

Domestic water and wastewater charges



Water and wastewater charges

All prices include GST and are effective until 30 June 2015.

Water

Volumetric charges – **\$1.375 per 1000 litres**

Wastewater

Customers who have water meters:

Fixed charge per meter: \$195 per year

Volumetric charge: \$2.336 per 1000 litres

Domestic wastewater volume is calculated at 78.5 per cent of the incoming water volume, as measured by the water meter. This assumes that, on average, 78.5 per cent of the 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 charge per meter: \$596 per year

Infrastructure growth charges (per household equivalent)

Area	Wastewater only (where water connection is not available)	Water and wastewater*
Metropolitan**	–	\$12,075
Clarks Beach (following connection to the metropolitan water supply scheduled for late 2014)	–	\$13,044
Franklin (excluding Paerata, Pukekohe and Bucklands)	–	\$14,013
Kawakawa Bay	\$28,498	–
Beachlands and Maraetai	\$8149	–
Helensville	–	\$22,798
Snells Beach	–	\$25,672
Warkworth	–	\$14,461
Omaha/Matakana/Point Wells	\$7913	–
Wellsford	–	\$19,171
Waiheke	No further connections available	–
Muriwai	–	No further connections available
Waiwera	No further connections available	–

*Where a customer already has a wastewater connection and will not increase demand on the wastewater network, or where a wastewater connection is unavailable, an application for a water connection will be charged a water-only infrastructure growth charge, calculated as a proportion of the applicable combined water and wastewater infrastructure growth charge.

**The Metropolitan network area covers customers supplied by Watercare's continuous water supply system and/or serviced by any of Watercare's wastewater treatment plants at Mangere, Rosedale, Army Bay or Pukekohe. It includes the Hibiscus Coast, Kumeu, Huapai and Riverhead; and Paerata, Pukekohe and Bucklands.

New connections and developments

Water and/or wastewater connection application processing (per hour)	\$146
Works over application processing (per hour)	\$146
Water and wastewater engineer (per hour)	\$146
Network connection/extension processing (per hour)	\$146
Network connection inspection	\$130
Approved contractor processing	\$130
CCTV inspection of a wastewater line	\$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
Water and wastewater network connection	On application
Fire sprinkler connection	On application
Rain tank meter application processing (per application)	\$50
Road crossing	On application
Pressure wastewater collection boundary kit	\$2415

New domestic water meters *

15mm water meter	\$563
20mm water meter	\$636
25mm water meter	\$1083
Replacement meter	On application

New domestic irrigation water meters * (with backflow prevention device)

20mm water meter (adjacent to existing meter)	\$988
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Water meter relocation*

15 to 25mm meter relocation within two metres	\$369
15 to 25mm meter relocation more than two metres	\$563

Water meter disconnection*

15 to 25mm disconnection	\$369
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Invoicing and payment

We will send you a bill for your water, wastewater and other associated charges every month. Your bill will include a breakdown of how these charges are calculated. Charges associated with connections will be billed separately.

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.

Payment due date

Payment of your monthly bill is due within 21 days of the bill date. Payment of charges associated with connections is due within 14 days of the bill date.

Meter testing

15 to 25mm (site test)	\$153
15 to 25mm (lab test)	\$306
Larger than 25mm	On application
Aborted test	\$75

Backflow prevention

Annual backflow prevention device testing (business hours) – per device, per visit	\$153
Annual backflow prevention device testing (after hours) – per device, per visit	\$204
Repair of backflow prevention device due to normal wear and deterioration	On application
Property surveying (per hour, minimum two hours)	\$72
New backflow prevention devices for existing water meters (all sizes and hazard levels)	On application

Administration

Additional copy of account	\$5
E-billing (copy of account)	No charge
Account processing fee	\$20
Processing of refunds (first refund no charge)	\$25
Special meter reading fee	\$25
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
New product approval fee	\$615

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

Late payment fees

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

Terms

This leaflet is subject to any changes that we are entitled to make in accordance with our customer contract which is available on request or can be viewed online at www.watercare.co.nz.