

WATER FEES & CHARGES – RESIDENTIAL 2023-24



Residential customers should receive a water bill from us approximately every 3 months.

Your residential water bills are generally made up of 2 types of charges:

- Standard service charge – this is an annual charge that will be divided evenly across each of your bills for the year, for establishing and operating the water system.
- Water supply and usage charge – for water usage up to 425kL per year you will be charged a fixed amount, with this charge divided evenly across each of your bills for the year. If your water usage in a year is over 425kL, additional usage charges will apply depending on the amount of water you use, as set out below.

Standard service charge	
Annual charge	\$ 264

Water usage charges	
Annual water volume	Price per kilolitre (kL)
First 425 kL (a fixed amount pa, billed at the rate of \$328.50 each quarter)	<i>(equivalent to)</i> \$3.093
425 – 550 kL (charged per kL on incremental usage above 425 kL)	\$5.402
Thereafter	\$9.289

Vacant land charges	
Annual (standard service) charge	\$ 264
Water availability 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

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Disconnection	\$800
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.