



2025 TARIFF RATE AND CHARGES

Effective Wednesday 1 January 2025

WATER TARIFF RATES

CUSTOMER CATEGORY	SERVICE	CONSUMPTION	RATES EFFECTIVE 1 Jan 2025 (\$/kL)
Domestic	Water	0 to 15 kL	\$10.43
		15 to 30 kL	\$15.49
		Greater than 30 kL	\$18.01
	Wastewater	0 to 15 kL	\$5.12
		15 to 30 kL	\$7.64
		Greater than 30 kL	\$8.89
Commercial	Water	0 to 15 kL	\$40.73
		15 to 30 kL	\$45.79
		Greater than 30 kL	\$50.85
	Wastewater	0 to 15 kL	\$20.26
		15 to 30 kL	\$22.79
		Greater than 30 kL	\$25.31

WATER SERVICE CHARGES and OTHER FEES

CUSTOMER CATEGORY	SERVICE	CHARGES EFFECTIVE 1 Jan 2025 (\$/kL)
DOMESTIC	Water unmetered basic monthly charge (base 40kL)	\$572.00
	Water and waste water unmetered basic monthly charge (base 40kL)	\$851.00
	Monthly service standing charge	\$72.43
	Monthly service charge per kL (Cash Water)	\$3.13
	Service installation fee	\$1,660.00
	Service disconnection fee	\$126.00
	Service reconnection fee	\$126.00
	Service connection deposit	\$1,360.00
	Survey fee	\$170.00
	Standard wastewater installation fee	\$10,500.00
	Waste water connection with new manhole required	\$15,300.00
	Water meter testing fee	\$309.00
	Plumbing and investigation fee	\$297.00
	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 extention and relocation	Based on detailed assessment	

CUSTOMER CATEGORY	SERVICE	CHARGES EFFECTIVE 1 Jan 2025 (\$/kL)
Commercial	Water unmetered basic monthly charge (base 46kL)	\$2,120.00
	Water and waste water unmetered basic monthly charge (base 46kL)	\$3,170.00
	Monthly service standing charge	\$93.06
	Service installation fee	\$2,570.00
	Service disconnection fee	\$253.00
	Service reconnection fee	\$253.00
	Service connection deposit	\$5,750.00
	Survey fee	\$253.00
	Waste water 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 extention and relocation	Based on detailed assessment	

NOTES:

1. 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: <ul style="list-style-type: none">• Government agencies;• Regional organisations;• Health facilities, including hospitals and clinics;• Businesses;• Education or training institutions;• Religious organisations and churches;• Non-government organisations;• Any property wholly or partly to run a business or generate revenue through trade;• Any commercial property that incorporates a small residential dwelling above a shop;• Any apartment block or other residential housing complex where a single water supply is provided for the entire property; and• Metered standpipe or commercial water tanker operators.

2. ADDITIONAL INFORMATION

- 1) Domestic and commercial water charges include a catchment levy of \$0.47c per kL
- 2) CashWater monthly service charge is \$3.13 per kilolitre and is added to above tariff rates
- 3) Cashwater monthly charges per kilolitre (kL) is based on average monthly consumption of 23kL.
- 4) Monthly service charge for post-paid conventional meter is \$72.43 for domestic customers and \$93.06 for commercial customers.