 | 0.2635             |

| Tariff Description  | Unit                      | 2024-25 Price (\$) |
|---|---------------------------|--------------------|
| <i>Trade waste penalty units:</i>   |                           |                    |
| 1st major breach  | \$ per event              | 212.08             |
| 2nd major breach  | \$ per event              | 447.77             |
| 3rd major breach  | \$ per event              | 1001.61            |
| 4th major breach  | \$ per event              | 2038.59            |
| <b>Concessions on water supply and sewerage</b>                                   |                           |                    |
| <i>Water and sewerage concessions for pensioners and concession card holders:</i> |                           |                    |
| Standard discount   | %                         | 50%                |
| Maximum rebate for water & sewer customers  | \$ per property per annum | 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                |
| <b>Life support (haemodialysis) machine concessions</b>                           |                           |                    |
| Free water (allowance)  | kL per annum              | 168                |

#### Fees collected on behalf of other organisations

| Tariff Description   | Unit                      | 2024-25 Price (\$) |
|--|---------------------------|--------------------|
| <b>Waterways and drainage charge</b><br>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              |
| <b>Parks charge</b><br>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  |
|---|--|---|
| <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   |
|   |  | 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 |
| <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   |

## Disposal of septic waste

| Tariff Description                                  | Unit        | 2024-25 Price (\$) |
|---|-------------|--------------------|
| <b>Disposal of septic waste to treatment plants</b> |             |                    |
| Disposal fees                                       |             |                    |
| per load  | \$ per load | 530.90             |
| per kL  | \$ per kL   | 68.75              |

### Land and property development services

| Tariff Description  | Unit               | 2024-25 Price (\$) |
|---|--------------------|--------------------|
| <b>New Customer Contributions</b>                                     |                    |                    |
| <i>Standard 20mm NCC for water and sewer:</i>                         |                    |                    |
| Infill  | \$ per connection  | 3,246.90           |
| Greenfield  | \$ per connection  | 7,517.40           |
| <b>Land Development Administrative fees</b>                           |                    |                    |
| Works fees  |                    |                    |
| 1-10 lots   | \$ per application | 5,282.60           |
| More than 10 lots   | \$ per application | 8,720.20           |
| Non-works fee   | \$ per application | 404.45             |
| <b>Developer Financed Works</b>                                       |                    |                    |
| Design, Construction, Feasibility, Supervision & Quality Control fees |                    | At Cost            |

### Hydrant and standpipe access services

| Tariff Description                         | Unit               | 2023-24 Price (\$) |
|--|--------------------|--------------------|
| <b>Standpipe and hydrant usage permits</b> |                    |                    |
| <i>Permit application:</i>                 |                    |                    |
| Application fee                            | \$ per application | 210.60             |
| <i>Usage:</i>                              |                    |                    |
| Potable water                              | \$ per kL          | 3.1308             |
| Recycled water – Class A                   | \$ per kL          | 2.0712             |
| Recycled water – Class B                   | \$ per kL          | 0.4689             |
| Non-compliant log report                   | \$ per month       | 81.73              |
| Key bond / access cards                    | \$ per key         | 59.48              |

### Building alteration, new connection and metering services

| Tariff Description   | Unit               | 2024-25 Price (\$) |
|--|--------------------|--------------------|
| <b>Plumbing application and assessment fees</b>                  |                    |                    |
| 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             |
| Sanitary drain size, depth & offset (water and/or sewer)         | \$ per application | 26.45              |

| Tariff Description                                   | Unit               | 2024-25 Price (\$) |
|--|--------------------|--------------------|
| <b>Build over easement application</b>               |                    |                    |
| <i>Build-over easement application fees:</i>         |                    |                    |
| Build over application                               | \$ per application | 185.25             |
| <i>CCTV and sewer re-lining service fees:</i>        |                    |                    |
| Plan copy - sewer                                    | \$ per item        | 37.40              |
| CCTV sewer line                                      |                    | 534.40             |
| <b>Conditions of connections application - sewer</b> |                    |                    |
| <i>Conditions of connections - sewer:</i>            |                    |                    |
| Residential standard (per application)               | \$ per application | 144.45             |
| Commercial standard (per application)                | \$ per application | 385.15             |

