



## **PRICING SCHEDULE**

Customer Information

Financial Year 2023/24

IMS-SERV-F-2099-SW

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## 1 PURPOSE

The purpose of this Pricing Schedule is to provide information and guidance to customers relating to the current fees and charges for Solo Water services for the 2023/24 financial year. All fees and charges are GST Free unless stated otherwise.

### 1.1 Scope

This Pricing Schedule covers information for customers regarding the following:

- Development, Property, Building and Connection Fees
- Fixed Service and Volumetric Usage Charges
- Miscellaneous Charges

### 1.2 Objective

Solo Water will endeavour to provide up to date schedules for pricing and relevant information regarding our operations, products and services.

## 2 DEVELOPMENT, PROPERTY, BUILDING AND CONNECTION FEES

The following table identifies fees applicable to undertaking any property, building and development works and/or for connecting new building works to Solo Water Infrastructure.

PROPERTY, DEVELOPMENT, BUILDING & CONNECTION CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Property Service Diagram (PSD)	Supply of diagram showing the drinking water, recycled water and sewerage connection points on a lot.	Per application	\$75.00
Assessment of Building Plans for new building & structures (stamping plans)	Assessment of zone of influence and connections requirements for any proposed building works on the lot. Once approved the plans will be stamped by Solo Water.	Per application	\$210.00
Connection of a new approved building/structure	Connection to drinking water system	Per connection	\$635.00
	Connection to sewerage system	Per connection	\$895.00
	Connection to recycled water system	Per connection	\$495.00
Disconnection fee for remove existing connections.	Disconnect drinking water system	Per disconnect	\$160.00
	Disconnect recycled water system	Per disconnect	\$160.00
	Disconnect sewerage system	Per disconnect	\$160.00
Alterations & additions, pools & spas	Inspection and certification of any new approved alterations & additions, pools & spa's or other approved structure on an existing developed lot. Fee includes up to three site inspections and certificate.	Per application	\$540.00
Subdivision of an existing lot	Preliminary assessment of any application to subdivide a lot or install a secondary dwelling and issue a Requirements Notice.	Per Requirements Notice	\$540.00

### 3 FIXED SERVICE AVAILABILITY AND VOLUMETRIC USAGE CHARGES

Charges for drinking water, recycled water and sewerage services are broken up into a fixed service availability charge and a variable water usage charge.

The fixed service availability charges relate to the cost of provision of infrastructure to the lot and are payable from the date the service is provided to the lot, whether you have built a house or not.

A summary of the fixed service availability charges are provided in the following Table.

FIXED RESIDENTIAL SERVICE AVAILABILITY QUARTERLY CHARGE			
SERVICE	DESCRIPTION	UNIT <sup>^</sup>	FIXED CHARGE
Drinking Water	Fixed Service Availability	Per Quarter	\$89.50
Recycled Water	Fixed Service Availability	Per Quarter	\$72.75
Pressure Sewer	Fixed Service Availability	Per Quarter	\$201.25

<sup>^</sup> Fixed rates for billing purposes are calculated using an average annual daily rate based on the number of days in the billing period. Daily rates applied are rounded to two decimal places.

In addition to the fixed charges the variable water usage charges apply once you move into your house and start using water. We do not charge a variable charge for the pressure sewerage service.

A summary of the variable water usage charges are provided in the following table.

VARIABLE RESIDENTIAL VOLUMETRIC WATER USAGE CHARGES			
SERVICE	DESCRIPTION	UNIT <sup>^</sup>	USAGE CHARGE
Drinking Water	Bulk Water Supplier Usage Charge (Central Coast Council (CCC))	\$/kL	\$2.48
	Local Supplier Usage Charge (Catherine Hill Bay Water Utility)	\$/kL	\$0.83
	Total Drinking Water Usage Charge (sum of above)	\$/kL	\$3.31
Recycled Water	Local Supplier Charge (Catherine Hill Bay Water Utility)	\$/kL	\$2.80

<sup>^</sup> Water usage for billing purposes is calculated based on the total number of kilolitres that passes through each meter during the billing period.

