

Residential price fact sheet Discovery Point



effective 1 March 2025

Residential customers receive a bill at least every three months which includes the following charges (where applicable to our services provided):

- fixed service charges
- variable usage charges
- extras (when required)

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	per month	\$6.39
recycled water	per 20mm meter	per month	\$2.74
wastewater	per 20mm meter	per month	\$67.53

Variable usage charges (GST-free)

You pay variable usage charges for the volume of water that you use. Charges for drinking water and recycled water usage will increase when Sydney Water applies 'drought' pricing.

service	unit	charge	description
drinking water	per kL	\$2.77	\$3.74 when Sydney Water applies 'drought' pricing
recycled water	per kL	\$2.67	\$3.64 when Sydney Water applies 'drought' pricing

kL = kilolitre (1000 litres)

Unmetered properties (GST-free)

If your property is unmetered, you pay a fixed service charge per month. When Sydney Water drought prices apply, rates differ.

service	unit	standard	drought
drinking water	per month	\$65.40	\$75.43
recycled water	per month	\$52.93	\$59.92
wastewater	per month	\$711.75	\$711.75

Extras

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

service	description		price	gst
<u>do not drink signage</u>	300 x 450mm		\$118	GST incl
	70 x 90mm		\$36	GST incl
statement of available pressure and flow	Use this application when you want to know the pressure and available flows in our water supply system. The statement supports your application for a large connection or when you need to certify fire-fighting requirements.		\$949	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	\$349	GST-free
		32mm	\$399	GST-free
		40mm	\$399	GST-free
		50mm (light)	\$479	GST-free
		50mm (heavy)	\$499	GST-free
		65mm (heavy)	\$549	GST-free
		80mm (heavy)	\$799	GST-free
		100mm (heavy)	\$1,199	GST-free
		150mm (heavy)	\$1,399	GST-free
special meter reading	If you have requested a meter reading outside of the normal schedule additional fees apply.		\$25	GST incl
re-connection fee	If your services have been restricted, upon reconnection this fee will be applied to your next bill		\$299	GST-free
service call out fee (invoiced to customer)	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 (invoiced to customer)	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

service	description		price	gst
replacement of damaged water meter	If your water meter has been damaged, you will require a replacement.	20mm	\$149	GST-free
		25mm	\$199	GST-free
		32mm	\$259	GST-free
		40mm	\$349	GST-free
		50mm (light)	\$399	GST-free
		50mm (heavy)	\$429	GST-free
		65mm	\$749	GST-free
		80mm	\$749	GST-free
		100mm	\$1,099	GST-free
		150mm	\$3,199	GST-free
		200mm	\$5,999	GST-free

Current financial year

The above charges are payable during the current financial year.

Charges payable during the subsequent 3 financial years

On 1 November of each of 2025, 2026 and 2027 our prices will vary, as a maximum, by the *Consumer Price Index All Groups Index for Sydney* published by the Australian Bureau of Statistics for the most recent quarter (CPI).

If there is an increase in a charge which exceeds the CPI:

- each customer will receive at least 3 months' written notice (or shorter period approved by the Independent Pricing and Regulatory Tribunal, our regulator) of the increase
- the notice will be sent with, or included in, a bill.

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>.