



PRICING SCHEDULE

Customer Information

Financial Year 2024/25

IMS-SERV-F-2099-SW

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1 PURPOSE

The purpose of this Pricing Schedule is to provide information and guidance to customers relating to the current fees and charges for Solo Waters services for the 2024/25 financial year. All fees and charges are GST Free unless stated otherwise.

1.1 Scope

This Pricing Schedule covers information for customers regarding the following:

- Fixed Service and Volumetric Usage Charges – Residential;
- Fixed Service and Volumetric Usage Charges – Non-Residential;
- Development, Property, Building and Connection Fees;
- Miscellaneous Charges;
- Trade Waste Charges;
- Rebates, invoicing and price changes.

1.2 Objective

Solo Water will endeavour to provide up to date schedules for pricing and relevant information regarding our operations, products and services.

2 RESIDENTIAL - FIXED SERVICE AND VOLUMETRIC USAGE CHARGES

Charges for drinking water, recycled water and sewerage services are broken up into a fixed service availability charge and a variable water usage charge.

The fixed service availability charges relate to the cost of provision of infrastructure to the lot and are payable from the date the service is provided to the lot, whether you have built a house or not.

A summary of the fixed service availability charges is provided in the following Table.

FIXED RESIDENTIAL SERVICE AVAILABILITY ANNUAL CHARGE			
SERVICE	DESCRIPTION	UNIT [^]	FIXED CHARGE
Drinking Water	Fixed Service Availability	Per Annum	\$371.50
Recycled Water	Fixed Service Availability	Per Annum	\$302.00
Pressure Sewer	Fixed Service Availability	Per Annum	\$835.00

[^] Fixed rates for billing purposes are calculated using an average annual daily rate based on the number of days in the billing period. Daily rates applied are rounded to four decimal places.

In addition to the fixed charges the variable water usage charges apply once you move into your house and start using water. We do not charge a variable charge for the pressure sewerage service for residential properties.

A summary of the variable water usage charges is provided in the following table.

VARIABLE RESIDENTIAL VOLUMETRIC WATER USAGE CHARGES			
SERVICE	DESCRIPTION	UNIT [^]	USAGE CHARGE
Drinking Water	Bulk Water Supplier Usage Charge (Central Coast Council (CCC))	\$/kL	\$2.56
	Local Supplier Usage Charge (Catherine Hill Bay Water Utility)	\$/kL	\$0.86
	Total Drinking Water Usage Charge (sum of above)	\$/kL	\$3.42
Recycled Water	Local Supplier Charge (Catherine Hill Bay Water Utility)	\$/kL	\$2.91

[^] Water usage for billing purposes is calculated based on the total number of kilolitres that passes through each meter during the billing period.

3 NON-RESIDENTIAL - FIXED SERVICE AND VOLUMETRIC USAGE CHARGES

Charges for non-residential drinking water, recycled water and sewerage services are broken up into a fixed service availability charge and a variable water and wastewater usage charge. Wastewater usage charges are applied to non-residential customers only and are based on how much wastewater you discharge to our system.

The fixed service availability charges relate to the cost of provision for the infrastructure to the non-residential lot and are payable from the date the service is provided to the lot.

A summary of the fixed service availability charges is provided in the following table.

FIXED NON-RESIDENTIAL SERVICE AVAILABILITY ANNUAL CHARGE			
SERVICE	DESCRIPTION	UNIT [^]	FIXED CHARGE
Drinking Water	Service Charge - 20mm	Per Annum	\$371.50
	Service Charge - 25mm		\$580.47
	Service Charge - 32mm		\$951.04
	Service Charge - 40mm		\$1,486.00
	Service Charge - 50mm		\$2,321.88
Recycled Water	Service Charge - 20mm	Per Annum	\$302.00
	Service Charge - 25mm		\$471.88
	Service Charge - 32mm		\$773.12
	Service Charge - 40mm		\$1,208.00
	Service Charge - 50mm		\$1,887.50
Wastewater (Unadjusted): Wastewater Discharge Factor – 100%) ^{1 2}	Service Charge - 20mm	Per Annum	\$1,113.33
	Service Charge - 25mm		\$1,739.58
	Service Charge - 32mm		\$2,850.13
	Service Charge - 40mm		\$4,453.33
	Service Charge - 50mm		\$6,958.33

¹ The wastewater fixed service charge stated is the "unadjusted" service charge which is based on a 100% Wastewater Discharge Factor (WDF). The actual adjusted rate applied will be calculated on Meter connection charge by meter size x WDF % for the commercial property type.