### 4 MISCELLANEOUS CHARGES

The following table identifies miscellaneous fees and charges relating to our services:

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Late Payment Fees	Late payment fees apply if there is any overdue amount when the	Per bill cycle	\$20.00



MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
	next bill is issued. Interest charges may also apply as per the Customer Contract for outstanding balances >90 days overdue.		
Bank Authority (Declined Payment)	If your financial institution declines your bill payment, we will charge you a fee.	Each event	\$10.00
Credit Card Surcharge	Fees on Visa / Mastercard	Each event	1.25%
Postage and Handling	If you require paper bills to be mailed out to you.	Each event	\$2.50 (Inc. GST)
Change of ownership/ Conveyancing Certificate	Paid by the Sellers conveyancer to process the change of ownership form. Standard process for change of ownership >7 days prior to settlement date.	Each event	\$75.00
	When an urgent change of ownership is requested less than 1 week from settlement date or post settlement.	Each event	\$200.00
Billing Search	Up to five years	Each event	\$75.00
Application for a Metered Standpipe	Administration fees	Each event	\$225.00
Standpipe Security Bond	Deposit for hire	Per standpipe	\$1050.00
Standpipe Hire	Drinking Water Standpipe	Monthly	\$55.00
	Recycled Water Standpipe	Monthly	\$40.00
Standpipe Water	Drinking Water Standpipe, including pool filling	Per kL	\$3.90
	Recycled Water Standpipe	Per kL	\$3.40
Remove Water Supply Restriction	Removal of a flow restriction if your water supply has been restricted due to lack of payment	Business hours (8am-3pm week days)	\$160.00
		After hours	\$320.00
Meter Reading – Special Reads	Meter reads outside of scheduled reads	Business hours (8am-3pm week days)	\$85.00
		After hours or urgent less than 3 days notice.	\$170.00
Inaccessible Meter Read Arrangement	Arranged scheduled reads	Administration fee	\$85.00
Inaccessible Meter Imputed Charge	Arranged scheduled reads	Each event	\$45.00

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Request for Sub Metering	Administration fees	Each event	\$75.00
Affix a Sub Meter	Service fee	Each event	\$280.00
Water Meter Replacement	20mm	Each event	\$280.00
	>20mm	Each event	Quote
Service Call Out Fees, if we are required to attend to your property in relation to a blockage, leak or other issue.	If we undertake a service call out and it is determined the issue was not caused by the customer and is located on Solo Water assets on our side of the connection point, the customer will not be charged and we will undertake the required repairs.		No fees will be charged
	<p>If we undertake a service call out and it is determined that:</p> <ol style="list-style-type: none"> <li>1. The issue is on the private plumbing on the customer side of the connection point; or</li> <li>2. The issue was caused by the customer and is located on our side of the connection point;</li> </ol> <p>The customer will be charged a service call out fee and be required to pay for the required repairs.</p> <p>If the issue is deemed to be non-critical you may be able to engage your own licenced plumber to undertake the repairs on your behalf.</p>	<p>Per Call Out</p> <p>Business hours (8am-3pm week days)</p> <p>After hours</p>	<p>\$85.00 Call Out Fee + repairs + service admin fee of 10% + GST</p> <p>\$170.00 Call Out Fee + repairs + service admin fee of 10% + GST</p>
	If you call your own licenced plumber to fix an issue and we are provided evidence that the issue is on our side of the connection point, we will agree pay the reasonable amount of the private plumbers fee. Prior approval is required.		We will pay your plumbers reasonable charges (subject to prior approval)
Damage to our assets on your property	Any damage to our assets located on your property.	Per event	To be determined on a cost plus service admin fee of 10% + GST.
Site Inspection	For Solo Water to attend site at the request of the customer	Per inspection	\$85.00
Certificate	For Solo Water to issue a compliance certificate or similar as the water utility	Per certificate	\$210.00

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Rectification Notice	<p>If we become aware of an issue associated with your property including:</p> <ul style="list-style-type: none"> <li>• Stormwater infiltration to sewer.</li> <li>• Illegal or non compliant connections.</li> <li>• Pool water discharged to sewer.</li> <li>• A potential cross connection.</li> <li>• Inappropriate uses of recycled water.</li> <li>• Disposal of inappropriate products and chemicals to sewer.</li> <li>• Damage to Solo Water assets.</li> </ul> <p>We will issue you a rectification notice advising of what you need to do to rectify the issue.</p>	For each rectification notice issued and for each follow up notice issued until rectified.	\$85.00
CCTV Inspection of house sewer drain	<p>For Solo Water to attend site and perform a CCTV inspection of your house sewer drain to identify leaks or non-compliant pipework on customer side of sewer connection point.</p> <p>Note: If Solo Water undertake CCTV work on a lot and it identifies non-compliant plumbing on the customer side of the connection point, this fee will be charged to the customer.</p>	Per inspection	\$320.00 + GST
Cross connection test at customer meter	For Solo Water to attend site at the request of the customer to perform a cross connection test at the meter.	Per test	\$320.00 + GST
Customer requested pressure / flow test	<p>For Solo Water to attend site at the request of the customer to undertake a water pressure test.</p> <p>Note: No fee will apply if the pressure test results are not compliant to Solo Water service standards.</p>	Per test	\$160.00 + GST