

City West Water

**Pricing
Handbook**

1 July 2011 to 30 June 2012

Version 1.1

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VERSION CONTROL

Version No.	Date of Issue	Author	Description of Changes
1.0	1 Jul 11	AK	Inserted ESC approved prices and rationalised prior year content
1.1	4 Jul 11	AK	Amendment to Sewer CCTV Charge and EasyFill Admin Charge

City West Water provides water supply, recycled water, sewerage, trade waste and related services under a Water and Sewerage Licence issued pursuant to the Water Industry Act 1994 (the Act).

The Act also establishes a framework in which the Victorian Essential Services Commission has the role of price regulator. In setting prices, the Commission employs a process involving a consultation paper and guidance paper, followed by a review of water authority submissions. The Commission holds public hearings and issues a Draft Determination for public comment before reaching its Final Decision.

The prices to apply for each regulated service for the four years commencing 1 July 2009 are set out in the City West Water Determination 1 July 2009 – 30 June 2013. See www.esc.vic.gov.au.

City West Water's principal charges relate to water supply, sewerage and trade waste services.

The charge for each service comprises a fixed service charge and a variable usage/disposal charge. Service charges are billed quarterly in advance while usage and disposal charges are billed quarterly in arrears. The only exception is large water using customers who are billed usage and disposal monthly in arrears.

For both water supply and sewerage services there are separate tariffs for residential and non-residential customers.

Service charges for water supply and sewerage services only apply to properties that are connected or capable of being connected to City West Water's networks. In the case of an owners' corporation, each property within the subdivision is deemed connected if the common property is connected, or capable of being connected.

Charges for trade waste services are structured in a similar manner to water supply and sewerage, comprising a fixed "trade waste agreement fee", a volume charge and quality charges (based on chemical composition of the trade waste).

Liability for all charges is determined according to rules set out in the Water Industry Act 1994 (the Act) and Schedule 3 of the Price Determination. These state that liability for water and sewerage service charges rests solely with the property owner, while liability for usage and disposal charges may rest with either the owner or the occupier. The occupier's liability is limited to situations where their use of water supply and sewerage services is measured by a separate water meter; the landlord has provided the occupier's details to City West Water; and an initial meter reading has been taken. In all cases, liability for trade waste charges rests with the occupier.

City West Water bills and collects drainage rates and the parks charge on behalf of Melbourne Water Corporation and Department of Sustainability and Environment (DSE) respectively. The parks charge is based on a property's Net Annual Value (NAV) at 1990 levels of valuation, and the drainage charge is moving from a valuation basis to a fixed

charge, at least for residential properties. In both cases the charges are payable by the property owner. (See Section 2.7)

2.1 Water supply

Effective date for charges: 1 July 2011
 Authority for charges: ESC Price Determination
 Payment terms: 10 working days

Customer group	Service charge (\$ per connected property per year)	Usage charge (\$ per kl)		
		Block tariff (litres/day)		
		up to 440	>440, up to 880	>880
Residential	170.40	1.7854	2.0950	3.0952
Non-residential	248.20			1.9819

In each quarter, residential customers will pay \$1.7854 per 1,000 litres for water use up to an amount equal to 440 litres times the number of days in the meter reading period. Any use in excess of that will be charged at \$2.0950 per 1,000 litres, up to 880 litres times number of days in the period. Water in excess of that will be charged at \$3.0952 per 1,000 litres.

2.2 Sewerage

Effective date for charges: 1 July 2011
 Authority for charges: ESC Price Determination
 Payment terms: 10 working days

Customer group	Service charge (\$ per connected property per year)	Disposal charge (\$ per kl)
Residential	217.16	1.7374
Non-residential	383.52	1.6906

For both residential and non-residential customers, the sewage disposal charge is based on a sewage volume that is calculated rather than directly measured. The ESC Price Determination specifies a default method to be used for each customer group but also leaves City West Water the flexibility to use another method where it is satisfied that the

default method is likely to 'systematically and substantially overestimate the volume of sewage discharged'. The default and alternative methods for each customer group are explained below.

2.2.1 Calculating the volume of sewage — residential customers

Default method

Schedule 3 of the ESC Price Determination provides that the volume of sewage discharged from a residential property or premises during a meter reading period shall, by default, be calculated according to the formula:

$$\text{Volume of sewage} = \text{VW} \times \text{SF} \times \text{DF}$$

Where:

VW is the total volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage charge for the same meter reading period or that volume rounded to the nearest kilolitre;

SF is the seasonal factor, which is derived from dividing:

- (a) the total number of days in the meter reading period by the sum of
- (b) the number of days which fall within each particular month within the meter reading period multiplied by the relevant seasonal index shown in Table 1 for that month for a House or a Unit

Where:

'House' means a building, excluding a Unit, which is used or intended to be used as a residence.

'Unit' means a unit within the meaning of the Valuation of Land Act 1960*, a group of units within that meaning, a building used or intended to be used for more than one residence and a part of a building used or intended to be used as one residence.

* Under the Valuation of Land Act 1960 a "unit" is defined as "a unit on a registered plan of strata subdivision subject to Schedule 2 to the Subdivision Act 1988; a stratum estate within the meaning of the Transfer of Land Act 1958; and a building or part of a building in the exclusive occupation of a person who is entitled to occupation by virtue of being a shareholder in a company which owns the building or a tenant of such a shareholder; and a residential unit in respect of which a residence right in a retirement village under the Retirement Villages Act 1986 is in force".