² Note: The non-residential unadjusted wastewater fixed service charge for a 20mm meter has been calculated by applying the standard fixed WDF of 75% for the pressure sewer rate for residential properties to the unadjusted wastewater service charge.

^ Fixed rates for billing purposes are calculated using an average annual daily rate based on the number of days in the billing period. Daily rates applied are rounded to four decimal places

The non-residential wastewater service charge is based on the discharge volume which is dependent on the size of the meter, the number of meters and the specific Wastewater Discharge Factor (WDF) for the lot. The WDF is based on the business type and represents the estimation of the proportion of water used that is discharged to wastewater system.

For example, commercial properties such as restaurants and cafes have a standard wastewater discharge factor of 95 per cent. The majority of their water is used for washing up and cleaning. This means that based on recognised industry standards, 95 per cent of the water that restaurants use will enter the wastewater system.

Fixed wastewater service charges are calculated using the following equation:

$$\text{Wastewater Service Charge} = \text{Unadjusted wastewater service charge by meter size} \times \text{WDF} \%$$

In addition to the fixed non-residential charges the variable water and wastewater usage charges apply for any water usage which includes a variable wastewater usage charge applied to non-residential customers.

A summary of the variable water and wastewater usage charges is provided in the following table.

VARIABLE NON-RESIDENTIAL VOLUMETRIC WATER USAGE CHARGES			
SERVICE	DESCRIPTION	UNIT [^]	USAGE CHARGE
Drinking Water	Bulk Water Supplier Usage Charge (Central Coast Council (CCC))	\$/kL	\$2.56
	Local Supplier Usage Charge (Catherine Hill Bay Water Utility)	\$/kL	\$0.86
	Total Drinking Water Usage Charge (sum of above)	\$/kL	\$3.42
Recycled Water	Local Supplier Charge (Catherine Hill Bay Water Utility)	\$/kL	\$2.91
Wastewater	Wastewater Usage Charge	\$/kL	\$1.40

^ Water usage for billing purposes is calculated based on the total number of kilolitres that passes through each meter during the billing period.

The variable non-residential wastewater usage charges are based on the discharge volume, which is determined using incoming water consumption and specific WDF. It is simply the calculated amount of wastewater that is discharged by you to the sewer. Every business, industrial or manufacturing premises will pay the volumetric usage charge.

Wastewater usage volumes are charged based on the amount of water that enters your property as measured by the water meters, multiplied by an industry specific discharge factor (i.e. WDF) or a variable discharge factor (if applicable as discussed below).

Unadjusted Wastewater Service Charge for each subsequent meter size calculated using the following:
 $(\text{Meter size in mm})^2 \times \text{wastewater access charge for a 20mm Meter for the applicable period} / 400$

Discharge factors are based on the business type and the estimated proportion of water being discharged to the wastewater system. The specific WDF applied will be determined in conjunction with industry benchmark standards for the property type and will be determined as part of any connection request application.

You may apply for a variable discharge factor, where your actual discharge volume is measured, if you believe the industry discharge factor is not representative of your wastewater discharge. You will be required to provide detailed information to support your application. To do this, you must install an approved sewage discharge meter, sewage flow-monitoring device or internal process meter which will provide an accurate reading of the amount of sewage discharged to sewer.

Contact Solo Water on 1300 SOLO WU (1300 7656 98) if you wish to have your discharge factor reviewed.

4 DEVELOPMENT, PROPERTY, BUILDING AND CONNECTION FEES

The following table identifies fees applicable to undertaking any property, building and development works and/or for connecting new building works to Solo Water Infrastructure.

