

Water and Sewerage Network and Charges Policies

1 July 2018



Policy approval and Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing these policies.

Approved by the Board at its meeting on of 2018.

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Chairman

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1 Introduction

This document details our policies and provides information on charges relevant to water and sewerage connections to our network.

Information regarding land development, including developer charges, can be found in our *Land Development Policies* document.

Information regarding the circumstances and conditions under which we will consider connections to our network outside our serviced land, can be found in our *Conditional Connections – Connections outside serviced land policy*. This policy is available on our website at www.taswater.com.au.

This document incorporates a number of policies required by the Act, the Pricing Regulations and by the Regulator in connection with our Price and Service Plan for the period 1 July 2018 to 30 June 2021.

The policies and information included are specific to:

- Connections
- Serviced land
- Sub-metering
- Service charges and
- Service introduction charges.

1.1 Further Information

For further information about these policies and how they apply to your circumstances, please contact us on 13 6992 or enquiries@taswater.com.au.

1.2 Relevant Legislation

- *National Measurement Act 1960*
- *Strata Titles Act 1998*
- *Water and Sewerage Industry Act 2008 (Act)*
- *Water and Sewerage Industry (Community Service Obligation) Act 2009*
- *Water and Sewerage Industry (Customer Service Standards) Regulations 2009 (Customer Service Standards Regulations)*
- *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011 (Pricing Regulations)*

1.3 Customer Charter

Our Customer Charter explains our obligations consistent with the requirements under the Act, the Customer Service Standards Regulations and the Code issued by the Regulator. It also outlines the rights and responsibilities of our customers and our commitment to providing reliable water services and sewerage services. It explains our business practices and provides the customer with reasonable expectations around our services, pricing, processes and responsibilities.

2 Connection Policy - Connections to Our Water and Sewerage Network

2.1 Aim

The aim of this Policy is to specify the circumstances in which we will permit an owner of land to connect, or relocate or adjust a connection to our water infrastructure or sewerage infrastructure.

2.2 Exclusions

This Policy does not cover situations where:

- The property is outside our serviced land; or
- The property is within our serviced land but is being subdivided; or
- There is a change in land use relating to the property contained within our serviced land.

2.3 Connection to our water infrastructure and/or sewerage infrastructure

We will connect a property to our infrastructure if the following criteria are met:

- The person requests us to connect the property to the infrastructure; and
- The property is within 30 metres of the infrastructure and for water services, can be supplied with treated water; and
- The physical characteristics or location of the property are not such as to require the application of unusual or unusually costly infrastructure, design, or installation techniques in order for the connection to be made by us; and
- The connection does not cross property owned by a third party; and
- No plan of subdivision, or other instrument of a type approved by the Regulator, specifies that connection to our infrastructure, or provision of regulated services by us will not occur; and
- The property will receive the minimum pressure and flow at the connection as described in the Supplement (available on our website at www.taswater.com.au); and
- The person has complied with all reasonable terms and conditions of connection imposed by us; and
- The applicant has paid, or has agreed to pay, all applicable fees for connection.

If these requirements are met we will connect the property within 10 business days or such later date as agreed. To facilitate connection, we also require the following:

- A land title has been issued for the property or consent received from the landowner; and
- If necessary, a Certificate for Certifiable Work has been issued; and
- An Application for Water and Sewerage Connections form has been submitted to us by the applicant and has been completed to our satisfaction.

2.4 Relocation of a connection to our water infrastructure and/or sewerage infrastructure

We will permit an owner of land to relocate a water connection or sewerage connection on that land if the following criteria have been met:

- The person requests the relocation of the connection to the infrastructure; and
- The relocation will not result in our infrastructure crossing property owned by a third party; and
- A Certificate for Certifiable Work has been issued; and
- The property will, following relocation of the connection, receive the minimum pressure and minimum flow rate at the connection as described in the Supplement; and

- The person has complied with all reasonable terms and conditions of relocation of connection imposed by us; and
- An Application for Water and Sewerage Connections form has been submitted by the applicant to us and has been completed to our satisfaction; and
- The applicant has paid, or has agreed in writing to pay, all applicable fees and charges.