Table 1: Seasonal indices

Month	House	Unit
January	2.0	1.3
February	2.0	1.3
March	1.9	1.2
April	1.5	1.1
May	1.3	1.0
June	1.1	1.0
July	1.0	1.0
August	1.1	1.0
September	1.2	1.0
October	1.4	1.1
November	1.7	1.1
December	1.9	1.2

DF is the discharge factor shown in Table 2 in respect of the “quarterly equivalent volume of water”. The quarterly equivalent volume of water is the volume of water calculated by multiplying the volume of water supplied to or apportioned to the property or premises by 91.25 and dividing the result by the number of days in the meter reading period, except in the case of water supplied to:

- (a) a separately metered property used or intended to be used for more than one residence where those residences are not separately metered; or
- (b) to a property which is not separately metered and to which a volume of water has not been apportioned,

In which case, the quarterly equivalent volume of water is the volume of water calculated by dividing the volume of water supplied to all residences or properties sharing the meter by the number of residences or properties supplied and multiplying the result by 91.25 and dividing that result by the number of days in the meter reading period.

Table 2: Discharge factors

Quarterly equivalent volume of water	Discharge factor
Less than or equal to 125 kl	0.9
More than 125 kl and less than or equal to 250 kl	0.9 less 0.0036 per kl in excess of 125 kl
More than 250 kl	0.45

Alternative methods

Two alternative methods are available for calculating sewage volumes for residential customers where City West Water is satisfied that the default method is likely to 'systematically and substantially overestimate the volume of sewerage discharged'. These alternative methods are outlined below.

Customised discharge factor

A customer can seek a customised discharge factor using the consumption history at the property to determine what percentage of water is disposed to the sewer annually.

The customer will be requested to complete a Water Audit Kit to determine where water is used at the property. Should the information support an adjustment to the discharge factor a customised discharge factor will be calculated. The customised discharge factor is applied in calculating the volume of sewerage discharged to the sewerage system.

In most circumstances under the customised discharge factor method the volume of sewerage discharged from a residential property is calculated as:

$$\text{Volume of sewerage} = \text{VW} \times \text{CDF}$$

Where:

VW is the volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage charge for the same meter reading period or that volume rounded to the nearest kilolitre; and

CDF is the customised discharge factor calculated by City West Water using the consumption history at the property to determine what percentage of water is disposed to the sewer annually.

In the majority of cases, the formula used to calculate the volume of sewerage differs to that applied in the default method with the seasonal factor and discharge factor replaced by the customised discharge factor.

Metering

The metering option involves the customer installing extra water meters (at their own cost) to more effectively isolate that water use which is discharged to the sewerage system.

Under the metering method the volume of sewage discharged from a residential property is calculated as:

$$\text{Volume of sewage} = (\text{VW} - \text{VEW}) \times \text{DF}$$

Where:

VW is the volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage charge for the same meter reading period or that volume rounded to the nearest kilolitre;

VEW is the volume of “external water” supplied to the property for the same meter reading period as VW; and

DF is the discharge factor, set at 0.9 under this method.

The key to the metering method is the measurement of external water. For most residential customers, external water use (for garden watering and car washing) occurs via external taps. Metering external taps can therefore make an accurate measure of external water.

The decision on whether to use an alternative method rests with the customer and City West Water does not guarantee a particular outcome.

2.2.2 Calculating the volume of sewage — Non-residential customers

Default method

Schedule 3 of the ESC Price Determination provides that the volume of sewage discharged from a non-residential property or premises during a meter reading period shall, by default, be calculated according to the formula:

$$\text{Volume of sewage} = (\text{VW} - \text{VTW}) \times \text{DF}$$

Where:

VW is the total volume of water and recycled water supplied to the property or premises, being the volume determined for the purpose of calculating a water usage charge for the same meter reading period or that volume rounded to the nearest kilolitre;

VTW is the volume of Trade Waste (see Section 2.4) discharged from the property or premises in the meter reading period; and

DF is the discharge factor, which is 0.9 or a lesser figure determined by City West Water to result in a more accurate estimate of the volume of sewage discharged.

For most non-residential customers, the default method coupled with a discharge factor of 0.9 is used. The only exceptions are Trade Waste customers who typically use water in industrial processes. In these cases a customised discharge factor is calculated by City West Water to account for the volumes of water incorporated into product, lost in steam etc. This is undertaken as part of the pricing assessment for trade waste customers.

For customers who are not Trade Waste customers but do use water in industrial processes, a customised discharge factor will be calculated by City West Water on request.

Alternative methods

For non-residential customers, City West Water has endorsed the same alternative methods for calculating sewage volumes as for residential customers (see section 2.2.1). Most industrial users of water are already paying for sewage disposal on the basis of a customised discharge factor or can request for such a factor to be calculated for this purpose. It is therefore expected that those non-residential customers seeking to use an alternative method would typically be using large quantities of water on parks, gardens or reserves.

For such customers, the relationship between water use and sewage discharge can be highly variable, depending to a significant degree on weather conditions. Varying the discharge factor within the default method is considered inappropriate because of the often-substantial variation in the water in-water out relationship.

Unlike the residential situation, it is expected that for many non-residential customers, particularly parks and gardens, it will be more effective to meter internal use rather than external use. For example, it will be simpler to meter the water used in a toilet block rather than metering every tap in a public reserve.

2.3 Concessions on water supply and sewerage

Under section 26 of the Water Industry Act 1994, City West Water is required to provide concessions to customers on the Government's behalf.

Currently, two Orders are in place. City West Water also administers a scheme that is not covered by an Order under the Act.

