

Residential price fact sheet | Shepherds Bay

Effective 1 August 2021

Residential customers receive a bill at least every 90 days which will include the following charges:

- Drinking water variable usage charge
- Drinking water fixed service charge
- Recycled water variable usage charge
- Recycled water systems fixed service charge
- Wastewater fixed service charge

You pay variable usage charges for the volume of water that you use. Generally, meters are read monthly and billed on measured usage. This helps you manage your water use and to quickly identify leaks. If water usage is not able to be measured, we may calculate your usage by other methods.

You pay fixed charges for your ongoing connection to our supply. Our service charges are billed monthly and calculated daily.

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

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.

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 as shown in the table below 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.

Fixed service charges (GST free)

Service	Description	Unit	Charge
Drinking Water	Per 20mm meter	Per month	\$ 4.12
Recycled Water*	Per 20mm meter	Per month	n/a
Wastewater	Per 20mm meter	Per month	\$ 52.16

*Until recycled water is available, all water will be supplied at the drinking water rates which are no more than Sydney Water. We will keep you informed on the progress of the local water centre at Shepherds Bay.

Variable usage charges (GST free)

Service	Unit	Charge	
		Standard	Drought [^]
Drinking Water	Per kL	\$ 2.38	\$ 3.22
Recycled Water*	Per kL	\$ 2.38	\$ 3.22

kL = kilolitre (1000 litres)

[^]Drought pricing applies when Sydney Water drought pricing applies (see above)

*Until recycled water is available, all water will be supplied at the drinking water rates which are no more than Sydney Water. We will keep you informed on the progress of the local water centre at Shepherds Bay.

Miscellaneous charges

Our charges for once-off and non-standard services or costs are available here:

[https://information.altogethergroup.com.au/governance/Retail/Price%20Fact%20Sheet%20Miscellaneous Sydney.pdf](https://information.altogethergroup.com.au/governance/Retail/Price%20Fact%20Sheet%20Miscellaneous%20Sydney.pdf).

Credit card and processing fees

- Visa 1%
- Mastercard 1%
- American Express 3%
- Diners Card 1.6%
- Payment dishonour fee: \$16.08

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>.