PROPERTY, DEVELOPMENT, BUILDING & CONNECTION CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Property Service Diagram (PSD)	Supply of diagram showing the drinking water, recycled water and sewerage connection points on a lot.	Per application	\$77.75
Assessment of Building Plans for new building & structures (stamping plans)	Assessment of zone of influence and connections requirements for any proposed building works on the lot. Once approved the plans will be stamped by Solo Water.	Per application	\$218.00
Connection of a new approved building/structure	Connection to drinking water system – 20mm	Per connection	\$659.00
	Connection to drinking water system > 20mm	Per connection	POA#
	Connection to recycled water system – 20mm	Per connection	\$513.00
	Connection to recycled water system > 20mm	Per connection	POA#
	Connection to sewerage system	Per connection	\$929.00
Disconnection fee for remove existing connections.	Disconnect drinking water system	Per disconnect	\$166.00
	Disconnect recycled water system	Per disconnect	\$166.00
	Disconnect sewerage system	Per disconnect	\$166.00

PROPERTY, DEVELOPMENT, BUILDING & CONNECTION CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Alterations & additions, pools & spas	Inspection and certification of any new approved alterations & additions, pools & spa's or other approved structure on an existing developed lot. Fee includes up to three site inspections and certificate.	Per application	\$560.00
Subdivision of an existing lot	Preliminary assessment of any application to subdivide a lot or install a secondary dwelling and issue a Requirements Notice.	Per Requirements Notice	\$560.00

- POA: Price On Application

5 MISCELLANEOUS CHARGES

The following table identifies miscellaneous fees and charges relating to our services:

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Late Payment Fees	Late payment fees apply if there is any overdue amount when the next bill is issued. Interest charges may also apply as per the Customer Contract for outstanding balances >90 days overdue. ³	Per bill cycle	\$20.75
Bank Authority (Declined Payment)	If your financial institution declines your bill payment, we will charge you a fee.	Each event	\$10.38
Credit Card Surcharge	Fees on Visa / Mastercard	Each event	1.25%
Postage and Handling	If you require paper bills to be mailed out to you.	Each event	\$2.59 (Inc. GST)
Change of ownership/ Conveyancing Certificate	Paid by the Sellers conveyancer to process the change of ownership form. Standard process for change of ownership >7 days prior to settlement date.	Each event	\$77.85
	When an urgent change of ownership is requested less than 1 week from settlement date or post settlement.	Each event	\$207.50
Billing Search	Up to five years	Each event	\$77.85

³ Maximum Interest charged will be an additional 6% above the cash rate last published by the Reserve bank of Australia, as identified in the Water Industry Competition (General) Regulation 2024 [NSW]

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Application for a Metered Standpipe	Administration fees	Each event	\$233.50
Standpipe Security Bond	Deposit for hire	Per standpipe	\$1090.00
Standpipe Hire	Drinking Water Standpipe	Monthly	\$57.00
	Recycled Water Standpipe	Monthly	\$41.50
Standpipe Water	Drinking Water Standpipe, including pool filling	Per kL	\$4.05
	Recycled Water Standpipe	Per kL	\$3.53
Remove Water Supply Restriction	Removal of a flow restriction if your water supply has been restricted due to lack of payment	Business hours (8am-3pm week days)	\$166.00
		After hours	\$332.00
Meter Reading – Special Reads	Meter reads outside of scheduled reads	Business hours (8am-3pm week days)	\$88.25
		After hours or urgent less than 3 days notice.	\$176.50
Inaccessible Meter Read Arrangement	Arranged scheduled reads	Administration fee	\$88.25
Inaccessible Meter Imputed Charge	Arranged scheduled reads	Each event	\$46.50
Request for Sub Metering	Administration fees	Each event	\$77.75
Affix a Sub Meter	Service fee	Each event	\$290.00
Water Meter Replacement	20mm	Each event	\$290.00
	>20mm	Each event	Quote
Service Call Out Fees, if we are required to attend to your property in relation to a blockage, leak or other issue.	If we undertake a service call out and it is determined the issue was not caused by the customer and is located on Solo Water assets on our side of the connection point, the customer will not be charged and we will undertake the required repairs.		No fees will be charged
	If we undertake a service call out and it is determined that: 1. The issue is on the private plumbing on the customer side of the connection point; or 2. The issue was caused by the customer and is located on our side of the connection point;	Per Call Out Business hours (8am-3pm week days) After hours	\$88.25 Call Out Fee + repairs + service admin fee of 10% + GST \$176.50 Call Out Fee + repairs +