2.3.1 Water and sewerage concessions for pensioners and concession card holders

Effective date:	1 July 2011
Authority:	State Budget Papers – Service Delivery 2011-12

All eligible pensioners and Health Care Cardholders will receive 50 per cent off their water and sewerage bill to a maximum of \$270.20 per annum. Where households are not sewered – and therefore not paying sewerage charges – the maximum is halved (i.e. \$135.10)

2.3.2 Water and sewerage rebate scheme for not-for-profit organisations

Effective date:	1 July 1998
Authority:	Metro Water/ Sewerage Rebates for Eligible Organisations Order 1998

Rebate: A maximum of \$260 off the combined water and sewerage service charges imposed on the property in a financial year^a

Eligibility: A property must be:

- predominantly used by a charitable organisation, or charitable organisations, for charitable purposes; or
- predominantly used by a not-for-profit organisation or not-for-profit organisations that exist for the purpose of providing or promoting cultural or sporting recreational or similar facilities or objectives (excluding a body that promotes or controls horse racing, pony racing or harness racing), for outdoor sporting, recreational, cultural or similar outdoor purposes or activities; or
- predominantly used:
 - as a club for or a memorial to persons who served in the First or Second World War or in any other war, hostilities or special assignment referred to in the Patriotic Funds Act 1958; or
 - as a sub-branch of the Returned Services League of Australia; or
 - by the Air Force Association (Victorian Division); or
 - by the Australian Legion of Ex-Servicemen and Women (Victorian Branch); or
- vested in or owned by a public statutory body and predominantly used as a public open space or park.

^a The amount of the rebate allowed is reduced proportionately according to the proportion of the financial year for which the organisation was not liable for the service charge or was ineligible to claim the rebate in respect of the property.

2.3.3 Life Support (Haemodialysis) Machine Concessions

Effective date: 1 January 1995
Authority: Arrangement with Department
of Human Services,
Concessions Unit

Concessions: A 168 kilolitre free water allowance, applied as a quarterly allowance of 42 kilolitres. The allowance also affects the calculation of the sewage disposal charge. This charge is based on the volume of water after the allowance is granted.

Eligibility: A person must:

- be the holder of a Pensioner Concession Card, a Health Benefits Card, Health Care Card or a Repatriation Health Card (for All Conditions);
- be responsible for water usage charges and reside at the property in question; and
- have their hospital certify that a haemodialysis machine is located at the property.

2.4 Guaranteed Service Level's

City West Water has a commitment to pay a financial rebate to residential customers if it does not achieve a pre-determined level of service. The Guaranteed Service Levels program ensures that any rebate is credited to a customer's account automatically.

The table below outlines the Guaranteed Service Levels and the rebate if these service levels are not achieved.

Guaranteed Service Level	GSL Rebate if service levels are not achieved
No more than five unplanned water supply interruptions in a twelve month period	\$50 for each interruption in excess of five
No more than three sewerage service interruptions in a twelve month period	\$50 for each interruption in excess of three
Unplanned water supply interruptions to be restored within five hours	\$50 for each interruption longer than five hours
Interruptions to sewerage services to be restored within five hours	\$50 for each interruption longer than five hours
Sewer spills to be contained within five hours of notification	\$1000 for each spill not contained in five hours
Sewer spills within a house, that are a result of a failure in our pipes, to be contained within one hour of notification	\$1000 for each sewer spill that is not contained within one hour of notification (in-kind services to assist with clean-up, accommodation etc are in addition)
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.	\$300 for each restriction of supply, or legal action taken without taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.

If City West Water's failure to meet a Guaranteed Service Level is the result of an event caused by, or the responsibility of, the customer or a third party, the Guaranteed Service Level rebate will not be payable.

2.5 Trade Waste

In addition to sewage disposal charges, a range of charges applies to non-residential customers discharging trade waste to the sewerage system. These charges reflect both fixed costs associated with establishing trade waste agreements and consents and monitoring subsequent compliance, as well as variable costs associated with accepting trade waste with a different chemical composition to sewage.

Trade waste is defined by the Water Industry Regulations 2006 as follows:

- (1) *The following waste is prescribed to be trade waste for the purposes of the Act—*
 - (a) *any matter discharged from premises as a result of trade, industrial, commercial, medical, dental, veterinary, agricultural, horticultural or scientific activities;*
 - (b) *any waste matter consisting solely or partly of food, which results from any process connected with the preparation, on premises other than private residences, of food for consumption;*
 - (c) *any matter discharged from any laundry*
 - (i) *used for the purposes of a private or public hospital, school or any other institution; or*
 - (ii) *used for the purposes of an hotel, motel or similar establishment; or*
 - (iii) *used for commercial purposes; or*
 - (iv) *where use of the laundry is subject to the payment of a fee*
 - (d) *any matter discharged—*
 - (i) *from any cooling, refrigeration or air-conditioning system installed on premises where any activity referred to in paragraph (a) occurs; or*
 - (ii) *from any ship's ballast; or*
 - (iii) *as polluted storm-water run-off; or*
 - (iv) *as run-off from water used to extinguish a fire or to deal with any other hazard or emergency on premises where any activity referred to in paragraph (a) occurs; or*
 - (v) *as leachate from any private, commercial or municipal landfill or from a commercial composting or vermiculture facility; or*
 - (vi) *as sewage sludge from a facility for the disposal of nightsoil, septic tank sludge or sewage treatment plant sludge; or*
 - (vii) *from municipal or commercial swimming pools, including filter backwash effluent.*

- (2) *Wastewater discharged from private residential premises is not prescribed to be trade waste for the purposes of the Act.*

Discharges must comply with the “Standards for Trade Waste Discharged to the Sewerage System” set out in Schedule B of City West Water’s Statement of Obligations 12 June 2008. City West Water is under no obligation to accept non-compliant trade waste but can do so subject to certain conditions.

If a customer’s discharge breaches their trade waste agreement or consent a trade waste compliance management process comes into effect. As this involves City West Water in additional administrative and analytical expense, a range of non-compliance charges apply (see sections 2.5.1 – 2.5.8).

The “risk rank” of a customer can alter the charges that are applied. Trade waste risk rank is calculated:

$$R = L + V + H + A + S + C$$

L	<u>location</u> of the discharge in relation to the treatment plant.	
	If discharging to Western Treatment Plant and > 5 km radius	L = 0
	If discharging to Western Treatment Plant and ≤ 5 km radius	L = 10
	If discharging to Altona Treatment Plant	L = 18

V average daily discharge volume from recorded volumes over the last twelve months. If no volumes are recorded, the daily maximum volume is used.

