



South East Water

2023-24 Pricing Handbook

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1. About this handbook

1.1 What our prices deliver

This pricing handbook provides a list of South East Water's prices that recover the costs of delivering the services our customers value.

Our commitment to customers over the 2023-28 period is based on five areas our customers told us they value the most from our services. These are:

1. Get the basics right, always
2. Warn me, inform me
3. Fair and affordable for all
4. Make my experience better
5. Support my community, protect our environment

For more information about our five-year customer commitment, visit [South East Water](#).

1.2 Price regulation

South East Water is economically regulated by the Essential Services Commission (ESC). Their role is based on the Water Industry Regulatory Order 2014, which includes regulating the prices and monitoring service standards of Victorian water corporations. These services include drinking and recycled water services and sewerage services.

On 23 June 2023, the ESC released its final decision on pricing for regulated services and customer service standards for a five-year period commencing 1 July 2023. The price determination specifies the maximum prices we may charge for regulated services contained in the tariff basket, subject to price caps or for particular miscellaneous services. Prices for other services must be set in accordance with the relevant pricing principles contained in the determination. For more information about South East Water's price determination, view the [ESC South East Water Determination](#).

2. Core charges

South East Water's core charges relate to water supply, sewerage, residential recycled water and trade waste services.

For our residential tariffs, a two-part tariff is used for water services consisting of a fixed charge and a variable usage charge for every 1,000 litres of water consumed. For sewerage services, only a fixed charge applies.

For the provision of recycled water to residential customers, we only apply a variable charge for every 1,000 litres consumed.

Our charges for the provision of trade waste services are structured in a similar manner to water charges which includes a fixed trade waste agreement fee, determined by a customer's risk ranking, and variable charges based on volume and quality of sewage discharged to the sewer system.

2.1 Water and sewerage supply

Water charges for both residential and non-residential customers include a fixed service charge.

Residential customers pay usage fees for water and sewerage services on a per kilolitre basis. Usage is charged as an inclining block tariff where the price increases as the volume of water consumed increases. The charge reflects the provision of, and disposal of, the water used for these services. A water-only usage tariff applies for those customers who are not currently connected to our sewerage network, and the price is set lower than the combined water and sewerage usage tariff.

Service item: Residential tariff	Charge
Service charge (per annum)	\$85.93
Usage (water and sewage) (per kilolitre)	
Block 1 (0-440 litres/day)	\$3.4928
Block 2 (more than 440 litres/day)	\$4.4566
Usage (water only) (per kilolitre)	
Block 1 (0-440 litres/day)	\$2.7883
Block 2 (more than 440 litres/day)	\$3.5576

Non-residential customers are charged a single volumetric rate for water used.

Service item: Non-residential tariff	Charge
Service charge (per annum)	\$85.93
Water usage (per kilolitre)	\$3.5576

2.2 Sewerage

Sewerage charges for both residential and non-residential customers include a fixed service charge. A sewage disposal charge also applies for non-residential customers.

These charges provide for access to the sewerage system itself and covers the cost of collection, treatment and disposal of sewage, so it may be safely re-used or released back to the environment.

Service item: Residential sewerage tariff	Charge
Service charge (per annum)	\$377.48

For non-residential customers who have not entered into a trade waste agreement with South East Water, the sewage disposal charge is calculated using the following formula:

Sewage Disposal charge = Price x Metered volume x Discharge factor

Service item: Non-residential sewerage tariff	Charge
Service charge (per annum)	\$448.27
Disposal charge (per kilolitre)	\$1.8332

For non-residential customers, the discharged volume of sewage is determined by an applied discharge factor according to industry type, outlined in the table below. Exceptions are applied to customers on a trade waste agreement with us. In these cases, we calculate a customised discharge factor to account, for example, for the volumes of water incorporated into product. This is undertaken as part of the pricing assessment for trade waste customers.

Industry type	
0	Farms, Fountain, Nature strip, Planter box, Round-a-bout, Vacant land
10	Football oval, Golf course, Plant nursery, Quarry, Racing tracks, Recreation reserve
25	Cemetery, Construction site, Bowling green, Tennis club
50	Ambulance, Bus/tram depot, Car sales, Caravan park, Caravan/Boat parking lot, Child care centre, Fire Brigade, Kennels, Kindergartens, Machinery storage, School, SES, Yacht club
75	Swimming centre
90	Laundrette, Library, Petrol station, Police station/courthouse, Post office, Printing works, Professional offices, Public toilet block, Railway station, Reception centre, Repair workshop, Restaurant, RSL or other non-sporting club, Shopfront, Shopping centre, Silo/Grain storage or flour mill, Single shop, Storage depot for gas or fuel, Supermarket, Telephone exchange, Tip, Travel agency
90	All other non-residential customers

2.3 Recycled water

Where possible, we encourage the use of recycled water for non-drinking purposes. The recycled water charges outlined in the table below contribute to the cost of expanding our network of recycled water pipes and treating wastewater to produce high-quality recycled water – so we can make this sustainable water supply available to a growing number of customers.

