

Residential price fact sheet Glossodia



effective 1 July 2026

This price fact sheet is for residential customers only. There is a separate price fact sheet for commercial customers.

Residential customers receive a bill at least every three months which will include: Standard Contract Charges and Additional Charges. The Standard Contract Charges are made up of:

- fixed service charges
- variable usage charges

Standard Contract Charges

Fixed service charges (GST-free)

You pay fixed charges for your ongoing connection to our supply, as set out below:

service	description	unit	charge
recycled water	per 20mm meter	per month	\$3.35
wastewater*	per 20mm meter	per month	\$84.56

*This charge applies to residential reasonable use as defined in your Customer Contract. Wastewater usage above that volume may be charged at the charge set out below.

Variable usage charges (GST-free)

You pay variable usage charges for the volume of water that you use as set out below:

service	unit	charge	description
recycled water	per kL	\$3.33	\$4.54/kL when Sydney Water applies drought pricing.
excess wastewater	per kL	\$5.00	Applies to wastewater volumes discharged at an average rate in excess of the 'reasonable use' rate as defined in your Customer Contract.

kL = kilolitre (1000 litres)

Unmetered properties (GST-free)

If your property is unmetered, you pay a fixed service charge per month as set out below:

service	unit	standard	when Sydney Water applies 'drought' prices
recycled water	per month	\$66.00	\$74.83
wastewater	per month	\$886.95	\$886.95

Additional Charges

Connection

If you are building or adding on to your property, the following fees apply:

service	description	price	GST
Altogether building approval	primary dwelling (new home)	\$67	GST-free
	primary dwelling (new home) with a pool	\$67	GST-free
	primary dwelling with attached or detached secondary dwelling (new home)	\$147	GST-free
	secondary dwelling (e.g. granny flat)	\$147	GST-free
Altogether building approval (add on)	pool only	\$67	GST-free
	shed or extension (not serviced)	\$67	GST-free
	shed or extension (serviced)	\$67	GST-free

	retaining walls, decks or other	\$67	GST-free
storm water infiltration	This additional fee may be charged if we assess that your property is discharging wastewater at a significantly higher volume during storm events by comparison with dry weather days	\$113 per month	GST
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.	\$6,941	GST-free
pre-connection inspection	pre-connection inspection with pump out included	\$734	GST-free
	pre-connection inspection without a pump out	\$0	GST-free
pre-connection inspection (repeat)	pre-connection inspection (repeat) with pump out included	\$1,130	GST-free
	pre-connection inspection (repeat) without a pump out	\$452	GST-free
pump out	at initial connection	\$734	GST-free
	standard call out	\$1,074	GST-free
	emergencies and public holidays	\$1,809	GST-free
incomplete connection	incomplete connection	\$541	GST-free
	incomplete connection with pump out included	\$1,105	GST-free
Altogether building approval resubmission	primary dwelling (new home)	\$67	GST-free
	primary dwelling (new home) with a pool	\$67	GST-free
	primary dwelling with attached or detached secondary dwelling (new home)	\$147	GST-free
	secondary dwelling (e.g. granny flat)	\$147	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, these fees apply:

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.	For Recycled Water Only	\$452	GST incl

secondary dwelling developer services plan (up to 700sqm)	This fee is for the secondary dwelling developer services plan for standard size residential lots	Studio / 1 Bedroom	\$29,905	GST incl
		2 Bedrooms	\$44,857	GST incl
		3 Bedrooms	\$59,809	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.		\$6,728	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
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
meter adjustment	If your water meter is not to our requirements, it will need to be rectified.	Recycled Water Meter	\$1,129	GST-free
meter cock replacement	This valve is located just prior to the meter. If it is damaged or leaking due to building works, it will require replacement.	Recycled Water Meter	\$1,174	GST-free
replacement of damaged water meter	20mm		\$169	GST-free
	25mm		\$226	GST-free
	32mm		\$293	GST-free
	40mm		\$395	GST-free
	50mm (light)		\$452	GST-free
	50mm (heavy)		\$486	GST-free
	65mm		\$847	GST-free
	80mm		\$847	GST-free
	100mm		\$1,243	GST-free
	150mm		\$3,618	GST-free
200mm		\$6,783	GST-free	
wastewater collection tank lid	If your wastewater collection tank lid has been damaged, you will require a lid replacement.		\$904	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.		\$328	GST incl
wastewater collection tank riser	A wastewater collection	E-One type 150mm	\$791	GST incl

	tank riser is required if your tank is below surface ground level. A bolt kit is provided with the riser.	NOV InviziQ type: 300mm	\$1,469	GST incl
		NOV InviziQ type: 600mm	\$2,600	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.		\$493	GST incl
asset adjustment application fee	Application for Altogether to review a request to relocate assets		\$452	GST incl
boundary kit height adjustment	This fee covers the cost of either raising or lowering your boundary kit to accommodate your landscape changes.		\$1,243	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	\$395	GST-free
		32mm	\$452	GST-free
		40mm	\$452	GST-free
		50mm (light)	\$542	GST-free
		50mm (heavy)	\$564	GST-free
		65mm (heavy)	\$622	GST-free
		80mm (heavy)	\$904	GST-free
		100mm (heavy)	\$1,357	GST-free
do not drink signage	300 x 450mm		\$134	GST incl
	70 x 90mm		\$41	GST incl
special meter reading	If you have requested a meter reading outside of the normal schedule additional fees apply.		\$29	GST incl
cross-connection check	Let us help you perform a cross-connection check on your plumbing to ensure your drinking water and recycled water plumbing are separate.		\$0	
infiltration inspection	Our team will check that stormwater infiltration and/or excess wastewater generation is no longer occurring from your property		\$339	GST incl
re-connection fee	If your services have been restricted, upon reconnection this fee will be applied to your next bill		\$339	GST-free

Adjustments to Standard Contract Charges

Our standard contract charges for drinking water, recycled water and wastewater services will increase as follows:

Financial year	2026 - 2027	2027 - 2028	2028 - 2029	2029 - 2030
Date of increase	1 July 2026	1 July 2027	1 July 2028	1 July 2029
Change (%)	5.1% + CPI	5.1% + CPI	5.1% + CPI	5.1% + CPI

CPI means the change in the latest quarter of the *Consumer Price Index All Groups Index* for Sydney published by the Australian Bureau of Statistics over the same quarter of the preceding year.

We will notify you three months in advance of a price increase except where the price increase does not exceed CPI.

Credit card and processing fees

- Visa 1%
- Mastercard 1%
- American Express 3%
- Diners Card 1.6%

Payment dishonour fee

- Credit card payment dishonour fee: \$17.22

Available rebates, refunds, discounts and 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>.