Average daily volume (kL)	V
< 5	1
≥ 5 and < 25	10
≥ 25 and < 50	20
≥ 50 and < 75	30
≥ 75 and < 100	40
≥ 100 and < 500	50
≥ 500 and < 1000	75
≥ 1000 and < 2000	100
≥ 2000	150

H the compliance history of samples taken over the last three years.

H = number of samples with at least one parameter out of limits as a percentage of the total number of samples.

If the total number of samples is less than 4, H = 10.

A Every customer has a list of activities assigned to their business. It is the activity with the highest value that is used i.e. activity and value with highest risk. The value will be 1, 5, 10, 25, 50 or 75. The following are examples that can be expanded upon during discussions with new applicants:

- A = 1 for example food preparation
- A = 5 for example wash-down water
- A = 10 for example textile finishing
- A = 25 for example wool carbonising
- A = 50 for example chrome tanning
- A = 75 for example liquid waste disposal

S the substances that a customer is likely to be discharging to sewer are given a value based on the activity value.

S = 50 if the activity weighting is either 50 or 75

S = 10 if the activity weighting is either 10 or 25

S = 0 if the activity weighting is either 1 or 5

C A class is assigned to represent the risks associated with different manufacturing sectors. If more than one class applies, the class with highest risk is used in the risk ranking.

C = 50 for Chemical Manufacture; Inorganic Chemical Manufacture; Liquid Waste Disposal; Pesticides; Petroleum Refining; Pharmaceuticals; Organic Chemical Manufacture.

C = 30 for Chemical Blending; Electroplating – Barrel.

C = 25 for Electroplating – Dip.

C = 20 for Anodising; Chromating; Disinfectants; Galvanising; Heat Treating; Metal Pickling; Metal Etching; Rendering; Phosphating; Dyeing; Laboratory.

C = 10 for Contaminated Ground Water; Drum Washing; Hydrocarbon Contaminated Water.

C = 0 otherwise

The risk rank determines the inspection and sampling frequency, the agreement term and conditions such as customer self-monitoring and waste management plan requirements.

R	Risk Rank	Inspection frequency	Agreement term
≥ 150	1	2 weeks	2-3 years
≥ 120 and < 150	2	6 weeks	4 years
≥ 90 and < 120	3	12 weeks	5 years
≥ 50 and < 90	4	26 weeks	7 years
< 50	5	52 weeks	10 years

2.5.1 Trade Waste Application fees

Effective date:	1 July 2011
Authority:	ESC Price Determination
Payment terms:	10 Working days

Every application for a Trade Waste Agreement or Consent shall be accompanied by a fee for the processing of the application according to the following scale.

Risk Rank	Fee \$
1	1,849.24
2	1,849.24
3	1,849.24
4	508.92
5	265.04

2.5.2 Trade Waste Agreement Fee

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

Once a Trade Waste Agreement or Consent is in place, customers pay a Trade Waste Agreement Fee, at least quarterly in advance, for ongoing compliance monitoring and administration.

Risk Rank	Annual Fee \$
1	16,204.87
2	13,441.41
3	6,748.27
4	1,473.88
5	279.88

2.5.3 Trade waste volume and quality charges – complying trade waste

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 working days

Trade waste volume and quality charges vary depending on the volume and quality loading of the discharge.

The volume of trade waste discharged to the sewerage system is measured by:

- metering the waste discharged;
- metering the water supplied to the property and deducting the estimated quantity consumed on the property; or
- other methods as required.

For new customers, an industry average derived from City West Water's Trade Waste Database is used to set the initial method of determining volume and initial levels of BOD (5 day Biochemical Oxygen Demand), SS (Suspended Solids), TN (Total Nitrogen) and TDS (total dissolved solids) upon which bills will be based.

On commencing discharge, City West Water may require that a re-assessment be undertaken by the customer to confirm these levels.

Re-assessment can occur at any time, particularly if a customer changes production methods. Customers may also request reassessment at anytime.

Parameter	Charge (\$)
Volume (per kL)	0.8671
BOD (per kg)	0.8684
SS (per kg)	0.4706
TN (per kg)	1.6711
TDS (per kg)	0.0171

2.5.4 Food waste disposal charges

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 working days

Food waste charges apply in respect of the discharge of food waste not attracting trade waste charges. Food waste includes any matter, whether water borne or not, consisting solely or partly of food, food particles or food scraps, which had constituted part of or had been generated during production of a meal other than on residential premises or a residential property.

Charges are as follows:

- (a) from hospitals and institutions where waste is discharged through a food waste unit: at a charge per bed per annum of \$45.87;
- (b) from properties other than hospitals and institutions where waste is discharged through a food waste unit other than a potato peeler unit: at a charge per unit per annum based on the rating of the food waste unit:

Category A: Units rated at more than 180 watts and less than 400 watts: \$1,277.79 per annum per unit.

Category B: Units rated greater than or equal to 400 watts and less than 700 watts: \$6,565.74 per annum per unit.

Category C: Units rated at greater than or equal to 700 watts and less than 1,500 watts: \$13,225.23 per annum per unit

- (c) from properties other than hospitals or institutions where waste is discharged through a potato peeler unit which is not discharging to a peel interceptor, at a charge per annum based on the rating of the unit (only applies to food waste if no charge is levied under (a) or (b) in respect of that waste):

Category D: Units rated at more than 180 watts and less than 400 watts: no charge.

Category E: Units rated greater than or equal to 400 watts and less than 700 watts: \$732.61 per annum per unit.

Category F: Units rated at greater than or equal to 700 watts and less than 1,500 watts: \$1,505.67 per annum per unit

- (d) for such wastes, notwithstanding clauses (a), (b) and (c), discharging from units rated greater than 1,500 watts, at a price to be determined in accordance with the method used for determining trade waste charges.