Customers in mandated regions across Cranbourne, Clyde, Lyndhurst, Pakenham, and Officer have recycled water supplied to their toilets and outdoor taps through distinctive purple pipes and a separate water meter. From 1 January 2015, Class A recycled water can also be used for residential laundry washing machines.

Service item: Recycled water charges	Charge
Residential usage charge (per kilolitre)	\$2.2082
Non-residential usage charge	Determined on application

2.4 Trade waste

Trade waste charges cover the cost of transporting, monitoring, treating and administering liquid waste generated by commercial and industrial businesses. These charges are separate from the service and usage charges for water and domestic sewerage.

2.4.1 Trade waste application

Each trade waste customer is charged with a fee to cover the costs of processing a trade waste application.

Service item: Trade waste application	Charge
Trade waste application fee	\$62.51

2.4.2 Trade waste agreement charge

The trade waste agreement charge is an annual charge which covers the cost of administering and monitoring trade waste agreements. All trade waste customers are assigned a risk rank based on their business activities, trade waste volume and quality, history and location in relation to their proximity to a water recycling plant.

The level of the charge is based on a customer's risk ranking.

Service item: Trade waste agreement charges	Charge
Risk Rank	
5	\$477.34
4	\$2,736.96
3	\$5,473.97
2	\$8,211.06
1	\$16,422.17

To determine the trade waste risk rank score for a customer the following calculation is used:

$$\text{Risk Rank} = L \times (V + H + A)$$

Where

L = Location of the discharge in relation to the treatment plant. The following tables outlines the scoring criteria for location.

Location criteria and scoring	
Criteria	Score
If discharging to Eastern Treatment Plant or Western Treatment Plant and >5 km	L = 1
If discharging to Eastern Treatment Plant or Western Treatment Plant and <5 km	L = 1.2
If discharging to Somers, Boneo, Mt Martha or Pakenham Treatment Plants	L = 1.2
If discharging to Other Local Treatment Plants	L = 1.5

V = Volume: is the maximum daily discharge volume from recorded volumes. Volumes for new customers are supplied by the customer and verified during the application assessment stage.

Volume criteria and scoring	
Criteria: Average daily volume (kL)	Score
<5	V = 1
≥ 5 and < 25	V = 10
≥ 25 and < 50	V = 20
≥ 50 and < 75	V = 30
≥ 75 and < 100	V = 40
≥ 100 and < 500	V = 50
≥ 500 and < 1000	V = 75
≥ 1000 and < 2000	V = 100
≥ 2000	V = 150

H = History considers the compliance history of the trade waste customer taken over the last two years.

History criteria and scoring	
Criteria:	Score
New work / change of occupier	H = 0
Customers with non-compliance in the past two years for a parameter breach for an environmental concern	H = 10
Customers with non-compliance in the past two years for a parameter breach for an Occupation Health & Safety concern	H = 20

A = Activity

Every customer has a list of activities assigned to its business. It is the activity with the highest value that is used i.e. activity and value with highest risk. The following table provides examples that can be expanded upon during discussions with new applicants.

Calculating the activity score	
Activity	Score
Food preparation	1
Dry cleaning	30
Abattoir	100
Liquid waste disposal	120

Based on the total scoring derived from the risk rank calculation, a trade waste customer will be assigned a risk rank as per the following table.

Risk Rank scoring		
Risk Rank calculation total	Risk Rank	Inspection frequency
> 151	1 (Extreme)	Monthly
121 – 150	2 (High)	Bimonthly
91 – 120	3 (Medium)	Quarterly
51 – 90	4 (Low)	Half Yearly
< 50	5 (Minimal)	Annually or as required

The risk rank determines:

- the inspection and sampling frequency
- the trade waste agreement terms and conditions
- requirements for customer self-monitoring
- requirements for a risk profile plan
- requirements for a waste management plan.

2.4.3 Volumetric and quality charges

In addition to the trade waste agreement charges, customers whose trade waste exceeds any of the following parameters will be charged the volumetric and quality charges as shown in the below table.

- Volume greater than 1,000 kL/year
- Biochemical Oxygen Demand greater than 600 mg/L
- Suspended Solids greater than 600 mg/L
- Total Kjeldahl Nitrogen (greater than 50 mg/L)

Service item: Volume and quality	Charge
Parameter	
Volume (per kL)	\$1.0708
Biochemical Oxygen Demand (per kg)	\$1.0584
Suspended solids (per kg)	\$0.5934
Total Kjeldahl Nitrogen (per kg)	\$2.3255

The volume of trade waste discharged into the sewerage system is determined by one of the following methods:

- measuring the amount discharged via an electromagnetic flowmeter installed on the trade waste discharge line
- estimating the proportion of metered water supplied to the property which is discharged as trade waste (this 'discharge factor' will be based on the average value for the customer's industry unless the customer provides reliable alternative data)
- other methods as agreed with us.

