

# WATER FEES & CHARGES – RESIDENTIAL 2025-26



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 – are annual charges that will be divided evenly across each of your bills for the year, for establishing and operating the water system.
- Variable water usage charges – are calculated and billed quarterly, based on the amount of water you use.

Service charges	
Standard service charge (annual)	\$ 296

Water use charges	
Annual water volume	Price per kilolitre (kL)
Up to 425kL	\$3.20
From 425 kL – 700 kL	\$5.42
From 700 kL – 1,000 kL	\$7.00
Above 1,000 kL	\$9.30

Vacant land charges	
Standard service charge (quarterly charge)	\$ 74
Quarterly vacant land charge <i>(where Lots are left undeveloped or mains connection is removed)</i>	\$ 65
<i>Vacant land charges will be waived for the first 12 months from the date of initial purchase of vacant lot land from the Developer.</i>	

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	\$ 65
Meter repairs	Quote

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Call out fees	Quote
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).

Residential fees and charges are based on a standard 20mm residential service.

Your water usage is calculated across the year. All customers start in Tier 1, then as your cumulative water use increases during the year, you will progressively move into higher tiers. Your usage will reset to Tier 1 when your bill restarts on 1 July each year.

The vacant land charges (VLC) are service charge for making drinking water available to your property prior to construction of a dwelling on your property. The VLC no longer applies once a metered connection is installed on your property. The VLC is waived for the first 12 months from date of initial purchase of vacant lot land from the Developer. The VLC will also be applied should a property's water supply be disconnected from the mains water system.

**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.*