2.5.5 Non-compliance management charges

Effective date:	1 July 2011
Authority:	Section 22 of the Water Industry Act 1994
Payment terms:	10 working days

City West Water institutes its trade waste compliance management process when a customer breaches their Trade Waste Agreement or Consent. This involves advising

the customer of their non-compliance and negotiating to resolve the non-compliance. Two types of charges are levied in respect of this process, an hourly charge for labour and any laboratory analytical costs.

	Charge (\$)
Non-compliance management charge	(GST to be added)
Trade Waste Consultant/Environmental Officer	\$86.00 per hour
Specialist	\$127.50 per hour
Executive	\$330.60 per hour
Laboratory analytical charge	at cost

2.5.6 Trade waste variations charges

Effective date: 1 July 2011
 Authority: Section 22 of the Water Industry Act 1994
 Payment terms: 10 working days

When a customer requests a Variation to the terms and conditions in Schedule 2 of their Trade Waste Agreement, the customer will be charged an hourly rate for the processing and approval of the variation and any laboratory analytical costs.

	Charge (\$)
Variations charge	
Trade Waste Consultant/Environmental Officer	\$86.00 per hour
Specialist	\$127.50 per hour
Executive	\$330.60 per hour
Laboratory analytical charge	at cost
OH&S assessment	at cost

2.5.7 Field sampling charges

Effective date: 1 July 2011
 Authority: Section 22 of the Water Industry Act 1994
 Payment terms: 10 working days

When City West Water personnel conduct monitoring on behalf of a customer at the customer's request, the customer will be charged for the time taken to conduct the sampling, plus any laboratory analytical costs.

	Charge (\$)
Field sampling charge	

Trade Waste Consultant/Environmental Officer	\$86.00 per hour
Specialist	\$127.50 per hour
Executive	\$330.60 per hour
Laboratory analytical charge	at cost

2.5.8 Supervised discharge charge

Effective date:	1 July 2011
Authority:	Section 22 of the Water Industry Act 1994
Payment terms:	10 working days

When City West Water personnel directly supervise the discharge of trade waste to our sewers under the terms of the Trade Waste Agreement, a fee is payable to cover City West Water's labour costs.

	Charge (\$)
Supervised discharge charge	
Trade Waste Consultant/Environmental Officer	\$86.00 per hour
Specialist	\$127.50 per hour
Executive	\$330.60 per hour

2.6 Recycled Water

Effective date:	1 July 2011
Authority for charges:	Principles in ESC Price Determination
Payment terms:	10 working days

Customer Group	Service charge (\$ per connected property per year)	Usage charge (\$ per kL)
Residential	21.76 [†]	1.7854
Non-residential	0.00	1.4863

Recycled water is provided through a separate, purple-coloured meter. For residential dual-pipe schemes where recycled water is used for toilet flushing as well as out-door uses, the metered use of recycled water will be added to the metered use for drinking water, for the purposes of calculating sewage volumes (section 2.2). Concessions in

[†] The \$21.76 residential service charge will not apply until recycled water is provided through the dual pipe system.

section 2.3 are applied to the total water use also, so as not to disadvantage recycled water users.

2.6.1 Recycled Water Standpipe Permit for Drought Relief Periods

Effective date:	1 July 2011
Authority for charges:	Pricing Principles in Schedule 4 ESC Price Determination
Payment terms:	10 working days

A customer who wishes to draw water from a recycled water standpipe in City West Water's licence area must obtain a Recycled Water Standpipe Permit.

Before being issued with a permit, the customer must complete an Application for Recycled Water Standpipe Permit and must sign an agreement with the attached Conditions of Extraction. Where the applicant also holds a hydrant permit, backflow prevention certification must be provided. Once the permit is approved the applicant will be issued with a written letter containing a permit number and a City West Water approved sticker issued for display on the vehicle. At each visit to the standpipe the permit holder is required to enter the extracted volume of recycled water into the Extraction Ledger with the permit applicant details for billing purposes.

This permit is important to control access to the standpipe, to educate users on the correct procedures in using standpipes and delivering recycled water, to monitor backflow prevention devices being used and to identify authorized users drawing recycled water from standpipes.

The pricing is determined based on the non-residential recycled water prices in section 2.6 of this handbook.

2.7 Charges collected on behalf of other organisations

City West Water bills and collects the drainage charge for Melbourne Water Corporation and the Parks Charge for Department of Sustainability and Environment. The parks charge is levied as a rate on a property's 1990 Net Annual Value and billed annually, generally in the first quarter of the financial year. Drainage charges (billed quarterly) depend on the location of the property within the readjusted drainage boundary and in relation to the urban growth boundary. If valuations for properties constructed or altered after 1990 are on other than 1990 values then equalisation factors determined by the Valuer-General are used to adjust Council valuations back to the 1990-valuation base.

City West Water has no role in determining the rates struck by Melbourne Water Corporation or Department of Sustainability and Environment.

2.7.1 Drainage rate collected on behalf of Melbourne Water Corporation

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 working days

For those customers within the existing rating areas the following rates apply:

Residential – properties within Urban Growth Boundary (UGB)	\$0.008988 per \$ of NAV ^a with a minimum charge of \$79.36 pa
New properties created post 01 July 2008	Fixed charge of \$79.36 pa
Residential /Non Residential properties outside the Urban Growth Boundary (UGB)	Fixed charge of \$45.08 pa
Non Residential	\$0.010044 per \$ of NAV with a minimum charge of \$94.32 pa

a Net Annual Value on a 1990 valuation basis

For those customers within the new extended areas the following rates apply:

Residential properties within Urban Growth Boundary (UGB)	Fixed charge of \$79.36 pa
Residential & Non Residential – properties outside the Urban Growth Boundary (UGB)	Fixed charge of \$45.08 pa
Non Residential within the Urban Growth Boundary	Fixed charge of \$94.32 pa

2.7.2 Parks charge collected on behalf of DSE

Effective date:	1 July 2011
Authority:	<ul style="list-style-type: none">• For City West Water to bill and collect — section 143 of the Water Industry Act 1994• For DSE to strike the rate — section 139 of the Water Industry Act 1994• For 1990 level of valuation — section 139(3A) of the Water Industry Act 1994
Payment terms	10 working days

Parks charge	\$0.003930 per \$ of NAV ^a
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Minimum charge	\$65.18 per annum
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a Net Annual Value on a 1990 valuation basis

2.8 Restricting or restoring a water supply

Effective date:	1 July 2011
Authority:	ESC Price Determination
Payment Terms:	10 Working Days

Under section 85 of the Act, City West Water can restrict a customer's water supply for non-payment of any money due to City West Water as well as for breaches of water restrictions, misuse of water, failure to grant access and improper plumbing. The Act also provides that a fee may be imposed for subsequently removing a restriction device.

