

# residential price fact sheet Box Hill

## effective 1 July 2023



### ongoing

Residential customers receive a bill at least every three months which will include:

- fixed service charges
- variable usage charges

### fixed service charges (GST free)

You pay fixed charges for your ongoing connection to our supply.

service	description	unit	charge
drinking water	per 20mm meter		n/a
recycled water	per 20mm meter	per month	\$2.56
wastewater	per 20mm meter	per month	\$65.05
storm water infiltration	this fee will be charged if we assess that your property discharges excess wastewater during storm events	per month	\$100.00

### variable usage charges (GST free)

You pay variable usage charges for the volume of water that you use.

service	unit	standard	description
drinking water	per kL		*When Sydney Water drought prices apply Anytime usage rates change: Recycled water: \$3.51/kL
recycled water	per kL	\$2.57	
excess wastewater	per kL	\$3.50	Applies to wastewater volumes discharged at an average rate in excess of the 'reasonable use' rate as defined in the Customer Contract.

kL = kilolitre (1000 litres)

### unmetered properties (GST free)

If your property is unmetered, you pay a fixed service charge per month.

service	unit	standard	description
drinking water	per month	\$54.39	When Sydney Water drought prices apply rates differ: Drinking Water: \$64.40/mth Recycled Water: \$49.27/mth
recycled water	per month	\$42.12	

## connection

If you are building or adding on to your property, the following fees will be applicable:

service	description	price	gst
Altogether building approval	primary dwelling (new home)	\$54.00	GST free
	primary dwelling (new home) with a pool	\$54.00	GST free
	primary dwelling with attached or detached secondary dwelling (new home)	\$107.00	GST free
	secondary dwelling (e.g. granny flat)	\$107.00	GST free
	primary dwelling (new home)	\$54.00	GST free
	primary dwelling (new home) with a pool	\$54.00	GST free
	primary dwelling with attached or detached secondary dwelling (new home)	\$107.00	GST free
	secondary dwelling (e.g. granny flat)	\$107.00	GST free
	pool only	\$54.00	GST free
	shed or extension (not serviced)	\$54.00	GST free
	shed or extension (serviced)	\$54.00	GST free
	retaining walls, decks or other	\$54.00	GST free
	Altogether building approval (add on)	pool only	\$54.00
shed or extension (not serviced)		\$54.00	GST free
shed or extension (serviced)		\$54.00	GST free
retaining walls, decks or other		\$54.00	GST free
on lot infrastructure fee	Also called BASIX fee, this once-off fee includes the supply and installation of the pump, level sensor, control panel, recycled water meter and remote monitoring system to connect your home to our wastewater and recycled water systems.	\$6,291.00	GST free
pre-connection inspection	pre-connection inspection with pump out included	\$591.00	GST free
	pre-connection inspection without a pump out	\$0.00	GST free
	pre-connection inspection (repeat) with pump out included	\$864.00	GST free
	pre-connection inspection (repeat) without a pump out	\$273.00	GST free

service	description	price	gst
pre-connection inspection (repeat)	pre-connection inspection (repeat) with pump out included	\$864.00	GST free
	pre-connection inspection (repeat) without a pump out	\$273.00	GST free
pump out	at initial connection	\$591.00	GST free
	standard call out	\$885.00	GST free
	emergencies and public holidays	\$1,440.00	GST free
incomplete connection	incomplete connection	\$273.00	GST free
	incomplete connection with pump out included	\$864.00	GST free
Altogether building approval resubmission	primary dwelling (new home)	\$54.00	GST free
	primary dwelling (new home) with a pool	\$54.00	GST free
	primary dwelling with attached or detached secondary dwelling (new home)	\$107.00	GST free
	secondary dwelling (e.g. granny flat)	\$107.00	GST free

## secondary dwellings

A secondary dwelling occurs when two dwellings are proposed to be constructed on an allotment of land which has been allocated one wastewater servicing point. They generally will require development consent and include dual occupancies (either attached or detached) and granny flats. Secondary dwellings place additional demand and cost on the wastewater system. If you are planning to develop a secondary dwelling, please note developer services plan ('DSP') fees and other fees may apply.

If you are building a secondary dwelling the below fees are also applicable:

service	description		price	gst
meters for secondary dwellings	This fee is for the supply and installation of additional 20mm meter/s for your secondary dwelling. Secondary dwellings must be metered separately from your primary dwelling.		\$358.00	GST incl
secondary dwelling developer services plan	Secondary dwellings place additional demand and cost on the wastewater system. If you are planning to develop a secondary dwelling, please note developer services plan ('DSP') fees. DSP fees are calculated according to the ET (equivalent tenement) of the proposed second dwelling. This is calculated as 0.2ET plus 0.2ET per bedroom or equivalent room.	Studio/1 Bedroom	\$9,301.00	GST incl
		2 Bedroom	\$13,951.00	GST incl
		3 Bedroom	\$18,601.00	GST incl
secondary dwelling management fee	This fee is payable by anyone connecting a secondary dwelling to offset the costs associated with higher wastewater volumes and the efficient management of the infrastructure.		\$5,887.00	GST incl