2.5 Adjustment of a connection to our water infrastructure and/or sewerage infrastructure

Adjustment includes downsizing and/or disconnection of a standard water connection and disconnection of a standard sewerage connection. We will permit an owner of land to adjust a connection on that land if the following criteria have been met:

- The person requests the adjustment to the connection to the infrastructure; and
- The adjustment will not result in our infrastructure crossing a property owned by a third party; and
- A Certificate for Certifiable Work has been issued; and
- The property will, following adjustment of the connection, receive the minimum pressure and minimum flow rate at the connection as described in the Supplement; and
- The person has complied with all reasonable terms and conditions of adjustment of connection imposed by us; and
- An Application for Water and Sewerage Connections form has been submitted by the applicant to us and has been completed to our satisfaction; and
- The applicant has paid, or has agreed in writing to pay, all applicable fees and charges.

2.6 Connection, relocation of connection and adjustment of connection costs

Costs for the water and sewerage works component of connections, relocations of connections and adjustments of connections are detailed in our Price and Service Plan approved by the Regulator, and are also provided in section 8 of this document and available on our website at www.taswater.com.au. These are in addition to any other fees and charges applicable under the Price and Service Plan, including:

- Recurrent fixed charges and volumetric consumption charges in respect of the provision of water services and/or sewerage services to the property
- Relevant development assessment fees.

2.7 Other connections

In addition to standard connections, we may permit other types of connections to our network, including new land development. Additional charges and fees may apply for these connections. Refer to the relevant policy for more information.

Land development

New developments have the potential to increase demand on the capacity of our water infrastructure and sewerage infrastructure. Our *Land Development Policies* document provides details on how we support and manage development.

New services to existing localities

We will consider requests for the introduction of water and/or sewerage services to existing localities in accordance with section 6 of this document.

Connections outside serviced land

Under limited circumstances we may permit connections to our network outside serviced land. The considerations and assessment criteria for these connections are outlined in our Conditional Connections Policy available for viewing on our website at www.taswater.com.au.

3 Our Serviced Land

3.1 Background

Section 56U(1)(b) of the Act requires our Price and Service Plan to include a description of the land, identifiable by individual title or locality, that we will permit to be connected to our water infrastructure or sewerage infrastructure. This description of land is referred to as the description of “serviced land”.

We have identified serviced land using individual land titles that meet the requirements of section 2.3 of this document (Connection Policy - Connections to our water infrastructure and/or sewerage infrastructure).

3.2 Description of serviced land – Water

We identify serviced land based on servicing factors and the standards in the Supplement (available on our website www.taswater.com.au). The Supplement details our minimum service pressure at peak hour demand and minimum flow rate:

- Minimum service pressure at the connection point is 220kPa, static head of 22m (section 2.5.3.3)
- Minimum flow rate 15 litres/minute (L/m) at the connection point (section 2.12).

Land titles are defined as water serviced land when they meet all of the following criteria:

- Can be supplied with treated water; and
- Are within 30 metres of our water reticulation main; and
- Can receive the minimum flow and pressure at the connection point; and
- Connection to our reticulation main would not cross land owned by a third party; and
- The physical characteristics or location of the land are not such as to require the application of unusual or unusually costly infrastructure, design, or installation techniques in order for the connection to be made.

Treated water means either fully treated water or disinfection only water supplies. Raw water supplies are excluded. Customers in serviced land receiving water that is not safe for drinking will receive a discount on the regulated variable consumption rate.

Land titles that do not meet the criteria listed above are unserviced for water.

Existing connections that receive untreated water (raw water) or are directly connected to a bulk transfer main are connections outside our serviced land and are dealt with in accordance with our Customer Contract (www.taswater.com.au) or other Agreements.

Application for new connections for untreated water (raw water) or direct connection to a bulk transfer main are considered connections outside our serviced land and are dealt with in accordance with our Conditional Connections Policy (www.taswater.com.au).

3.3 Description of serviced land – Sewer

We have a range of sewerage infrastructure around the state depending on local conditions and topography.

Land titles are defined as sewer serviced land when they meet all the following criteria:

- Are within 30 metres of our sewer reticulation main; and
- Connection to our reticulation main would not cross land owned by a third party; and

- The physical characteristics or location of the land title are not such as to require the application of unusual or unusually costly infrastructure, design, or installation techniques in order for the connection to be made by us; and
- Are not otherwise considered unserviced land in accordance with section 3.4 below.