City West Water can also restrict for repeated violations of permanent water saving rules and water restrictions.

Water restrictive devices can either be of the 'silver box' type (effectively locking the stop tap) or the 'disc meter' type (which limits the water flow through a meter).

Restrictions at or near the main are only carried out where restrictive devices have been tampered with or meters are not installed.

Water supply is not restricted where customers can demonstrate that they are facing financial hardship and are prepared to negotiate a payment plan with City West Water. Customers are encouraged to contact City West Water if in payment difficulty.

	Charge (\$)
Removal of a restriction device at or near:	
a water meter	\$147.35 per hour
a water main	Actual Cost

3.1 Land and property development

In the process of creating new subdivisions for residential and business use, land developers are required to construct water supply and sewerage **reticulation** systems to set standards and then vest these assets, free of charge, to City West Water.

The cost of extending and upgrading the water supply and sewerage **networks** to serve new developments, redevelopments, and extensions is met by City West Water. City West Water levies per-lot contributions on developers or it may require a developer to meet the 'brought-forward' costs for an out-of-sequence development. A deposit may also be required.

3.1.1 Offer and Acceptance fees

Effective date: 1 July 2011
 Authority: ESC Price Determination

No. of lots	Offer fee	Acceptance fee
Works offers^a:		
1-10	\$1,006.00	\$2,303.00
> 10	\$1,995.00	\$3,805.00
Non-works offers^b:		
1+	277.00	Na

a A works offer relates to a development where assets are being constructed that will be vested in City West Water (typically reticulation systems).

b Plumbing applications and building plans are required for non-works offers.

3.1.2 New Customer contributions

Effective date: 1 July 2011
 Authority: ESC Price Determination

	Contribution per lot (\$)
Standard, non-dual pipe subdivisions	
Water:	
Lot size <450 sq m	599.00
Lot size 450 – 1350 sq m	1,198.00
Lot size >1350 sq m	2,396.00
Sewer:	
Lot size <450 sq m	599.00
Lot size 450 – 1350 sq m	1,198.00
Lot size >1350 sq m	2,396.00
Dual pipe subdivisions	
Recycled Water	
Lot size <450 sq m	599.00
Lot size 450 – 1350 sq m	1,198.00
Lot size >1350 sq m	2,396.00
Water	
Lot size <450 sq m	299.00
Lot size 450 – 1350 sq m	599.00
Lot size >1350 sq m	1,198.00
Sewer	
Lot size <450 sq m	599.00
Lot size 450 – 1350 sq m	1,198.00
Lot size >1350 sq m	2,396.00

3.1.3 Connections to the water and sewerage systems

The owner's contractor under the supervision of City West Water generally carries out connections of new water mains to existing mains. A connection deposit is levied to cover the costs incurred by City West Water in shutting down the main, notifying property owners, supervision of the connection and flushing and recharging the main. The connection deposit does not cover the tapping for individual lots. Indicative Water supply connection fees are as follows.

Effective date: 1 July 2011
 Authority: ESC Price Determination

Land zoning	Water supply connection deposit (\$)
Residential	350
Commercial/Industrial	500

Where City West Water carries out the connection, all costs are calculated at **actual cost** plus a contribution to overhead and charged to the developer (see section 3.3.2).

Connection of new sewer mains to existing mains does not incur a connection fee. However, the connection must be carried-out by contractors approved by City West Water for existing mains up to 300mm in diameter. Where City West Water carries out the connection, all costs are calculated at actual cost and charged to the developer (see section 3.3.2).

3.2 Building alterations, new connections and metering

City West Water provides a range of services in the area of plumbing, new connections and metering. Many of these services involve customers requiring City West Water's consent to undertake certain activities that may have an effect on the water or sewerage systems.

3.2.1 Plumbing applications

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

Before undertaking any plumbing works a property owner must obtain City West Water's consent. Building plans must be submitted with the application where external building works are involved (ie. new building or extension). When sewerage consents are issued customers are provided with a property service plan, which must be updated and returned to City West Water's agent, Casey Inspection Service (104 Glen Iris Road Glen Iris Vic 3146) once the work is complete.

Application type	Charge (\$)
Water and Sewerage Standard	113.90
Water and Sewerage Complex	285.80

3.2.2 Property services plans

Effective date: 1 July 2011
Authority: Section 22 of the Water Industry Act 1994
Payment terms: 10 Working days

Property service plans may include a record of the approximate location of sanitary drains within a property's

boundaries, connection point to the sewerage system and the fixtures connected to the sewerage system (eg. basins, toilets, baths). These plans are stored on a digital imaging system and are made available to customers through City West Water’s agent, Casey Inspection Service via Tradelink Plumbing, Harris and Reece plumbing outlets.

Contact details:

Casey Inspection Service
 104 Glen Iris Road
 Glen Iris Vic 3146

Phone 03 9889 5640

Fax 03 9889 6806
 03 9889 6048

	Charge (\$)
Property Service Plan	26.20

3.2.3 Asset plots and sewer details

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

Developers, consultants and property owners often request a plot showing the location of City West Water’s assets relative to a particular parcel of land. This is known as an “asset plot”. As an additional service, City West Water will also calculate and include on the plot depth and offset details for sewerage assets, referred to as “sewer details”.