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
	<p>The customer will be charged a service call out fee and be required to pay for the required repairs.</p> <p>If the issue is deemed to be non-critical you may be able to engage your own licenced plumber to undertake the repairs on your behalf.</p>		service admin fee of 10% + GST
	If you call your own licenced plumber to fix an issue and we are provided evidence that the issue is on our side of the connection point, we will agree pay the reasonable amount of the private plumber's fee. Prior approval is required.		We will pay your plumbers reasonable charges (subject to prior approval)
Damage to our assets on your property	Any damage to our assets located on your property.	Per event	To be determined on a cost-plus service admin fee of 10% + GST.
Site Inspection	For Solo Water to attend site at the request of the customer	Per inspection	\$88.25
Certificate	For Solo Water to issue a compliance certificate or similar as the water utility	Per certificate	\$218.00
Rectification Notice	<p>If we become aware of an issue associated with your property including:</p> <ul style="list-style-type: none"> • Stormwater infiltration to sewer. • Illegal or non-compliant connections. • Pool water discharged to sewer. • A potential cross connection. • Inappropriate uses of recycled water. • Disposal of inappropriate products and chemicals to sewer. • Damage to Solo Water assets. <p>We will issue you a rectification notice advising of what you need to do to rectify the issue.</p>	For each rectification notice issued and for each follow up notice issued until rectified.	\$88.25

MISCELLANEOUS CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
CCTV Inspection of house sewer drain	For Solo Water to attend site and perform a CCTV inspection of your house sewer drain to identify leaks or non-compliant pipework on customer side of sewer connection point. Note: If Solo Water undertake CCTV work on a lot and it identifies non-compliant plumbing on the customer side of the connection point, this fee will be charged to the customer.	Per inspection	\$332.00 + GST
Cross connection test at customer meter	For Solo Water to attend site at the request of the customer to perform a cross connection test at the meter.	Per test	\$332.00 + GST
Customer requested pressure / flow test	For Solo Water to attend site at the request of the customer to undertake a water pressure test. Note: No fee will apply if the pressure test results are not compliant to Solo Water service standards.	Per test	\$166.00 + GST
Non-Payment referral to Debt collection Agency	Where a customer does not pay invoices, Solo Water may refer the debt collection to a Debt Collection Agency.	Per referral / case created with a debt recovery agency.	Debt collection cost will be added to the customer account as incurred/received.

6 TRADE WASTE CHARGES

Liquid trade waste refers to any discharge to a wastewater system other than sewage of domestic nature, such as wastewater from a handwash basin, shower, bath, toilet, or domestic laundry. This includes wastewater discharged from commercial or industrial connections.

The Trade Waste fees covers the cost of administration and technical services incurred by Solo Water in processing an application for approval to discharge liquid trade waste to the wastewater system and for the administration and the scheduled inspections each year to ensure a liquid trade waste discharger's ongoing compliance with the conditions of their approval. With most trade waste discharges having a higher concentration of substances

than domestic wastewater, any quality related charges recover the additional cost of treating the higher organic loads associated with trade waste discharges.

The fees are related to the classification into which the discharger is assessed and reflects the complexity of processing the application and monitoring compliance.

The following table identifies Trade Waste fees and charges relating to our services:

TRADE WASTE CHARGES			
SERVICE	DESCRIPTION	UNIT	CHARGE
Trade Waste Application Fee - Initial	Category 1 - Minor (Low Risk)	Per application	\$220.00
	Category 2 - Medium (Moderate Risk)	Per application	\$550.00
	Re-assessment/re-inspection	Per re-inspection	\$180.00
Trade Waste Application Fee - Renewal	Category 1 - Minor (Low Risk)	Per application	\$180.00
	Category 2 - Medium (Moderate Risk)	Per application	\$335.00
	Re-assessment/re-inspection	Per re-inspection	\$180.00
Annual Trade Waste Fee	Category 1 - Minor (Low Risk)	Per annum	\$150.00
	Category 2 - Medium (Moderate Risk)	Per annum	\$835.00
	Re-inspection Fee	Per re-inspection	\$180.00
QUALITY CHARGES			
Biological Oxygen Demand (BOD)	Low Strength BOD (< 2000 mg/L) ⁴	\$/kL	\$1.55
	High Strength BOD (> 2000 mg/L) ⁵	\$/kL	\$3.10
	Non-compliant - pre-treatment not maintained. ⁶	\$/kL	\$18.90

The Trade Waste categories are further defined below:

- Category 1 – Minor (Low Risk): Liquid trade waste dischargers conducting an activity deemed by Solo Water as requiring nil or minimal pre-treatment equipment and whose effluent is well defined and generally (but not completely) of low risk to the wastewater system.