A similar approach of assigning an industry average will be used to estimate the concentrations of Biochemical Oxygen Demand, Suspended Solids and Total Kjeldahl Nitrogen, unless an alternative method is agreed with us.

In cases where an alternate water supply exists, e.g. tank water, an electromagnetic flowmeter must be installed.

Your risk ranking will also determine the frequency of inspections and self-monitoring required as a condition of your trade waste contract.

2.5 Food waste

Food waste charges apply to the discharge of food that does not attract trade waste volume and quality fees. Food waste charges are applicable to hospitals and institutions where food waste is discharged through a waste disposal unit. The charge is levied per registered bed, per annum.

Service item: Food waste	Charge
Hospitals and other institutions (per bed per annum)	\$55.77

2.6 New customer contributions (NCCs)

NCCs are upfront charges applicable when a customer builds or develops a property and connects to our water, sewerage and/or recycled water networks.

We levy NCCs by:

- applying an approved scheduled charge assuming the customer is connecting using a 20mm meter (see table below)
- seeking a charge in addition to the approved scheduled charge determined by the incremental financing cost (see section below) equivalent to the financing cost associated with bringing forward the provision of water, sewerage and/or recycled water infrastructure assets.

Service item: New customer contributions		Charge per lot
Area		
Casey area		
Water		\$870.08
Sewerage		\$1,022.05
Recycled water		\$2,308.46
Cardinia area		
Water		\$870.08
Sewerage		\$1,787.26
Recycled water		\$2,777.21
Fishermans Bend		
Integrated Water		\$2,610.26
Other Areas		
Water		\$870.08
Sewerage		\$870.08

In recognition of the amount of capacity required to service each connection where a new non-residential lot is created, that is 25mm water connection or greater, the NCCs (water, sewer and recycled water) payable will be the multiple of the application NCC and the number of equivalent 20mm connections.

Meter diameter (mm)	Pi value	Pipe area (Area= Pi r ²) sq mm	Indicative ratio to 20 mm meter
20	3.1415	314.16	1.00
25		490.87	1.56
32		804.25	2.56
40		1256.64	4.00
50		1963.50	6.25
80		5026.55	16.00
100		7853.98	25.00
150		17671.46	56.25
200		31415.93	100.00

At any stage we may calculate and apply a negotiated NCC if the cost of providing infrastructure for a development varies materially from that assumed in the calculation of the scheduled NCC. Negotiated NCCs will be calculated by applying the following pricing principles:

- have regard to the incremental infrastructure and associated costs in one or more of the statutory cost categories attributable to a given connection
- have regard to the incremental future revenues that will be earned from customers at that connection
- be greater than the avoidable cost of that connection and less than the standalone cost of that connection.

2.6.1 NCC application

NCCs are charged on an allotment basis where a per lot charge means a charge for any connection that is separately titled, or can be, individually metered.

For new developments or subdivisions, a separate charge can be applied to each prescribed service that is provided to each newly created lot. Where an existing lot has not previously received a prescribed service, a scheduled charge can be applied to that lot in relation to each new prescribed service.

2.6.2 Calculation incremental financing costs

In addition to NCCs, we may calculate and charge for the incremental financing costs (IFC) associated with bringing forward shared water, sewerage and/or recycled water infrastructure assets.

The cost is calculated as:

$$IFC = \left(1 - \left[\frac{1}{(1+r)^n}\right]\right) \times \text{cost of capital being provided sooner than planned}$$

where:

r pre-tax weighted average cost of capital (WACC) estimated at 2.81%

n the number of years the asset is required sooner than planned.

The table below details the 1 to 25 years bring forward cost (as a % of capital cost) as per the IFC calculation.

Years Brought Forward	Developer / Owner Financing Cost (% of capital cost)	Years Brought Forward	Developer / Owner Financing Cost (% of capital cost)
1	2.73%	14	32.16%
2	5.39%	15	34.01%
3	7.98%	16	35.81%
4	10.49%	17	37.57%
5	12.94%	18	39.28%
6	15.32%	19	40.94%
7	17.63%	20	42.55%
8	19.88%	21	44.12%
9	22.07%	22	45.65%
10	24.20%	23	47.13%
11	26.28%	24	48.58%
12	28.29%	25	49.98%
13	30.25%		

3. Miscellaneous products and services

We provide miscellaneous products and services associated to:

- land development applications
- asset information
- potable and recycled water meter products and connections
- information requests
- monitoring trade waste compliance and septic disposal
- other products

The following sections of the pricing handbook provide a list of our prices that contribute to the cost of delivering miscellaneous products and services to our customers.