Service	Charge (\$)
Asset plot	39.35
Sewer details	29.00

3.2.4 Build over easement application

Under the Water Industry Act 1994, a person must seek City West Water’s consent before causing or permitting:

- any structure to be built or any filling to be placed on land over which City West Water has an easement or an easement exists for water supply, sewerage or drainage purposes;

- any structure to be built or any filling to be placed within 1 metre laterally of any of City West Water's works, including structures above or below ground; or
- any soil, rock or other matter that supports, protects or covers any of City West Water's works to be removed.

A fee is charged for the administrative time spent in assessing whether an approval will be granted, and on what conditions. The charge for a build-over easement application is as follows.

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

	Charge (\$)
Build-over easement application	214.90

To assist in assessing whether an approval will be granted and on what conditions, CWW may be required to conduct CCTV and where necessary sewer re-lining works. Charges for CCTV services and sewer relining services are as follows:

GST to be added	Charge (\$)
Sewer CCTV (up to and including 225mm sewer – flat rate for 2 manhole lengths)	323.00
Sewer re-lining	
100mm diameter	116.90
150mm diameter	116.90
225mm diameter	159.40
300mm diameter	198.80

3.2.5 Pressure and flow information

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

In designing fire protection systems for new buildings, Councils and hydraulic consultants seek confirmation from City West Water of the pressures and free flows available from the water supply system for a particular property. Charges for provision of pressure and flow information are as follows. Please note that City West Water also offers an express service.

	Charge (\$)
Within 5 days	227.00
Next working day (express service)	486.00

3.2.6 New connections

Under the Act, City West Water must permit a property to be connected to the water supply or sewerage systems once an owner or occupier requests connection by notice. However, the owner must agree to meet the cost of making that connection.

Connection costs are different for water supply and sewerage. For water supply, costs include the connection to the water main itself (referred as a “tapping” for small service connections, or “tee insertions” for large service connections), removal of redundant connections (referred to as “plugging” for small service connections, or “tee removals” for large service connections), meter connection, delivery and installation. Tappings, tee insertions, pluggings and tee removals are organised by City West Water and undertaken only by its maintenance contractor.

Water Supply

Charges for connections to the water supply system are as follows.

Effective dates:	1 July 2011
Authority:	ESC Price Determination
Payment terms:	10 Working days

Tappings/Tee Insertion Fees

Service size	Water main size	Tapping or Tee insertion fee (\$)^a
20mm	40mm to 63mm	324.00
20mm	80mm to 150mm	187.70
25mm	Up to 150mm	204.40
20mm	Above 150mm	Actual cost
25mm	Above 150mm	Actual cost
32mm and above	all	Actual cost

a Pluggings on mild steel mains are at actual cost (see section 3.3.2)

Note: A \$111 missed appointment fee may be charged for 20-50mm tapping appointments not kept unless 24 hours notice is given. A \$175 missed appointment fee may be charged for 80mm and above tapping appointments not kept unless 24 hours notice is given.

Pluggings/Tee Removal Fees

Service size	Water main size	Pluggings or Tee removal fee (\$) ^b
20mm	all	22.75
25mm	all	22.75
32mm	all	30.30
40mm	all	30.30
50mm	all	30.30
80mm and above	all	actual cost (see section 3.3.3)

b Pluggings on mild steel mains are at actual cost (see section 3.3.3)

Meter Assembly Fees

Service	Fee
20 and 25 mm – potable *	186.00
20 and 25 mm – recycled *	186.00

* excluding any pressure valves that may be required.

Sewerage System

As making new connections to the sewerage system generally involves less risk, City West Water has an approved list of contractors that customers can use to install new connection branches or to remove redundant services. Customers are free to choose any contractor from the approved list and make payment for the work direct to their selected contractor. The list of contractors will be mailed when an application is approved.

3.2.7 Meter connection

As a condition of connecting to the water supply system, a water meter supplied by City West Water must measure the supply of water to a property. Fees for meter connection are as follows and include any installation and/or delivery fees.

Effective date:	1 July 2011
Authority:	ESC Price Determination
Payment terms:	10 Working days

Meter type	Meter connection fee (\$)
20mm	140.30
20mm recycled	140.30
25mm	263.50

25mm recycled	289.30
32mm	889.00
40mm	1,243.00
50mm	2,295.00
80mm (including MAG meters) and above	Actual Cost

Remote Meter Device

Remote meter device plus installation	192.00
Remote meter device plus 20mm meter plus installation	327.00

Recycled Water By-pass connector	36.00
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3.2.8 Reticulation Extension Design Service

The owner of a development requiring water and sewerage reticulation extensions engages a consultant for the design, construction and survey of reticulation.

CWW provides design for small water main and sewerage extensions. Design costs are based on the estimated time involved when this service cannot be reasonably provided by consultants.

Effective date:	1 July 2011
Authority:	ESC Price Determination
Payment terms:	10 Working days

GST to be added	Charge (\$)
Principal Engineer	175.95 per hour
Senior Design Engineer	150.40 per hour
Senior Design Officer	128.80 per hour
Senior Draftsperson	107.15 per hour
Design Engineer	101.80 per hour
Design Officer	80.75 per hour
Senior Surveyor	140.95 per hour
Survey Assistant	80.75 per hour

3.2.9 Single check detectors

A single check detector is placed on a fire service to detect any non-fire-related use. The fees are charged to meet the initial costs of providing the check detector device and the installation of the device upon request.

