

residential price fact sheet Shepherds Bay

effective 1 July 2023



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. Our service charges are billed monthly

service	description	unit	charge
drinking water	per 20mm meter	per month	\$5.94
recycled water*	per 20mm meter	per month	n/a
wastewater*	per 20mm meter	per month	\$59.78

*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. Generally, meters are read monthly and billed on measured usage.

service	unit	standard	description
drinking water	per kL	\$2.67	Recycled water service not available at the moment. *When Sydney Water drought prices apply Anytime usage rates change: Drinking Water: \$3.61/kL Recycled Water: \$3.61/kL
recycled water	per kL	\$2.67	

kL = kilolitre (1000 litres)

unmetered properties (GST free)

If your property is unmetered, you pay a fixed service charge calculated 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	

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		\$118.00	GST incl
	70 x 90mm		\$36.00	GST incl
<u>recycled water tap adapter</u>	Easily connect your hose or irrigation to a recycled water tap using this adapter.		\$6.00	GST incl
<u>anti-vandal recycled water tap key</u>	Designed for recycled water taps only, this tap key features easy operation and is removable to prevent unauthorised use		\$7.00	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.		\$883.00	GST incl
asset adjustment application fee	application for Altogether to review a request to relocate assets		\$379.00	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
special meter reading	If you have requested a meter reading outside of the normal schedule additional fees apply.		\$20.00	GST incl

service	description		price	gst
replacement of damaged water meter	If your water meter has been damaged, you will require a replacement.	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	
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 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

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 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, 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>.