The prices for miscellaneous services and products have been set according to actual cost calculated on the basis of the following pricing principles in aggregate:

- direct third party or contractor invoice cost
- direct marginal internal cost, including labour, material and transport costs
- a fair contribution to overheads

Any charges for 'one off' services, chargeable works or for new services will be determined in accordance with the above pricing principles.

3.1 Development services and asset information

3.1.1 Sewerage application fee

The application fee needs to be lodged when applying:

- for a 20mm water supply and standard sewer connection for a residential property
- demolishing and rebuilding where the water meter is retained on the land
- undertaking house extensions or alterations such as installing an additional toilet
- converting from a septic system to a sewer connection
- a 20mm non-residential connection that does not warrant the preparation of conditions of connection (e.g. could apply to a milk bar, doctor's consulting rooms located in a residential subdivision)

The fee covers the costs of verifying that the services being applied for are available and the capacity exists to service the property.

The customer receives approval (letter of consent) to connect, and if applicable, an indication as to whether the water supply connection is to require a tapping of the main or the installation of a meter assembly, and a copy of a plan showing the location of sewer pipes and the sewer connection point.

Service item	Fees
Single residential property application fee to water and/or sewer	\$76.03

3.1.2 Application fee for connection to services (other than single residential properties)

This fee applies to applications lodged for:

- connection of new buildings/properties/developments to water and sewerage services, other than the connection of a single residential property to water or sewer
- supply of services to redevelopments of existing properties, which result in an increase in demand for the service
- alterations or relocations of sewer connection points
- relocation or upsizing/downsizing of existing water service connections
- subdivisions, where a letter of consent needs to be issued by South East Water for the Council to issue a Statement of Compliance, where no extension, upsizing, alteration of an existing asset (water main or sewer) or no new works are required to be constructed to service the new development

The fee recovers our costs associated with:

- discussions with the applicant regarding the application, including discussions prior to lodgement of application and after the receipt of their conditions
- site visits undertaken to clarify any matters necessary to determine the conditions to be placed on a development
- engineering investigations undertaken to determine that the existing services are adequate to meet the demands placed on them by the applicant's development
- the preparation of a letter detailing all the conditions placed on the application, and the fees that need to be lodged by the applicant before connections can be obtained, e.g. tapping fees, meter fees, creation of easement fee, etc.
- where required, issuing the letter of consent for the Council to issue a Statement of Compliance.

Service item	Fees
Non Works – Notice of Agreements	\$242.85
Works – Deeds of Contract	\$1,178.62

3.1.3 Easement creation

Where an easement is required for the services within the customer's proposed development, the customer may engage surveyors and solicitors to create the easement. This fee recovers our costs to undertake the processing and execution of the documentation.

Service item	Fees
Easement creation fee (per title)	\$248.15

3.1.4 Refund administration fee

This fee recovers the cost associated with processing a refund (upon request) for a proportion of fees already paid by the developer.

Service item	Fees
Refund administration fee	\$185.78

3.1.5 Early release fee

Where a developer requires a Statement of Compliance to be issued for their development even though all works have not yet been completed, we will, upon receipt of this fee, prepare new documents required to guarantee completion of works by the developer and issue the required statement.

Service item	Fees
Early release fee	\$248.15

3.1.6 Processing applications outside normal hours

Where a developer offers to pay the hourly charge shown in the table below, and we have staff available to work outside normal hours, the developer's application may be processed out of sequence.

Service item	Fees
Charge out rate for processing applications outside normal business hours	\$92.89 per hour
Charge out rate for provision of consultancy services (e.g. works quality audits, design advice)	\$126.03 per hour

3.1.7 Intensive audit fees

Intensive audit fees are applicable if the developer is using a consultant or contractor whose work is of unknown quality or such quality that additional inspections are required to oversee works.

Service item	Fees
Design overview	\$2.37 per metre
Construction inspection	\$62.24 per metre
Survey	\$9.88 per metre

3.1.8 Connecting new subdivision to existing water mains

A fee is payable by a developer to cover part of the costs associated with shutting down services and connecting their development to existing services.

Service item	Fees
Residential developments	\$700.75
Non-residential developments	\$1,171.96

3.1.9 Temporary pumping stations

The fees shown in the below table are to recover costs associated with the operations and maintenance of temporary pumping stations that are required to be installed by a developer.

Service item	Fees
Water pumping station	\$10,493.78 per annum
Sewer pumping station	\$24,746.61 per annum

3.1.10 Pressure pump installations

In circumstances where connection to the sewer pressure system is required by South East Water and/or the Mornington Peninsula Shire Council or requested by a customer, fees for connection will apply.

A fee may apply to the inspection of vacant land. The fee covers costs of staff visiting the building site to brief builders and their tradesman on pump location, plumbing, electrical and landscaping requirements for the pressure pump system, and provision of information/training on unit's operation to the property occupier.

