

# non-residential price fact sheet Sydney

## effective 1 July 2024



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

- non-residential fixed and variable service charges
- tradewaste (when required)
- connection fees

### fixed service charges (GST free)

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

| meter size  | unit      | drinking water | recycled water | wastewater* |
|-------------|-----------|----------------|----------------|-------------|
| 20mm meter  | per month | \$6.39         | \$2.74         | \$67.53     |
| 25mm meter  | per month | \$9.73         | \$4.26         | \$105.24    |
| 32mm meter  | per month | \$15.82        | \$7.00         | \$172.46    |
| 40mm meter  | per month | \$24.64        | \$10.65        | \$269.49    |
| 50mm meter  | per month | \$38.33        | \$16.43        | \$421.27    |
| 65mm meter  | per month | \$65.09        | \$27.98        | \$711.75    |
| 80mm meter  | per month | \$98.55        | \$42.58        | \$1,078.27  |
| 100mm meter | per month | \$153.91       | \$66.31        | \$1,684.78  |
| 150mm meter | per month | \$346.14       | \$149.04       | \$3,790.53  |
| 200mm meter | per month | \$615.33       | \$265.23       | \$6,738.81  |
| 250mm meter | per month | \$961.47       | \$414.28       | \$10,529.34 |

\*The wastewater usage and fixed service charges set out above are based on your drinking water meter size and assume a 100% wastewater discharge factor. We may apply a different wastewater discharge factor as set out in your non-residential property-specific details sheet referred to in section 4.3.3 of our Customer Contract – water supply and sewerage services, which is published on our website.

### variable usage charges (GST free)

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

| service  | unit | drinking water | recycled water | wastewater |
|--|------|----------------|----------------|------------|
| Variable Usage Charges   | kL   | \$2.77         | \$2.66         | \$1.44     |
| Variable Usage Charges (when Sydney water drought pricing applies) | kL   | \$3.74         | \$3.63         | \$2.42     |

## connection

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

| service   | description  | price       | gst      |
|---|--|-------------|----------|
| statement of available pressure and flow (optional)                         | 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. | \$949.00    | GST incl |
| review of on-lot infrastructure design (incl wastewater loading assessment) | Mandatory verification of wastewater loading assessment and on-lot design review.  | \$1,499.00  | GST incl |
| review of trade waste design  | Review of proposed trade waste pre-treatment design (where applicable)   | \$1,999.00  | GST incl |
| phase 2 sewer infrastructure fee: option A (simplex)                        | Supply, installation, and commissioning of E One pump and control panel by Altogether.   | \$7,499.00  | GST incl |
| phase 2 sewer infrastructure fee: option B (duplex)                         | Supply, installation, and commissioning of E One pump and control panel by Altogether.   | \$12,499.00 | GST incl |
| quality assurance inspection during installation                            | Mandatory quality assurance inspection during installation of the infrastructure.  | \$1,499.00  | GST incl |
| commissioning and inspection  | Mandatory commissioning by our team of the onlot infrastructure (tank, pump(s) and control panel)  | \$1,399.00  | GST incl |

## trade waste

Our charges for trade waste are additional to the charges set out in this fact sheet. Customers with trade waste should refer to <https://askus.altogethergroup.com.au/hc/en-us/articles/4403700514329-Trade-waste>.

## 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 period when the change in our charges takes effect, or otherwise in accordance with any applicable laws and codes.

Prices for drinking water and recycled water usage will go up as shown in the table above when Sydney 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 Sydney 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 and 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 our fees and charges.

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

## customer contract – water supply and wastewater services

To view our customer contract please visit

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

## credit card and processing fees

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