

## ADMINISTRATION CHARGES

Additional copy of account	\$5
E-billing (copy of account)	No charge
Processing of refunds (first refund no charge)	\$25
Special meter reading fee	\$25
Rain tank meter application fee	\$50
Debt collection fee	\$65 + agency cost
Legal collection fee	\$125 + agency cost
Dishonoured cheque	No charge
Postage charges – within New Zealand	No charge
Postage charges – overseas	No charge

## INVOICING AND PAYMENT

We will send you a bill for the amounts you owe on a monthly basis; your bill will include a breakdown of how these amounts are calculated.

If you have trouble paying your bill please contact us. We will ensure that any customer unable to pay their bill can discuss options with us before we try to recover any outstanding payment.

### Bill due date

The bill date plus 21 days.

### Late payment fees

If you do not pay your bill within 24 days of the bill due date, you may be charged a late payment administration fee of \$7 or 1% of the overdue balance per month, whichever is greater.

## TERMS

This Water and Wastewater Charges leaflet is subject to any changes that Watercare is entitled to make in accordance with our Customer Terms. Customer Terms are outlined in our Customer Contract which is available upon request or can be viewed online at [www.watercare.co.nz](http://www.watercare.co.nz)

## Watercare

- ◆ Each day, Watercare supplies around 370 million litres of drinking water to the people of Auckland and treats around 350 million litres of wastewater and trade waste.
- ◆ The company draws water from around 40 sources, treats it and delivers it to homes and businesses via a vast network of pipes. It also collects, treats and disposes of wastewater, including trade waste from industry.

**Watercare**   
An Auckland Council Organisation

Watercare Services Limited  
Private Bag 94010  
Auckland 2241

[www.watercare.co.nz](http://www.watercare.co.nz)  
Customer Service line 09 442 2222

# Domestic water and wastewater charges

All prices in this brochure are inclusive of GST and are effective from 1 July 2013 until 30 June 2014.



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## Water and Wastewater Charges

All prices are inclusive of GST and are effective from 1 July 2013 until 30 June 2014.

### WATER

Volumetric charges – **\$1.343 per 1000 litres**

### WASTEWATER

Customers that have water meters:

Fixed annual charge – **\$190** plus a

Volumetric charge per water meter – **\$2.281 per 1000 litres**

Wastewater volume is calculated at 78.5 %\* of the water volume, as measured by the water meter. This assumes that on average 78.5 % of water that enters the home goes down the drain via showers, baths, washing machines, dishwashers, toilets, sinks etc.

Customers who do not have a metered water supply but are connected to the wastewater network:

Fixed annual wastewater charge – **\$582**

\* Some customers have different rates due to meter configuration.

### INFRASTRUCTURE GROWTH CHARGES (IGC) (per household unit equivalent)

<b>Metropolitan area</b> (includes Hibiscus Coast, Kumeu-Huapai and Riverhead)	\$9775
<b>Non-Metropolitan areas</b>	
Beachlands/Maraetai (wastewater only)	\$7958
Franklin area (excluding Paerata)	\$13,685
Helensville	\$22,264
Kawakawa Bay (wastewater only)	\$27,830
Omaha/Matakana/Point Wells (wastewater only)	\$7728
Paerata (water only)	\$4888
Snells Beach	\$25,070
Waiwera	No further connections
Waiheke	No further connections
Warkworth	\$14,122
Wellsford	\$18,722

### NEW CONNECTIONS AND DEVELOPMENT CHARGES (per hour unless noted)

Water and/or wastewater connection application processing	\$145
Works over application processing	\$145
Water and/or wastewater engineer	\$145
Network connection processing	\$145
Network connection inspection	\$130
CCTV inspection of wastewater sewer (per inspection)	\$360
Network extension inspections 1 to 4 lots (per subdivision)	\$655
Network extension inspections 5 to 10 lots (per subdivision)	\$1035
Network extension inspections 11 to 20 lots (per subdivision)	\$1740
Network extension inspections 21 to 50 lots (per subdivision)	\$2500
Network connection water shutdown (per shutdown)	On application

### PRESSURE WASTEWATER COLLECTION (PWC) BOUNDARY KIT

\$2415

### NEW DOMESTIC WATER METER ▶▶

15mm water meter	\$550
20mm water meter	\$621
25mm water meter	\$1058

### NEW DOMESTIC IRRIGATION WATER METERS ▶▶ (with backflow prevention device)

20mm water meter (adjacent to existing meter)	\$965
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### RELOCATION OF WATER METERS ▶▶

15 to 25mm meter relocation within two metres	\$360
15 to 25mm meter relocation more than two metres	\$550

### DISCONNECTION OF WATER METERS ▶▶

15 to 25mm disconnection	\$360
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### METER TESTING

15 to 25mm (site test)	\$150
15 to 25mm (lab test)	\$300
Larger than 25mm	On application
Aborted test	\$75

### BACKFLOW PREVENTION

Annual backflow prevention device testing (business hours) – per device, per visit	\$150
Annual backflow prevention device testing (after hours) – per device, per visit	\$200
Repair of backflow prevention device due to normal wear and deterioration	Cost

▶▶ Processing fee applies. Additional charges may apply depending on the nature of the site, ie hard surfaces, specialised paving, road crossings or extending the watermain.