Service item	Fees
Supply and installation of pump & up to 30m of sewer where sewer can be installed in open trench and connection point exists.	Price on application
Supply and installation of pump & up to 30m of sewer where sewer can be installed in open trench, and a connection point needs to be installed.	Price on application
Supply and installation of pump & up to 30m of sewer where directional boring is to be used and a connection point installed.	Price on application
Supply and installation of additional piping (per metre).	Price on application
Relocation of existing pump unit within development.	Price on application
Decommissioning and removal of pump, disconnection of sewer and site reinstatement.	Price on application
Pump installation to vacant land	Price on application
Other pump installations	Price on application
Inspection fee to vacant land	Price on application

3.1.11 Backlog program

There were initially more than 16,000 properties within our operating area along the Mornington Peninsula that rely on septic tanks and onsite treatment plants to manage household sewage. Due to ageing, failing, and poorly maintained septic tanks, there is evidence of waste polluting groundwater, waterways and the environment in the region.

To address these environmental issues, we are assisting customers who choose to connect to the pressure sewer system.

To connect to the pressure sewer system, a sewerage backlog fee is charged for the installation costs, which includes:

- tank installation and sewer connection
- septic tank system decommissioning and connection from the house to the new tank
- ongoing costs following connection, including sewage disposal, sewage service and system electricity supply

We apply a brought forward per connection charge for backlog sewerage connections on the Mornington Peninsula for properties that choose to connect earlier than originally scheduled, referred to as Peninsula ECO (early connection option) charges. This applies to customers in Portsea, Sorrento, St Andrews Beach and Point Leo.

To receive a precise quote for connection to the pressure sewer system, please call us.

Service item	Fees
Backlog sewerage surcharge (Rye, Blairgowrie) (levied over 5 years)	\$2,500.00
Peninsula ECO charge (Portsea, Sorrento, St Andrews Beach, Point Leo) (levied over 5 years)	\$4,250.00

3.1.12 Pressure and flow information

Australian standards for fire sprinkler and hydrant design require the fire service designer to consider available residual water pressure within their calculations. We provide this information (where available) as a Pressure & Flow Information (PFI) report.

The following fees are to recover our costs for collating and providing pressure and flow information.

Service item	Fees
Single supply PFI	\$250.75
Dual supply PFI	\$376.12

3.1.13 Meter fees

Properties connecting to the water supply system are required to pay for the provision of a meter(s) that we supply and install at the property.

The fees shown in the table below cover the costs associated with the:

- provision of information relating to our metering policy which includes the size and type of meter required for a property and other requirements (i.e. whether a 'remote read' meter is required, location of meters within unit developments, sizing to achieve required flow rates, etc.)
- supply of the meter and its delivery to a South East Water approved contractor
- its installation by the contractor, or the supervision of its installation by the contractor

- the creation or updating of the customer's record to indicate the meter size, meter type, serial number and location of the installed meter at the customer's property, whether it is part of a meter network within the development, and its inclusion to the meter reading database.

Service item	Fees
20mm meter plus delivery and installation	\$122.05
20mm meter with integrated remote read device plus delivery and installation	\$279.99
20mm digital meter plus installation	\$225.19
25mm meter plus delivery and installation	\$196.39
25mm meter with integrated remote read device plus delivery and installation	\$496.37
32mm meter plus delivery and installation	\$498.99
32mm meter with integrated remote read device plus delivery and installation	\$672.88
40mm meter plus delivery and installation	\$662.27
40mm meter with integrated remote read device plus delivery and installation	\$828.17
50mm meter plus delivery and installation	\$1,173.31
Meters larger than 50mm	Price on application
High Rise Cell Control Unit (HRCCU)	Price on application

3.1.14 Water services connections

Whenever an owner of a property requires connection to a water supply main where connection points do not exist, a tapping saddle needs to be bolted on to the main and the main tapped, or in some instances, a tee is installed.

Connections to a water supply main can only be carried out by South East Water contractors, and fees apply. These fees are outlined in the table below and covers cost including the:

- administration to determine that a connection can be installed to the main, arrangement of works including connection date and time with the customer (or their plumber) and South East Water's contractor, and updating records indicating the type and size of connection, and
- contractor's fees, which include the provision of labour, materials, travel and other costs.

The customer (or their plumber) is responsible for excavation, backfilling, site reinstatement and traffic management costs.

In cases where the construction of paving, fencing, etc., impacts the location of the water and recycled water meters, the meters must be relocated. Where deviation is required fees will include the excavation of existing potable and recycled water meter assemblies.