### New connections and new metering

| Tariff Description  | Unit                | 2024-25 Price (\$) |
|---|---------------------|--------------------|
| <b>Inspection / installation visits and missed appointments</b>                                 |                     |                    |
| Recycled water inspection fee   |                     |                    |
| Residential   | \$ per application  | 288.25             |
| Non-residential   | \$ per inspection   | 186.45             |
| Recycled water re-inspection fee (due to failed inspection, plumber not attending or no access) | \$ per inspection   | 145.35             |
| Replace lock off recycled water meter   | \$ per replacement  | 188.05             |
| Drainage inspection (prior to consent issued)   | \$ per application  | 256.40             |
| <b>Water Supply</b>   |                     |                    |
| <i>Drinking water tapping fees (installation):</i>  |                     |                    |
| 20mm  | \$ per installation | 524.15             |
| 25mm  | \$ per installation | 967.70             |
| 32mm  | \$ per installation | 2,036.30           |
| 40mm  | \$ per installation | 2,641.05           |
| 50mm  | \$ per installation | 4,052.35           |
| > 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 | 524.15             |
| 25mm  | \$ per installation | 967.70             |
| 32mm  | \$ per installation | 2,036.30           |
| 40mm  | \$ per installation | 2,641.05           |
| 50mm  | \$ per installation | 4,052.35           |
| > 50mm  | \$ per installation | At cost            |

| Tariff Description                                   | Unit                      | 2024-25 Price (\$) |
|--|---------------------------|--------------------|
| <b>Plugging Fees</b>                                 |                           |                    |
| Plugging fees - potable water                        | \$ per plug               | 116.55             |
| Plugging fees - recycled water                       | \$ per plug               | 116.55             |
| <b>Backflow Preventer Fees</b>                       |                           |                    |
| Backflow application fee                             | \$ per application        | At cost            |
| Backflow renewal fee                                 | \$ per annum              | 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            |
| <b>Meter Sales</b>                                   |                           |                    |
| <i>Water meter sale fees: Potable &amp; Recycled</i> |                           |                    |
| 20mm meter   | \$ per meter              | 189.30             |
| 25mm meter   | \$ per meter              | 189.30             |
| 32mm meter   | \$ per meter              | 387.10             |
| 40mm meter   | \$ per meter              | 1,239.05           |
| 50mm meter   | \$ per meter              | 1,239.05           |
| 80mm meter   | \$ per meter              | 1,477.65           |
| 100mm meter  | \$ per meter              | 2,138.95           |
| <b>Special meter reading</b>                         |                           |                    |
| Special meter reading fee                            | \$ per application        | 32.55              |
| <b>Water Quality Tests</b>                           |                           |                    |
| Water quality tests                                  | \$ per test               | 100.10             |
| <b>Private Fire Services Connection Fee</b>          |                           |                    |
| Resealing fire hose taps - 1st                       | \$ per request            | 328.25             |
| Resealing fire hose taps - additional                | \$ per additional reseal  | 8.10               |
| <b>Pressure and flow information</b>                 |                           |                    |
| Pressure / flow information service fee              | \$ per request            | 336.95             |

Information and account administration services

| <b>Tariff Description</b>          | <b>Unit</b>                   | <b>2024-25 Price (\$)</b> |
|------------------------------------|-------------------------------|---------------------------|
| <b>Information Statement Fees</b>  |                               |                           |
| Information Statement - Standard   | \$ per statement              | 21.55                     |
| Information Statement - Urgent     | \$ per statement              | 62.58                     |
| Freedom of information request     | \$ per request                | 31.80                     |
| <b>Recovery Fees</b>               |                               |                           |
| Recovery of reasonable costs       | \$ per reasonable cost        | At cost                   |
| <b>Administration Fee / Charge</b> |                               |                           |
| Administration Fee / Charge        | \$ per administrative request | 94.65                     |