

# WATER FEES & CHARGES – RESIDENTIAL 2024-25



Residential customers should receive a water bill from us on a quarterly basis.

Your residential water bills are made up of fixed and variable charges:

- Fixed service charges – these are annual charges that will be divided evenly across each of your bills for the year, for establishing and operating the water system and includes up to 425kL pa.
- Variable water supply and usage charge – if your water use in a year is over 425kL, additional usage charges will apply depending on the amount of water you use, as set out below.

Service charges	
Standard service charge	\$ 264
Annual allocation charge	\$1,314

Water use charges	
Annual water volume	Price per kilolitre (kL)
From 425 kL – 550 kL (charged per kL on incremental usage above 425 kL)	\$5.402
Above 550 kL	\$9.289

Vacant land charges	
Annual (standard service) charge	\$ 264
Annual allocation charge (waived for first 12 months from initial purchase of vacant lot from Developer)	\$1,314

Other fees and charges	
Connection charges (including smart meter), for new water supply connection to vacant lot	Refer to Building Services Fees & Charges
Standard water meter test	\$125
Interim/additional meter read	\$55
Meter repairs	Quote
Call out fees	Quote
Disconnection	\$800

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Late payment fee	\$15
Overdue Accounts	1% per month
Credit card fee	Provided at time of payment

Prices are updated each financial year (which begins on 1 July and ends on 30 June).

Your water usage is calculated across the year. Once 425 kL of water is used, you will be charged at the higher charge rates for the balance of water used for the rest of the year

The 425 kL water allocation is an annual volume and cannot be carried forward to the following year.

**NO CONNECTION TO THE WATER SUPPLY CAN BE MADE WITHOUT MUCHEA WATER'S APPROVAL. PENALTY FINE OF \$10,000 APPLIES.**

*If you are having trouble paying your bill, please refer to our Financial Hardship Policy, or contact us to discuss payment options.*