Service item	Fees
20mm service connection to mains up to 300mm	\$431.31
25mm service connection to mains up to 300mm	\$431.31
32mm service connection to mains up to 300mm	\$690.15

Service item	Fees
40mm service connection to mains up to 300mm	\$763.14
50mm service connection to mains up to 300mm	\$975.55
80mm, 100mm or 150mm service connection to main of 100mm or less where Tee is installed	\$5,046.07
80mm, 100mm or 150mm service connection to main of 150mm where Tee is installed	\$6,150.54
80mm, 100mm or 150mm service connection to main of 150mm or less where Tapping saddle is used	\$2,405.52
80mm, 100mm or 150mm service connection to main >150mm and up to 300mm where Tapping saddle is used	\$3,464.25
80mm, 100mm, 150mm, 225mm or 300mm service connection to a main size between 225mm and 300mm where Tee is installed	Price on application
80mm, 100mm, 150mm or 300mm service connection to a main size between 225mm and 300mm where Tapping saddle is used	Price on application
All connections to mains sizes greater than 300mm	Price on application
Multiple connections to the same property. For example: Two tees and divide valve, tee and divide valve, etc.	Price on application
Fee for re-booking tapping's and tee insertions	\$199.06
Divide valve insertion	Price on application
Drinking water and recycled water plug and retap (S) – Relocation of 20mm drinking and recycled water services – short side	\$2,516.07
Drinking water and recycled water plug and retap (L) – Relocation of 20mm drinking and recycled water services – long side	\$3,444.53
Drinking Water Meter Deviation – Deviation of 20mm drinking water service	\$479.28
Drinking water and recycled water Meter Deviation – deviation of drinking and recycled water services	\$553.50
Drinking and Recycled Water 25mm Service Upgrade – Short Side	\$2,451.58
Drinking and Recycled Water 25mm Service Upgrade – Long Side in Existing Conduit	\$2,306.38
Drinking and Recycled Water 25mm Service Upgrade – Long Side no Conduit	\$2,963.96
Cancellation of Tee installation <24 hours before installation date or on site	\$3,100.42
Cancellation of Tee installation <48 but >24 hours before installation date	\$635.70

This fee covers the cost of providing a water supply to a property by installing a meter assembly for those properties that have a service pipe already located within the property boundary (dry tapping).

Service item	Fees
Dry tapping – drinking water 20mm	\$475.57
Dry tapping – drinking & recycled 20mm (installed in the same visit)	\$927.07

3.1.15 Disconnection of water services

Service item	Fees
Capping of water service 50mm or less – on all size mains when performed as a separate job	\$172.51
Capping of water service 50mm or less – on all size mains when performed with new tapping / tee insertion	\$92.89
Tee removal on mains 80mm to 300mm	Price on application
Blank end service	Price on application

3.1.16 Minor sewer alterations and extensions

Service item	Fees
This fee recovers the cost of arranging and carrying out works as requested by the customer	Price on application

3.1.17 Fee for installing a water service where developer has omitted to install the service

Where a developer has failed to lay a service pipe to a newly created lot, they can choose to engage a plumber to lay the missing service or can request us to perform the work.

The fee covers the cost of tapping the main and laying the required service pipe. The cost will vary with the length of pipe that needs to be laid, the extent of boring required under the road and or footpath, and the surface reinstatement costs.

Service item	Fees
Long side installation	Price on application
Short side installation	Price on application
Relocation of meter assembly	Price on application

3.1.18 Build-over easement or sewer application

Property owners who want to erect a structure over or abutting a sewer, water main or within a South East Water easement can only do so if approval is obtained from us.

The application must be accompanied by the fee, which recovers part of the costs of the investigations that need to be undertaken to determine whether:

- the request can be granted as requested
- be granted subject to conditions.

Additional fees need to be lodged to cover the cost of investigating the condition of the asset/sewer before a decision can be made.

Service item	Fees
Build-over easement or sewer application	\$137.51

3.1.19 Property sewerage plan (PSP)

The fee covers the costs of:

- maintaining the records of the location of sewer pipes within properties
- extracting and providing a copy of a plan showing the location of sewer pipes for the property indicated in the application.

Service item	Fees
Sewer location plan	\$33.15

3.1.20 Asset information plan

The fee is for the provision of asset information plans, including sewer size, depth and offset plans. The fee also includes maintaining asset data.

Service item	Fees
Asset information plan	\$23.85

3.1.21 Other application fees

Service Item	Fees
Check meter application fee	\$71.87
Test prior fee	\$233.92

3.1.22 Recycled water bypass kit

A recycled water bypass kit provides a fitting to be used during the construction of a building to pressurise the internal privately owned water system via a connection between the potable and recycled water taps. This fitting is removed prior to plumbing inspections.

Service item	Fees
Recycled water bypass kit	\$43.40

3.1.23 Recycled water meter locking device

This fee recovers our costs of needing to replace a recycled water isolating valve locking device on a recycled water connection that has been tampered with or illegally removed.

Service item	Fees
Recycled water meter locking device	\$385.46

3.1.24 Recycled water disconnection

This fee recovers the cost to disconnect a property from the recycled water supply, reconnect the potable network to the properties former recycled water pipework and ensure no contamination from the former recycled water piping will occur.

Service item	Fees
Recycled water disconnection fee	Price on application

3.1.25 Plumbing application fee

This fee covers the costs of reviewing the Notice of Assessment for the connection of water and sewerage services to a property.