Land titles that do not meet the criteria listed above are unserviced for sewer.

3.4 Unserved land

Unserviced land is land, identified by land title, which is not within serviced land. We do not have any obligation to provide a connection to titles that are outside serviced land.

Pressure sewer schemes established before 1 July 2015 are defined as unserviced land. Table 1 below lists these areas.

Each of our Conditional Connections Policy and our *Land Development Policies* document (available on our website, www.taswater.com.au) outline the circumstances when we will consider allowing unserviced land to connect to our network.

Table 1: List of pressure sewer schemes established before 1 July 2015 (indicative only)

Area	Type of system
Bell Buoy Beach	Pressure sewer scheme with privately owned pump stations
Boat Harbour	Pressure sewer scheme with TasWater-owned pump stations
Dunalley (near Dunalley Hotel)	Pressure sewer scheme with TasWater-owned pump stations
Lauderdale	Pressure sewer scheme with TasWater-owned pump stations
Low Head	Pressure sewer scheme with privately owned pump stations
Wynyard	Pressure sewer scheme with TasWater-owned pump stations

4 Sub-metering Policy

4.1 Aim

The aim of this Policy is to outline our approach to sub-metering of existing and new strata schemes and multi-unit properties. This policy applies to all residential and non-residential strata schemes and multi-unit properties.

4.2 Multi-unit properties

4.2.1 New multi-unit properties

All new multi-unit properties for which we issue a Certificate for Certifiable Work will have a master meter at the connection point. The owner will be billed for the fixed and variable charges with the fixed charge based on the master meter size and the variable charge based on the volume of water supplied through the master meter.

4.2.2 Sub-metering new multi-unit properties

All new multi-unit properties will have a master meter at the connection point. The owner of a new multi-unit property has the option of installing sub-meters for each unit.

The owner has the option of using a third party to undertake installation and reading of sub-meters in multi-unit properties, as these are unregulated services.

At our discretion, we may approve each unit being individually connected to our water main.

4.2.3 Existing multi-unit properties – no sub-meters

All existing multi-unit properties will have a master meter at the connection point. The owner will be billed for the fixed and variable charges with the fixed charge based on the master meter size and the variable charge based on the volume of water supplied through the master meter.

4.2.4 Sub-metering existing multi-unit properties

All existing multi-unit properties will have a master meter at the connection point. The owner of an existing multi-unit property has the option of installing sub-meters for each unit.

The owner has the option of using a third party to undertake installation and reading of sub-meters in multi-unit properties, as these are unregulated services.

4.2.5 Existing multi-unit properties with sub-meters

If the multi-unit property is already sub-metered, we will bill the owner for the fixed and variable charges with the fixed charge based on the master meter size and the variable charge based on the volume of water supplied through the master meter.

The owner has the option of entering into an agreement with us or a third party for the reading of sub-meters.

4.3 Strata schemes

4.3.1 New strata schemes

New strata schemes must be metered in only one of the following ways:

- (a) Single master meter only;
- (b) Master meter and sub-meters; or
- (c) Lots individually connected to our water main.

Until a property is strata titled, it will have a water meter at the connection point with fixed and variable charges the responsibility of the owner. The fixed charge is determined by the size of the water meter and the variable charge is determined by the volume of water measured by the water meter.

The subsequent installation of sub-meters is at the property owner's discretion and cost, as a property is strata titled after the completion of our development assessment process.

(a) Single master meter only

If the owner decides not to install sub-meters each lot owner will be billed for a proportion, determined by their respective general or special unit entitlement, of the fixed charge with the fixed charge determined by the size of the master meter.

The applicable variable charge will be determined by the volume of water measured by the master meter and can be billed either to the strata scheme's body corporate or to individual lot owners in line with Regulation 18 of the Pricing Regulations.

Where the variable charge is billed to the lot owners the amount must be apportioned on the basis of the general unit entitlement of the lot, or, if there is a special unit entitlement relating to the lot in respect of the liability for charges for water use, on the basis of the special unit entitlement of the lot.

(b) Master meter and sub-meters

If the owner decides to install sub-meters we will supply the sub-meters at no cost, to be installed at the owner's cost.

Sub-meters must be installed to our approved installation standards and remain our property. We will maintain the sub-meters.

