

Domestic water and wastewater charges and IGC

Prices are effective from 1 July 2017. For more information see clause 3.1 of the Customer Contract.

Water and wastewater charges

Water

Volumetric charges, per 1000 litres \$1.480, including GST

Wastewater

Customers who have water meters:

Fixed charge per meter: \$211 per year, including GST

Volumetric charge: \$2.535 per 1000 litres, including GST

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.

* Apartments, charged at 95 per cent, are among the exceptions.

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

Fixed charge: \$647 per year, including GST

Infrastructure growth charges (IGC)

| Area | Infrastructure growth charges (per residential unit)** | |
|--|---|---------------|
| | Excluding GST | Including GST |
| Metropolitan* | \$11,340 | \$13,041 |
| Beachlands and Maraetai (wastewater only) | \$7,660 | \$8,809 |
| Clarks Beach | \$12,260 | \$14,099 |
| Franklin (excluding Clarks Beach, Paerata, Pukekohe and Bucklands) | \$13,160 | \$15,134 |
| Helensville | \$21,440 | \$24,656 |
| Kawakawa Bay (wastewater only) | \$26,820 | \$30,843 |
| Omaha/Matakana/Point Wells (wastewater only) | \$7,440 | \$8,556 |
| Snells Beach | \$24,140 | \$27,761 |
| Warkworth | \$13,600 | \$15,640 |
| Wellsford | \$18,020 | \$20,723 |

No further connections are available in **Muriwai, Waiheke and Waiwera**.

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.

*The Metropolitan network area covers customers supplied by Watercare's contiguous 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, Riverhead, Paerata, Pukekohe and Bucklands.

** For more information please visit www.watercare.co.nz and search for 'Infrastructure Growth Charges'. The IGC terms and conditions are on page 11 of our Customer Contract, which can be found by visiting www.watercare.co.nz and searching for 'Customer Contract'.

Other charges

New connections, development, administration and other charges

Prices are effective from 1 July 2017. For more information see clause 3.1 of the Customer Contract.

All charges apply to domestic and non-domestic customers unless otherwise stated.

New connections and development charges

All property owners or developers applying for new connections to Watercare's networks are liable for our infrastructure growth charge (IGC). The IGC is applicable to all new developments connecting to our networks, or to existing non-domestic customers that increase demand for water and wastewater.

Application processing fees and site inspections (per hour, one hour minimum)

| | Excluding GST | Including GST |
|------------|---------------|-----------------|
| Engineer | \$137.00 | \$157.55 |
| Technician | \$122.00 | \$140.30 |

This fee applies in addition to the charges listed below.

New water meters (without backflow prevention, domestic only) including installation*

| | Excluding GST | Including GST |
|---|---------------|-----------------|
| 20mm water meter onto existing service lead | \$395.00 | \$454.25 |
| 20mm water meter and install new service lead | \$800.00 | \$920.00 |

New water meters with a backflow prevention device (includes irrigation meters) including installation*

| | Excluding GST | Including GST |
|---|---------------|-------------------|
| 20mm water meter and backflow device and install new service lead | \$1,270.00 | \$1,460.50 |

Water meter relocation*

| | Excluding GST | Including GST |
|---|----------------------|-----------------|
| 15 to 25mm meter relocated within two metres of an existing service lead | \$342.00 | \$393.30 |
| 15 to 25mm meter relocated more than two metres of an existing service lead | Price on application | |

Water meter disconnection*

| | Excluding GST | Including GST |
|--------------------------------------|---------------|-----------------|
| 15 to 25mm water meter disconnection | \$342.00 | \$393.30 |

Subdivision and network extension connections

| | | |
|---|----------------------|--|
| Connection of a water or wastewater network extension to the public network | Price on application | |
|---|----------------------|--|

All other water connections (including non-standard connections)

All other water meter sizes, service lead installations, relocations and disconnections Price on application

*These are standard fees and additional charges may apply depending on the nature of the site. An example of a non-standard installation involves (but is not limited to) one or more of the following: a road crossing, traffic management, arborist services, other utility service providers or hindrance by above ground structures.