Examples of Category 1 (Low Risk) trade waste discharges include: Smaller retail food producers, small restaurants, mechanical workshops, butchers, bakers, dentists, etc.

⁴ Low-strength BOD food includes: Hamburger restaurant (with vertical gravity separator), Cafeteria, canteen and school - hot meals, Take-away, including fish and chips, hot chicken, Snack bar, coffee lounge, hot foods, Restaurant - food court, Kitchen - hospital, nursing homes and childcare centres, Hamburger restaurant (Non VGS), Pizza restaurant, Fried chicken BOD < 2,000 mg/L, Delicatessen with hot food <12 kL/day, Wholesale food <12 kL/day, caterer, Hotel/ motel kitchen, Butcher – retail, Fish (fresh outlets), no cooking, Chicken (fresh retail), no cooking, Smallgoods < 12kL/day maximum, Bakery retail - pies, sausage rolls

⁵ High-strength BOD food includes: Fried chicken BOD > 2000 mg/L, Asian style BBQ, Ice cream parlour, Bakery retail - hot breads, cakes.

⁶ If the pre-treatment is not maintained, a higher charge applies for low strength BOD food and high strength BOD food.

2. Category 2 – Medium (Moderate Risk): Liquid trade waste dischargers are those conducting an activity deemed by Solo Water as requiring a prescribed type of liquid trade waste pre-treatment equipment and whose effluent is well characterised.

Examples of Category 2 (Moderate Risk) trade waste discharges include: – Restaurants, larger retail food producers, car wash, vehicle spray painters, service station, car detailers, large pubs and clubs, smaller shopping centres, etc.

There are no commercial or industrial activities requiring a Category 3 (High Risk) liquid trade waste discharges planned for connection at Catherine Hill Bay.

7 PRICING GENERAL

7.1 Invoicing - General

Service and hire fees and charges applied on bills or invoices will be an equivalent daily rate calculated from the prices listed within this Pricing Schedule.

Invoices will be generated shortly after receiving meter reads for:

- the applicable Drinking and/or Recycled water meters;
- when a site ownership changes, through conveyancing;
- any hired Stand Pipe meter, and at the commencement and end of hire of a standpipe; or
- at any time which Solo Water deems it necessary to generate an invoice.

Invoices will display payment “Due Date” of 14 days for non-residential (e.g. commercial) customers and between 4 to 6 weeks for residential customers.

An invoiced amount is considered outstanding when payment is not received by the due date displayed on the invoice, at this time, late fees and interest charges may be applied to the account as per above.

7.2 Rebates

The following rebates apply with regards to your water and wastewater services.

REBATES			
SERVICE	DESCRIPTION	UNIT	REBATE VALUE
Drinking Water Supply	Failure that causes drinking water supplied to your property to be not suitable for normal domestic purposes. ⁷	Each event	\$35.00
Wastewater Services	Failure that causes sewage overflow on your property	Each event	\$60.00

Note:

1. The maximum rebate for failures is \$240 in a 12-month period.

⁷ The water is taken to be not suitable for normal domestic purposes if an NSW government agency issues an alert that warns people to boil water before using it.

2. A rebate is payable only if the customer, or someone who lives at the customers property, did not cause or contribute to the failure.
3. In accordance with the Water Industry Competition Act 2006 (WIC Act), rebates do not apply if the failure to meet a service level is because of events outside the reasonable control of Solo Water (For example - severe weather or a natural disaster).
4. Solo Water will offset any rebate owed against the charges for the services. Any rebate will be offset in full against the next bill.

7.3 Price Changes

Prices are subject to change. Fees and charges are generally updated each financial year for the 1st July to 30 June period to accommodate the increased cost of maintaining water and wastewater services to customers. Subject to any significant external finance impacts imposed on Solo Water we aim to maintain any pricing changes in line with the Consumer Price Index All Groups Index for Sydney.

Any changes to fees and charges will be undertaken in accordance with the WIC Act. Publication and notification of standard contract charges will be in accordance of the WIC Act (s.46AC) which includes giving customers at least 3 months written notice of an increase in contract charges payable by the customer.

Notice of increase is not required if the increase does not exceed the maximum increase prescribed by the regulations, namely the Consumer Price Index All Groups Index for Sydney published by the Australian Bureau of Statistics, for the most recent quarter as Identified in the Water Industry Competition (General) Regulation 2024 [NSW].