Service item	Fees
Connection application fee	\$317.22

3.1.26 Plumbing inspection fees

We require verification that our 'Conditions of Connection' are complied with where non-compliance has the potential to compromise the drinking water quality.

The verification includes compliance with Environment Protection Authority (EPA) Health Environment Management Plans prior to connection of Class A Recycled water customers and other water supply conditions provided under section 145 of the Water Act 1989. This verification minimises the risk of cross connections to the Potable water supply.

Service item	Fees (GST inclusive)
Single residential recycled water plumbing inspection fee per property	\$403.60
Plumbing inspection fee per inspection	\$190.12

3.1.27 CCTV inspections

When a proposed development has the potential to impact on our sewerage assets (e.g. by building or extending a structure over a sewer or extending ground anchors to support adjacent foundation works), visual inspection of the sewer is required to record the current and post-work structural condition of the asset. Insertion of a CCTV camera into the sewer via a maintenance hole and defect recording is the current best practice to achieve this.

In some cases, CCTV inspections require access to maintenance holes that may be located in trafficable areas. In these instances, to adhere to policies (e.g. OH&S), traffic management is required for the duration of the inspection. The extent and timing (e.g. night) of traffic management is indicative of traffic conditions, road layout and siting of maintenance holes in relation to other infrastructure.

Service item	Fees
CCTV inspection fee	\$941.07
Traffic management fee to enable inspection	\$1,332.69

3.1.28 Removal and testing of meters

A customer can request for a meter accuracy test to be conducted either onsite at the customer's property using a calibrated mobile test tank or offsite at an Australian Government National Measurement Institute accredited laboratory.

The fee covers the cost of visiting the property to perform the test and/or removal of the meter and installation and cost of a new meter in its place, freight costs, laboratory charges, and administrative costs.

If the test indicates that the meter was registering outside the National Measurement Act parameters, the fee is refunded to the customer. If the meter is registering accurately, the fee is not refunded.

Service item	Fees
20mm	\$152.60
20mm with remote read device	\$152.60
25mm	\$152.60
25mm with remote read device	\$152.60
32mm	\$152.60
32mm with remote read device	\$152.60
40mm	\$152.60
40mm with remote read device	\$152.60
50mm and larger	Price on application

3.1.29 Meter removal

The fee is applied on request by a customer whose property is to remain vacant for more than one year. It covers the cost of removing the meter assembly and installing a below ground ball valve or a stop-tap. The fee applied will be determined by the size of the existing meter connection.

Service item	Fees (GST inclusive)
20mm main meter removal	\$478.85
25mm main meter removal	\$507.65
32mm main meter removal	\$539.59
40mm main meter removal	\$712.90
50mm main meter removal	\$760.55

3.2 Trade waste compliance and septic disposal

3.2.1 Non-compliance fee

A fee will be charged to recover any direct costs associated with a trade customer becoming non-compliant with their trade agreement, including but not limited to; sampling, renegotiation of trade waste agreement and legal fees.

Service item	Fees
Trade Waste non-compliance	Price on application

3.2.2 Request for trade waste field staff

Customers may request for a Trade Waste Officer to visit their site to provide a specific service, such as authorising the discharge of certain wastes into a sewer, providing technical information, advising onsite treatment of waste, or discussing other trade waste matters.

When a customer request for a Trade Waste Officer visit, the following hourly rates will be charged.

Service item	Fees
Work undertaken by field staff during business hours (9am-5pm)	\$119.43
Work undertaken by field staff outside business hours - Mon-Sat - first 2 hours	\$179.15
Work undertaken by field staff outside business hours - Mon-Sat - after 2 hours	\$238.87
Work undertaken by field staff outside business hours - Sun	\$238.87
Work undertaken by field staff outside business hours - Public holiday	\$298.59

3.2.3 Asset protection fee

The asset protection fee is applied to trade waste customers who do not comply with the requirements of their trade waste consent, specifically relating to where:

1. the installation of a food and oil interceptor (grease trap) is required
2. an existing food and oil interceptor (grease trap) or apparatus is not pumped out or serviced at the specified frequency.

The asset protection fee recovers the costs of maintaining the sewerage system caused by sewer blockages that non-complying customers contribute to. The fee levied will depend on the size of the food and oil interceptor (grease trap) to be installed or the size of the food and oil interceptor (grease trap) or apparatus to be pumped out or serviced.

Service item	Fees (pro-rata/per annum)
600 litre	\$699.76
1100 litre	\$984.38
2000 litre	\$1,789.60
3000 litre	\$2,685.62
4000 litre	\$3,580.44
5000 litre	\$4,475.25

3.2.4 Waste log program

Fees will apply when a customer fails to pump out or service a food and oil interceptor (grease trap) or apparatus within the specified frequency following;

1. reminder correspondence sent to the customer, and/or
2. reminder calls are made to the customer,

to no avail, which ultimately results in it becoming necessary for visit/s to be undertaken by South East Water's Trade Waste Officer to address the overdue pump out.