Once sub-meters have been installed and tested the lot owner will be billed a fixed charge based on the size of the sub-meter and a variable charge based on the volume of water supplied to the lot as measured by the sub-meter.

In addition, each lot owner's bill will include a proportion, determined by the general or special unit entitlement, of:

- Fixed and variable charges for the common property(s) sub-meter(s) (if applicable); and
- The difference between the master meter reading and the sum of the individual sub-meter readings when the master meter reading is greater than the sum of the individual sub-meter readings.

Where the master meter reading is less than the sum of the individual sub-meter readings each lot owner will be billed for the volume of water supplied to the lot as measured by the relevant sub-meter. The smaller sub-meters are more accurate than master meters.

(c) Individual connection to our water main

Where there is no common property, no interposing pipe work and no requirement for a master meter we may, at our discretion, approve each lot being individually connected to our water main.

Where each lot is individually connected to our water main each lot owner will be billed a fixed charge (based on the size of each lot's individual water meter) and a variable charge based on the volume of water supplied to each lot as measured by the lot's individual water meter.

4.3.2 Existing strata schemes

Existing strata schemes are metered in one of the following ways:

- (a) Single master meter only;
- (b) Master meter and sub-meters;
- (c) No master meter and individual lot water meters;
- (d) Lots connected individually to our water main;
- (e) Master meter but with some individual lots connected directly to our water main;
- (f) Multiple master meters; or
- (g) Multiple master meters but with some individual lots connected directly to our water main.

(a) Single master meter only

Each lot owner will be billed for a proportion, determined on the basis of the general or special unit entitlement, of the fixed charge with the fixed charge determined by the size of the master meter.

The applicable variable charge will be determined by the volume of water measured by the master meter and can be billed either to the strata scheme's body corporate¹ or to lot owners.

Where the variable charge is billed to the lot owners the amount must be apportioned on the basis of the general unit entitlement of the lot, or, if there is a special unit entitlement relating to the lot in respect of the liability for charges for water use, on the basis of the special unit entitlement of the lot.

(b) Master meter and sub-meters

If all lot owners in a strata scheme agree to sub-metering and the body corporate provides us with a copy of a unanimous resolution authorising the installation of sub-meters and a completed application form, we will supply lot owners with sub-meters at no cost to be installed at the lot owners' cost. We will maintain the sub-meters.

Sub-meters must be installed to our approved installation standards and remain our property.

Once sub-meters have been installed and tested, each lot owner will be billed a fixed charge (based on the size of the sub-meter) and a variable charge based on the volume of water supplied to the lot as measured by the sub-meter.

In addition, each lot owner's bill will include a proportion, determined on the basis of the general or special unit entitlement, of:

- Fixed and variable charges for the common property(s) sub-meter(s) (if applicable); and
- The difference between the master meter reading and the sum of the individual sub-meter readings when the master meter reading is greater than the sum of the individual sub-meter readings.

Where the master meter reading is less than the sum of the individual sub-meter readings, each lot owner will be billed on the volume of water supplied to the lot as measured by the relevant sub-meter.

¹ Regulation 18(1) of the *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*.

(c) No master meter and individual lot water meters

Where there are water meters on individual lots but no master meter, each lot owner will be billed a fixed charge (based on the size of each lot's water meter) and a variable charge based on the volume of water supplied to the lot as measured by the lot's individual water meter. In addition, if there is a water meter for common property, each lot owner's bill will include a proportion, determined by the general or special unit entitlement, of the fixed and variable charge for the common property.

If the individual lot water meters are not installed at the connection point we may, at our discretion and at our cost, install a master meter at the connection point to measure any water potentially lost between the connection point and the individual lot water meters.

If we install a master meter, the individual lot water meters and common property(s) water meter (if applicable) will be deemed to be sub-meters and each lot will be billed a fixed charge (based on the size of the sub-meter) and a variable charge based on the volume of water supplied to the lot as measured by the sub-meter.

In addition, each lot owner's bill will include a proportion, determined by the unit (general or special) entitlement of:

- Fixed and variable charges for the common property(s) sub-meter(s) (if applicable); and
- The difference between the master meter reading and the sum of the individual sub-meter readings when the master meter reading is greater than the sum of the individual sub-meter readings.