Effective date:	1 July 2011
Authority:	ESC Price Determination

Payment terms: 10 Working days

Single check detectors

Meter type	Connection fee (\$)
80mm x 25mm	1,286.00
100mm x 25mm	1,079.00
150mm x 25mm	1,627.00
200mm x 25mm	3,208.00

Single check detector installation fee

Meter type	Connection fee (\$)
80mm x 20mm	261.00
100mm x 25mm	519.00
150mm x 25mm	1,045.00
200mm x 25mm	1,173.00

3.2.10 Removing and testing a water meter

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

If a customer disputes the accuracy of a water meter reading, a fee is imposed to contribute to the cost of removing, replacing and testing the meter. If the meter is found to be reading with an upwards bias of more than 4 per cent this fee will be refunded to the customer, the meter replaced and a refund or credit issued for the amount overcharged (in accordance with clause 9 of the Water Industry Regulations 2006). The charge (GST exclusive) for removing and testing of a water meter is as follows.

Meter size	Charge (\$)
20mm	149.80
25mm	194.50
32mm	388.00
40mm	423.00
50mm	Actual Cost
80mm	Actual Cost
100mm	Actual Cost
150mm	Actual Cost

3.2.11 Backflow assessment and testing

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

Backflow Assessment:

Upon request a backflow risk assessment can be conducted on a particular site. Once the assessment is completed by CWW or its contractor the property owner will be provided a copy of the assessment / report.

Backflow Test:

Upon request a backflow test is conducted on an existing backflow device(s) on site. Once the backflow test is completed by the contractor a copy of the test report(s) must be provided to CWW and the property owner.

Service	Fee
Back flow assessment (per hour)	\$62.00
Back flow testing (per hour)	\$119.00

3.2.12 Fire Hydrant Usage Permit

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

A customer who wishes to draw water from a fire hydrant in City West Water’s licence area must obtain a Fire Hydrant Usage Permit. This permit entitles the holder to draw the estimated usage from hydrants for a 12-month period.

The application fees for a Fire Hydrant Usage Permit are as follows:

Fire Hire Usage Permit	Charge (\$)
Application fee	200.80
Renewal fee (per annum)	85.00
Usage charge	1.9819kl
Non-compliant log report (per month)	62.00
Key Bond ¹	50

¹ Customers are issued with a key to access standpipes upon application. If a customer requests an additional key a \$50 Bond is applied per key.

Before being issued with a permit, the customer is required to demonstrate that a certified backflow prevention device is fitted on the water-carrying vehicle. Once the fee is paid, a

City West Water approved sign or sticker is issued for display on the vehicle for a 12-month period and the user is registered.

This permit system is important to control water usage from fire hydrants, to educate users on the correct procedures in using hydrants, to monitor backflow prevention devices being used when drawing water from hydrants and to identify authorised users drawing water from hydrants.

3.2.13 EasyFill Usage Permit

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

A customer who wishes to draw water from a fire hydrant in City West Water's licence area, and has a vehicle tank capacity of 1800 litres or greater, may be required to have an EasyFill device installed which is composed of a control unit, tank sensor and a GPS data logging device. The customer must ensure a certified backflow prevention device is fitted on the water carrying vehicle.

The application fees for an EasyFill Usage Permit are as follows:

Fire Hire Usage Permit	Charge (\$)
Application fee	200.80
Admin Service Charge (per fill)	7.90
Usage charge	1.9819kl
Late appointment fee	250.00

3.3 Information and miscellaneous services

3.3.1 Information Statements

Effective date: 1 July 2011
Authority: ESC Price Determination
Payment terms: 10 Working days

Under the Sale of Land Act 1962 (section 32(2)(b)), vendors of property in City West Water's Licence area are required to provide potential purchasers, prior to contract signing, with an information statement from City West Water detailing any encumbrance affecting the land (excluding

those shown on land titles), any works required to be carried out or any matters outstanding and any relevant rate or charge.

This information is provided in the form of a rates and encumbrance certificate. Only drainage and parks rates are included on the rates certificates as water and sewerage charges are not charges on the land and are therefore not “relevant” for the purposes of the information statement. A purchaser cannot become liable for the former owner’s unpaid water and sewerage charges.

Charges for provision of these certificates are as follows. Please note that City West Water also offers an express service. For those customers wishing to access electronic statements please go to <http://www.citywestwater.com.au> and refer to online services.

Type of certificate	Charge (\$)
Information Statement	24.05
Electronic Statement	15.30
Next Working Day (express service)	45.15

3.3.2 Tender documents

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

City West Water issues a large number of tenders for construction and other projects. To encourage potential tenderers to request only those documents that they actually need, there is a scheduled fee for tender documents.

Type of certificate	Charge (\$) GST to be added
General Documents	50.00

3.3.3 Chargeable works

Chargeable works are those works that can only be carried out by City West Water’s maintenance contractor/partner due to either the specialist skills required or the high risks to City West Water’s assets associated with the work.

The most common examples of chargeable works and services are maintenance of Council owned fire hydrants,

repair of assets following damage and alterations to assets at the request of third parties.

Chargeable works are charged to the customer at cost plus an overhead to contribute to the recovery of the administrative costs associated with the maintenance contractor/partner.

Effective date: 1 July 2009
 Authority: ESC Price Determination

	Charge
Overhead percentage on works performed by subcontractors	38 per cent
Overhead percentage on works performed by maintenance contractor/partner	51 per cent

Note: The overhead rates listed above only relate to the labour component of the works carried out. All other items such as Materials, Plant and Road Opening costs will be exclusive of the overhead rate.

3.3.4 Incident Support Charge-out rates

In some circumstances CWW personnel are involved in the management of major chargeable works or incidents that are carried out by City West Water's maintenance contractor/partner or subcontractors.

The following rates are based on the estimated time CWW personnel are involved with major chargeable works or incidents:

Effective date: 1 July 2011
 Authority: ESC Price Determination
 Payment terms: 10 Working days

GST to be added	Charge (\$)
Manager/Senior Engineer	160.00 per hour
Engineering Support	127.00 per hour
Technical/Administrative Support	113.00 per hour

Please confirm with City West Water's Finance department whether the service is subject to GST. The

applicability of GST is to be determined on a case by case basis to ensure compliance with GST legislation.