Service item	Fees
Waste log program fee	Actual cost

3.2.5 Septic sludge disposal

A fee is charged for the acceptance of septic tank sludge and its treatment at a South East Water sewerage plant.

A per kilolitre surcharge is applied to septic disposal at the Boneo treatment plant for the resourcing of a wastewater management officer at the Mornington Peninsula Shire to proactively administer the septic tank maintenance program.

Service item	Fees
Septic sludge disposal (per kL)	\$49.04
Boneo treatment surcharge (per kL)	\$8.95
Truck wash out (per wash)	\$23.54
Plendrive Yarra Valley (per load)	\$36.15

3.3 Information requests

3.3.1 Information statements

A fee needs to be lodged to obtain an Information Statement that shows:

- the drainage charge levied on the property during the current financial year and the amount outstanding
- the parks charge levied on the property during the current financial year and the amount currently outstanding
- details of any encumbrances placed on the property by South East Water
- details of Melbourne Water's encumbrances placed on the property.

The fee covers:

- the cost to issue the statement
- the cost to update any amount outstanding if such an update is requested within 6 months of the issue date of the statement
- Melbourne Water's costs of providing encumbrance information for inclusion on the statement.

Service item	Fees
Information statements - Electronic / Manual lodgement	\$35.09

3.3.2 Data request and processing

To recover the costs of undertaking and processing data requests for non-individual customer data when requested by third parties. This can include the recovery of costs of extracting, formatting and undertaking processing and analysis of data requested.

Service item	Fees
Data processing fee	\$199.06 per hour

3.3.3 Provision of account details

Provision of account details up to seven years is free of charge. The following fees recover the costs associated with the provision of account history details beyond a seven-year period.

Service item	Fees
Provision of account details beyond 7 years	\$26.75 per year of additional information

3.3.4 Freedom of information (FOI) request

Customers can request access to information under the *Freedom of Information Act 1982*. The application fee is set under the *Monetary Units Act 2004*. Additional fees may be applied where photocopying or other administrative resources is required to complete the FOI request.

Service item	Fees
Freedom of Information application fee	\$31.80

3.4 Other services

3.4.1 Bunyip main race

Service item	Fees
Non potable water usage (per kilolitre)	\$1.7030
Maintained Private Extensions	\$123.83

3.4.2 Fire service charges

Service item	Fees
Fire Service charge (per annum)	\$131.71
All metered properties – potable water supply (per kilolitre)	\$3.4947
All metered properties – recycled water supply (per kilolitre)	\$2.2082

3.4.3 Hydrant installation and relocation

A customer can request for the installation or relocation of a hydrant. We will carry out the works on the basis that the customer requesting the work pay for the costs incurred.

In cases where the replacement of a council hydrant is required when a water main is being replaced, the Council will reimburse us for the cost of replacing their hydrant.

Service item	Fees
Hydrant installation/relocation	Price on application
Replacement of council owned hydrant (per hydrant)	\$1,722.82

3.4.4 Resealing fire service / hydrant

If it appears that a fire service is being used for purposes other than firefighting, a seal may be placed on that fire service. If on a subsequent visit the seal is found to have been broken and the property occupier cannot provide evidence that the service was used for firefighting, the service may be resealed, and the resealing fee charged.

Service item	Fees
Resealing fire service	\$205.66

3.4.5 Permit to draw water from hydrant

Water carters, road contractors, etc., upon payment of this fee, may obtain permission to draw water subject to certain conditions from fire hydrants.

The fee recovers the costs of operating the permit system and of monitoring compliance with the permit conditions. All water drawn from hydrants is charged at the non-residential usage charge.

Service item	Fees
Permit	\$386.17
Water usage (per kilolitre)	\$3.5576

3.4.6 Withdrawal and restoration of water supply

We offer a range of assistance schemes and payment plans to customers experiencing difficulty paying their bills.

After being contacted by South East Water, customers who do not pay their bills and do not enter into an agreement or a payment plan may have their water supply restricted.

The fee recovers part of the costs of visiting the property to attempt to again negotiate a payment plan prior to restricting the property, then again visiting the property to remove the restriction device when a payment plan is agreed.

Item	Fees
Withdrawal and restoration of supply at or near the water meter (for non-payment of charges)	\$112.77
Withdrawal at or near the water main	\$358.31

3.4.7 Dishonoured banking fees, cheque, direct debit, etc.

Fees charged by banks for dishonoured cheques/payments may be recouped from customers.

Item	Fees
Recouped bank fee	Actual amount charged by bank

3.4.8 Legal costs

Charges will apply to recoup costs incurred in taking legal action against a customer, most commonly for debt recovery.

Item	Fees
Legal cost	Actual cost