Where the master meter reading is less than the sum of the individual sub-meter readings, each lot will be billed on the volume of water supplied to the lot as measured by the sub-meter.

(d) Individual connection to our water main

Where each lot in a strata scheme is individually connected to our water main and there is no common property, no interposing pipe work and no requirement for a master meter each lot owner will be billed a fixed charge (based on the size of each lot's individual water meter) and a variable charge based on the volume of water delivered to each lot as measured by the lot's individual water meter.

(e) Other metering configurations

Due to legacy plumbing arrangements some strata schemes are metered as follows:

- Master meter plus some lots individually metered; or
- Multiple master meters; or
- Multiple master meters plus some lots individually metered.

Where the above metering configurations apply, each lot owner will be billed for a proportion, determined on the basis of the general or special unit entitlement, of the sum of the individual fixed charges for all the water meters required to meter all the lots in the strata scheme with the fixed charges determined based on the size of the individual water meters.

In addition, each lot owner will be billed a variable charge for a proportion, determined on the basis of the general or special unit entitlement, of the sum of the volume of water measured by all of the water meters in the strata scheme.

Common Property

The installation of a sub-meter for common property in a strata scheme is optional. Where common property is not sub-metered the difference between the volume of water measured at the master meter and the sum of the volume of water measured by each of the sub-meters for the individual lots will be deemed to be the water supplied to common property.

If all lot owners agree to the installation of a sub-meter(s) for common property, each lot owner's bill will include a proportion, determined on the basis of the general or special unit entitlement, of the fixed charge for the common property sub-meter.

The variable charge for common property, whether deemed as above, or measured by a sub-meter, can be billed either to the strata scheme's body corporate² or to the individual lot owners.

Where the variable charge is billed to the lot owners the amount must be apportioned on the basis of the general unit entitlement of the lot, or if there is in respect of the lot a special unit entitlement in respect of the liability for charges for water use, on the basis of the special unit entitlement of the lot.

Apportionment of charges based on unit entitlements

Where details of the strata general or special unit entitlements are available from the Land Titles Office Cadastral Spatial Layer the apportionment will be based on those entitlements. Where this information is not available, the charges will be shared equally across all of the lots, unless the body corporate advises us of an alternative apportionment in writing in the form of a copy of a unanimous resolution.

Change to unit entitlements

Lot owners may change the unit entitlements that apply to their strata scheme. However unit entitlement changes must be made in accordance with the requirements set out in Section 17 of the *Strata Titles Act 1998*:

- (1) The unit entitlements of the lots created by a plan may be changed –
 - (a) by unanimous resolution of the body corporate; or
 - (b) by order under Part 9; or
 - (c) if the total unit entitlements of the lots subject to the change are not affected, by agreement between the owners of the lots and with the consent of the registered mortgagees and lessees of the lots.

- (2) A change of unit entitlements under subsection (1) does not take effect until the plan is changed by registration of an amendment including the change.

The body corporate must provide us with a copy the unanimous resolution authorising the change of unit entitlements together with evidence that the change to the plan has been registered, in line with Section 17(2) of the *Strata Titles Act 1998* detailed above.

Fire Services

Strata schemes may have a dedicated water service to a fire hose reel for fire protection purposes. Where such a service is provided a fire service charge will apply to the strata scheme and each lot owner's bill will include a proportion, determined by the general or special unit entitlement, of the applicable fire service charge.

² Regulation 17(2) of the Pricing Regulations.

Concessions

A lot owner's eligibility for a concession is unaffected by a strata scheme's water meter configuration.

4.4 Associated Documents

- TasWater Water Metering Guidelines
- TasWater Property Services Connection Standards Drawing - Water Services
- TasWater Boundary Backflow Containment Selection Requirements
- TasWater Sub-metering Application Form

5 Service Charges Policy

5.1 Aim

This Policy outlines the circumstances when we will impose a service charge in relation to serviced land and the amount of, or the method of determining the amount of, the service charge.

5.2 Policy

A service charge will be imposed on unconnected properties located within serviced land to ensure equity with other connected customers who would otherwise have to pay for the infrastructure.

5.3 Amount of service charge

The amount of the relevant service charge is listed in Section 8 of this document and in our Price and Service Plan available on our website www.taswater.com.au.