**extras**

We also charge for once-off services or costs, either in your regular bill or in a separate bill.

service	description		price	gst
boundary kit valve assembly	A boundary kit valve assembly is the hardware and shut off valve located inside the boundary kit cover. This is included in your on lot (phase 2) infrastructure fee but will need to be replaced if damaged.		\$603.00	GST incl
replacement of damaged water meter	20mm		\$103.00	GST free
	25mm		\$175.00	GST free
	32mm		\$239.00	GST free
	40mm		\$327.00	GST free
	50mm (light)		\$341.00	GST free
	50mm (heavy)		\$378.00	GST free
	65mm		\$697.00	GST free
	80mm		\$607.00	GST free
	100mm		\$1,008.00	GST free
	150mm		\$2,949.00	GST free
200mm		\$5,855.00	GST free	
wastewater collection tank lid	n/a		\$735.00	GST incl
	n/a		\$137.00	GST incl
wastewater collection tank lid bolt kit	This bolt kit is required to keep your tank lid secure. If lost or damaged, you need to purchase a replacement to ensure your tank stays secure. An additional bolt kit is provided when purchasing a tank riser.		\$137.00	GST incl
wastewater collection tank riser	A wastewater collection tank riser is required if your tank is below surface ground level. A bolt kit is provided with the riser.	E-One type 150mm	\$664.00	GST incl
		NOV InviziQ type: 300mm	\$1,254.00	GST incl
		NOV InviziQ type: 600mm	\$2,276.00	GST incl
boundary kit cover	The boundary kit cover protects the hardware and shut off valve. The boundary kit cover will need to be replaced if damaged or lost.		\$167.00	GST incl

service	description		price	gst
asset adjustment application fee	application for Altogether to review a request to relocate assets		\$379.00	GST incl
boundary kit height adjustment	This fee covers the cost of either raising or lowering your boundary kit to accommodate your landscape changes.		\$1,071.00	GST incl
water meter tests	If you believe your water usage charge is higher than usual, you can apply have your water meter tested.	20 & 25mm	\$301.00	GST free
		32mm	\$352.00	GST free
		40mm	\$353.00	GST free
		50mm (light)	\$438.00	GST free
		50mm (heavy)	\$475.00	GST free
		65mm (heavy)	\$480.00	GST free
		80mm (heavy)	\$716.00	GST free
		100mm (heavy)	\$1,073.00	GST free
		150mm (heavy)	\$1,320.00	GST free
do not drink signage	300 x 450mm		\$118.00	GST incl
	70 x 90mm		\$36.00	GST incl
recycled water tap adapter	Easily connect your hose or irrigation to a recycled water tap using this adapter.		\$6.00	GST incl
anti-vandal recycled water tap key	Designed for recycled water taps only, this tap key features easy operation and is removable to prevent unauthorised use		\$7.00	GST incl
special meter reading	If you have requested a meter reading outside of the normal schedule additional fees apply.		\$20.00	GST incl
cross-connection check	Let us help you preform a cross connection check on your plumbing to ensure your drinking water and recycled water plumbing is separate.		\$0.00	
infiltration inspection	Our team will check that stormwater infiltration and/or excess wastewater generation is no longer occurring from your property		\$273.00	GST incl
re-connection fee	If your services have been restricted, upon reconnection this fee will be applied to your next bill		\$270.00	GST free

service	description	price	gst
service call out fee	All costs and expenses incurred by us in connection with any repair or replacement work undertaken will be invoices plus an administration fee of 15%	price on application	GST incl
damage to equipment or network	All costs and expenses incurred by us in connection with any repair or replacement work undertaken will be invoices plus an administration fee of 15%	price on application	GST incl

### changes in pricing

Our prices are subject to change. If we change our prices, we will let you know as soon as practicable and, in any event, no later than our first bill for the services we supply from the date the change takes effect or otherwise in accordance with any applicable laws and codes.

Prices for drinking water and recycled water usage will go up when Hunter Water applies 'drought' pricing. Drought pricing is applied if dam levels drop below 60% and will stop applying after dam levels recover to above 70%. This change can occur during a billing period and will apply from the day that Hunter Water applies 'drought' pricing until it stops applying drought pricing.

The Independent Pricing and Regulatory Tribunal (IPART) determines water and wastewater pricing for Sydney Water, Hunter Water and local councils. Whilst IPART does not determine water and wastewater prices for private water and wastewater utilities, changes to Sydney Water and Hunter Water charges throughout the year will impact Altogether's fees and charges.

Altogether is committed to offering our customers a premium service that is sustainable, with pricing that encourages best practice household behaviour. We thank you for embracing our recycled water service to help ensure Australia's sustainable future.

### credit card and processing fees

- Visa 1%
- Mastercard 1%
- American Express 3%
- Diners Card 1.6%
- Payment dishonour fee: \$17.22

### concessions

Eligible concession holders can apply for a rebate through [Service NSW](#).

### customer contract

To view our customer contract, please visit

<https://information.altogethergroup.com.au/governance/Water%20Customer%20Contract.pdf>.