Wastewater

| | Excluding GST | Including GST |
|---|----------------------|-----------------|
| Pressure wastewater collection boundary kit | Price on application | |
| CCTV inspection of wastewater line (per inspection) | \$335.00 | \$385.25 |

Administration

| | Excluding GST | Including GST |
|--|----------------------|-----------------|
| Additional copy of account | \$4.35 | \$5.00 |
| Account processing fee | \$17.39 | \$20.00 |
| Processing of refunds (first refund no charge) | \$21.74 | \$25.00 |
| Special meter reading fee | \$21.74 | \$25.00 |
| Rain tank meter application processing, per application | \$43.48 | \$50.00 |
| Debt collection fee (plus agency cost) | \$58.26 | \$67.00 |
| Legal collection fee (plus agency cost) | \$111.30 | \$128.00 |
| New product approval fee (non-domestic only) | Price on application | |
| Administration fee on any balance unpaid after the due date, per month or part of the month, minimum charge (otherwise 1% of overdue amount) | \$6.96 | \$8.00 |

Other charges

Meter testing

| | <i>Excluding GST</i> | <i>Including GST</i> |
|------------------------|----------------------|----------------------|
| 15 to 25mm (site test) | \$138.00 | \$158.70 |
| 15 to 25mm (lab test) | \$319.00 | \$366.85 |
| Larger than 25mm | Price on application | |
| Aborted test | \$78.00 | \$89.70 |

Wastewater audit

| | <i>Excluding GST</i> | <i>Including GST</i> |
|---------------------------------|----------------------|----------------------|
| Two-hour minimum initial charge | \$274.00 | \$315.10 |
| Hourly charge thereafter | \$137.00 | \$157.55 |

Backflow prevention

| | <i>Excluding GST</i> | <i>Including GST</i> |
|---|----------------------|----------------------|
| Annual backflow prevention device testing (per device, per visit): | | |
| Business hours | \$116.00 | \$133.40 |
| After hours | \$210.00 | \$241.50 |
| Site inspections and surveying: | | |
| Engineer – per hour | \$137.00 | \$157.55 |
| Technician – per hour | \$122.00 | \$140.30 |
| Repair of backflow prevention device due to normal wear and deterioration | Price on application | |
| New backflow prevention device for existing water meters, all sizes and hazard levels | Price on application | |

Tanker filling stations (additional volumetric charges at the standard water rate apply)

| | <i>Excluding GST</i> | <i>Including GST</i> |
|--|----------------------|----------------------|
| Annual permit – fixed charge (per year) | \$1,520.00 | \$1,748.00 |
| Tanker filling station bond (reimbursable on termination of the agreement) | \$1,000.00 | n/a |

Invoicing and payment

We will send you a bill for your water, wastewater and other associated charges every month via email or post. 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. Please allow a minimum of two working days for the payment to appear on your account.

Fire hydrant use (additional volumetric charges at the standard water rate apply)

| | <i>Excluding GST</i> | <i>Including GST</i> |
|--|----------------------|----------------------|
| Standpipe hire – 65mm with meter and backflow (per year) | \$1,240.00 | \$1,426.00 |
| Standpipe hire – 25mm with meter and backflow (per year) | \$1,020.00 | \$1,173.00 |

Trade-waste agreements

| | <i>Excluding GST</i> | <i>Including GST</i> |
|--|----------------------|----------------------|
| Processing, monitoring and attendance (per hour) | \$137.00 | \$157.55 |
| Sampling (per sampling visit) | Price on application | |
| Analysis | Price on application | |

Septage

| | <i>Excluding GST</i> | <i>Including GST</i> |
|---|----------------------|----------------------|
| Septage charges (Rosedale and Pukekohe wastewater treatment plants) (per m ³) | \$29.00 | \$33.35 |

General site inspections, surveying and other activities (per hour, one hour minimum)

| | <i>Excluding GST</i> | <i>Including GST</i> |
|------------|----------------------|----------------------|
| Engineer | \$137.00 | \$157.55 |
| Technician | \$122.00 | \$140.30 |

Administration fees

Any balance unpaid after the due date may incur an administration fee of \$8.00 or 1% of the overdue amount, whichever is greater, per month or part of a month.

Terms

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