5.4 Notice to affected titles

We will not impose a service charge unless we first serve notice on the owner(s) of the land and publish a notice in a newspaper circulating generally in the area in which the affected land is situated. We will provide a copy of the notice for inspection at our offices and on our website www.taswater.com.au.

The notice will:

- Define the locality to which it applies; and
- Specify the services available; and
- Generally identify the land to which the services are available; and
- Fix a date on and from which the service charge will be payable, being a date not less than three months from the date of the notice.

We are not required to serve written notice when imposing a service charge in respect of land that was the subject of a service rate or service charge under (the now repealed) section 95 of the *Local Government Act 1993* immediately prior 9 July 2008.

6 Service Introduction Charges Policy

6.1 Aim

This Policy outlines the circumstances and the terms and conditions that must be met for us to introduce water services and/or sewerage services (service introduction) to an area not previously receiving those services and the charges that will apply.

6.2 Introduction of service

We will consider service introduction for water services and/or sewerage services when a proposal is put forward by:

- A community or a council on behalf of the community; or
- The relevant council's Environmental Health Officer, the Environment Protection Authority (EPA) or the Department of Health and Human Services (DHHS), who have identified that the absence of water services and/or sewerage services is causing significant and/or wide scale environmental harm and/or public health issues.

6.2.1 Stage 1 Initial Consultation

We will consult with each relevant community on any service introduction proposal. As part of this consultation we will define the proposed service introduction area(s). Using the proposed service introduction area(s) we will provide property owners and the community generally, the following information:

- High-level, preliminary design work,
- Estimated service introduction charges per title for the service(s).

In order to proceed to Stage 2, the service introduction proposal must be commercially viable. External funds will offset the costs and subsequent service introduction charges.

6.2.2 Stage 2 Indicative Community Support

Consideration of service introduction will only proceed to Stage 3 if at least 50 per cent of each relevant community supports the proposal.

6.2.3 Stage 3 Community Commitment to Service Introduction

A detailed design and business case will be developed for service introduction as part of this stage. These will provide a more accurate estimate of the project costs and the service introduction charges. Approval of the business case by the TasWater Board will be conditional, amongst other factors, on the 80 per cent community threshold (detailed below) being achieved.

For the proposal to progress to the procurement and construction stage, at least 80 per cent of the owners of developed land within the proposed service introduction area must enter into an agreement committing to connect to the relevant system and to pay the service introduction charge.

Developed land means land titles where there is an existing development and/or use that would reasonably be expected to require or receive reticulated drinking water services and/or sewerage services. This may include, but not be limited to, a residential dwelling or commercial premises. It would not include other uses that do not require drinking water, for example, irrigation or stock watering.

Following the conclusion of the Stage 3 consultation we will advise the community of the results of the consultation and the next steps for the project.

6.3 Service introduction charges

Service introduction charges will reflect the reasonable costs of providing the infrastructure less what would be recovered from customers in the new service area through ongoing annual water charges and/or sewerage charges.

We will calculate service introduction charges at two stages of the consultation process:

- Stage 1 – estimated service introduction charges based on the net present value (NPV) of the cost of providing the infrastructure specific to the service introduction less the present value of the amount that would be recovered from 80 per cent of customers through ongoing annual water charges and/or sewerage charges.
- Stage 3 – final service introduction charges based on the net present value (NPV) of the cost of providing the infrastructure specific to the service introduction less the present value of the amount that would be recovered from the actual percentage of committed customers (more than 80 per cent) through ongoing annual water charges and/or sewerage charges.

Any third party funding contributions will be subtracted from the NPV calculations. This calculation determines the commercial viability.

Service introduction charges will be levied on the owner of land who has signed a contract committing to a connection from the date on which the property is able to connect to our water infrastructure and/or sewerage infrastructure and the agreement has commenced.

The owner of a property to which a service introduction charge relates may elect to pay the charge:

- Over a period of not less than 12 months; or
- At the owner's request, over a period of less than 12 months.

6.4 Other Charges

In addition to service introduction charges, a connection charge for water services and/or sewerage services will be payable when the property is connected to our water infrastructure and/or sewerage infrastructure in accordance with section 2 of this document and the agreement has commenced. The list of connection and other charges is provided in section 8 of this document.

Ongoing fixed and variable charges will also apply once the property is connected and the agreement has commenced.

Owners of land who choose not to connect to our services will become liable to pay service charges following completion of works and availability of services and once the requirements of our Services Charges Policy have been met (see section 5).

7 Definitions

Table 2: Definitions

Term	Meaning
Act	Means the <i>Water and Sewerage Industry Act 2008</i> .
body corporate	Has the same meaning as in section 3 of the <i>Strata Titles Act 1998</i> .
Certificate for Certifiable Work	Means a certificate referred to in section 56TC(3) or section 56TC(4) of the Act that is issued by us under section 56TC of the Act.
Code	Means the Tasmanian Water and Sewerage Industry Customer Service Code issued by the Regulator under the Act.
common property	Has the same meaning as in section 3A of the <i>Strata Titles Act 1998</i> .
concession	Means a concession granted under section 8 of the <i>Water and Sewerage Industry (Community Service Obligation) Act 2009</i> .
connection point	Has the same meaning as in section 3 of the Act.
connection charge	Means a charge calculated by reference to the costs that are associated with installing assets that are dedicated to the provision of water services and/or sewerage services to a particular customer.
Customer Service Standards Regulations	Means the <i>Water and Sewerage Industry (Customer Service Standards) Regulations 2009</i>
fixed charge	Has the same meaning as in section 3 of the Pricing Regulations.
infrastructure	Means water infrastructure or sewerage infrastructure.
interposing pipe work	Means any pipe work that is between the connection point and the sub-meter and between the sub-meter and the strata titled lot. We do not own and are not responsible for providing and/or maintaining interposing pipe work.
lot	Has the same meaning as in section 16(2)(a) of the <i>Strata Titles Act 1998</i> .
master meter	Means a water meter installed at the connection point that measures the total volume of water supplied to a strata scheme or a multi-unit property. A master meter may be connected to sub-meters.
multi-unit property	Means a property which has more than one sole occupancy unit on one freehold title (ie a property not established as a strata scheme).
owner	Means: <ul style="list-style-type: none"> (a) the registered proprietor of the land noted on the Folio of the Register maintained by the Recorder of Titles; or (b) the legal owner of general law land maintained by the Recorder of Titles.

Term	Meaning
Price and Service Plan	Means a price and service plan approved under section 65 of the Act.
Pricing Regulations	Means the <i>Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011</i> .
Regulator	Means the Regulator referred to in section 11 of the Act.
service charge	Means a charge levied under section 68A of the Act and detailed in section 5 of this document.
service introduction	Means the construction of water infrastructure and/or sewerage infrastructure by us to provide reticulated water services and/or sewerage services to established communities/townships not previously receiving reticulated water services and/or sewerage services.
service introduction charge	Means a charge, in respect of a property, that relates to the installation, alteration or utilisation of assets by us so as to enable the provision by us of a regulated service to the property but does not include: <ul style="list-style-type: none"> • a connection charge; or • a fixed charge; or • a developer charge.
serviced land	Means land that we will permit to be connected to our water infrastructure or sewerage infrastructure. We have identified this land by individual title, in accordance with section 56U(1b) of the Act. <i>Note: Information about our serviced land boundaries, including maps, is available on our website www.taswater.com.au, The List Map (maps.thelist.tas.gov.au) and for inspection by customers at our offices. For further information contact us during business hours on 13 6992.</i> <i>Serviced land boundaries will change over time as the capacity of the system changes.</i>
sole occupancy unit	Means a building or other part of a building for occupation by one lessee, tenant or other occupier to the exclusion of any other lessee, tenant, or other occupier. A sole occupancy unit also included any part of the building that is common property or common property.
standard sewerage connection	Means a 100mm or 150mm residential sewerage connection.
standard water connection	Means a 20mm or 25mm residential water connection.
strata scheme	Has the same meaning as in section 3 of the <i>Strata Titles Act 1998</i> .
sub-meter	Means a water meter that measures individual usage of water downstream of a master meter. The minimum sub-meter size is nominally 20mm.

Term	Meaning
sub-metering	Means the installation of individual water meters to measure the volume of water supplied downstream of a master meter.
Supplement	Means the <i>TasWater Supplement to Water Supply Code of Australia WSA 03-2011-3.1 MRWA Edition</i> (available on our website at www.taswater.com.au)
unanimous resolution	Has the same meaning as in section 3 of the <i>Strata Titles Act 1998</i> .
unit entitlement (also general unit entitlement and special unit entitlement)	Has the same meaning as in section 16 of the <i>Strata Titles Act 1998</i> .
variable charge	Has the same meaning as in section 3 of the Pricing Regulations.
water meter	Means a device, including equipment related to the device, for measuring the volume of water delivered to a property.

8 Water and Sewerage Network Charges and Fees

Regulated water and sewerage prices (\$)

Prices	FY2018/19	FY2019/20	FY2020/21
Water - \$ per 20mm connection	344.64	360.49	377.07
Water - \$ per kl	1.07	1.12	1.17
Water - service charge ¹	344.64	360.49	377.07
Sewerage - per ET	661.32	691.74	723.56
Sewerage - service charge ²	396.79	415.04	434.14

1 Unconnected property in water serviced land

2 Unconnected property in sewerage serviced land

Fixed water connection price by connection size (\$)

Connection size	Multiplier	FY2018/19	FY2019/20	FY2020/21
20	1.00	344.64	360.49	377.07
25	1.56	538.49	563.26	589.17
30	2.25	775.43	811.10	848.41
32	2.56	882.27	922.85	965.30
40	4.00	1,378.54	1,441.96	1,508.29
50	6.25	2,153.98	2,253.06	2,356.70
65	10.56	3,640.22	3,807.67	3,982.82
75	14.06	4,846.44	5,069.38	5,302.57
80	16.00	5,514.18	5,767.83	6,033.15
100	25.00	8,615.90	9,012.23	9,426.80
150	56.25	19,385.78	20,277.53	21,210.29
200	100.00	34,463.61	36,048.93	37,707.18
250	156.25	53,849.39	56,326.46	58,917.48

Fire service charge by connection size (\$)

Connection size	Multiplier	FY2018/19	FY2019/20	FY2020/21
20	1.00	86.16	90.12	94.27
25	1.56	134.62	140.82	147.29
30	2.25	193.86	202.78	212.10
32	2.56	220.57	230.71	241.33
40	4.00	344.64	360.49	377.07
50	6.25	538.49	563.26	589.17
65	10.56	910.05	951.92	995.71
75	14.06	1,211.61	1,267.35	1,325.64
80	16.00	1,378.54	1,441.96	1,508.29

Connection size	Multiplier	FY2018/19	FY2019/20	FY2020/21
100	25.00	2,153.98	2,253.06	2,356.70
150	56.25	4,846.44	5,069.38	5,302.57
200	100.00	8,615.90	9,012.23	9,426.80
250	156.25	13,462.35	14,081.61	14,729.37

Prices for miscellaneous services (\$)

Service	FY2018/19	FY2019/20	FY2020/21
Water Connections			
Standard 20mm water connection	2,225.76	2,309.06	2,417.50
Standard 25mm water connection	2,443.27	2,535.52	2,655.86
Non-standard water connection	POA	POA	POA
20mm water meter supply & installation	408.80	422.06	438.65
>20mm water meter supply & installation	POA	POA	POA
Sewer Connections			
Standard 100mm sewerage connection	1,596.41	1,652.14	1,723.40
Non-standard sewer connection	POA	POA	POA
Disconnection			
Standard disconnection (water and/or sewerage)	455.02	471.46	492.67
Relocation			
Standard water connection relocation - under 3 metres	1,490.03	1,545.76	1,618.28
Standard sewerage connection relocation – under 10 metres	1,566	1,625	1,702
Water connection relocation - greater than 3 metres	POA	POA	POA
Sewerage connection relocation – greater than 10 metres	POA	POA	POA
Fire Service			
Fire service installation	POA	POA	POA
Water Metering Fees			
Special water meter reads	59.55	61.17	63.08
Water meter testing - onsite	79.97	81.99	84.47
Water meter testing - offsite	POA	POA	POA
Water meter downsizing (50mm to 20mm)	374.55	389.22	408.51
Water meter downsizing (all others)	POA	POA	POA
Sundry Fees			

Service	FY2018/19	FY2019/20	FY2020/21
Right to information request	39.25	39.75	40.25
Pressure and Flow Testing	105.76	108.55	112.01
Account establishment and closure	48.84	49.81	50.81

Note: POA – Price on application

