

SOUTH EAST WATER

Variable water, wastewater and tradewaste charges are rounded down to 4 decimal places

All other charges are rounded down to 2 decimal places

<i>Tariff and Price Component</i>	<i>Price</i>	<i>Allowable Price</i>	<i>Tariffs with Price Freeze</i>
	<i>(1 July 2011)</i>	<i>(1 July 2012)</i>	<i>(1 July 2012)</i>
1.1 Residential water tariff			
Service charge (per annum)	82.46	87.11	82.46
Usage charge (per kL)			
Block 1 (0-440 litres/day)	1.7511	1.9211	1.7511
Block 2 (441-880 litres/day)	2.1266	2.3331	2.1266
Block 3 (881 + litres/day)	3.4401	3.7795	3.4401
1.2 Non-residential water tariff			
Service charge (per annum)	82.46	87.11	82.46
Usage charge (per kL)	2.1266	2.3331	2.1266
1.3 Residential sewerage tariff			
Sewer service charge (per annum)	335.68	368.27	335.68
Sewerage disposal charge (per kL)	1.7116	1.8082	1.7116
1.4 Non-residential sewerage tariff			
Sewer service charge (per annum)	398.65	437.36	398.65
Sewerage disposal charge (per kL)	1.7116	1.8082	1.7116
1.5 Residential Reticulated Recycled Water			
Service charge (per annum)	21.78	22.12	21.78
Usage charge (per KL)	1.7511	1.8250	1.6635
1.6 Trade waste charges			
Volume (per kL)	0.8768	0.9352	0.8768
BOD (per kg)	0.8319	0.8873	0.8319
SS (per kg)	0.4665	0.4975	0.4665
TKN (per kg)	1.8270	1.9487	1.8270
Sulphur (per kg)	1.5560	1.6596	1.5560
1.7 Trade waste – agreement fees (discharge per annum)			
≤ 2 500kL	535.86	571.56	535.86
2 500 - 25 000kL	1,553.92	1,657.47	1,553.92
25 000 - 100 000kL	5,180.12	5,525.31	5,180.12
>100 000kL	15,540.60	16,576.20	15,540.60
Food Waste			
Hospitals and other institutions (per bed)	44.69	47.66	44.69
Category A: 180 - 400 watts	1,270.59	1,355.26	1,270.59
Category B: 400 - 700 watts	6,508.27	6,941.97	6,508.27
Category C: 700 - 1500 watts	13,111.48	13,985.20	13,111.48
Category D: 180 - 400 watts	0.00	0.00	0.00
Category E: 400 - 700 watts	728.56	777.11	728.56
Category F: 700 - 1500 watts	1,493.72	1,593.25	1,493.72

<i>Tariff and Price Component</i>	<i>Price</i>	<i>Allowable Price</i>	<i>Tariffs with Price Freeze</i>
	<i>(1 July 2011)</i>	<i>(1 July 2012)</i>	<i>(1 July 2012)</i>
1.8 New Customer Contributions			
Water (per lot)			
Category one charge - Lot size < 450 sq m	599.15	608.64	608.64
Category two charge - Lot size 450 - 1350 sq m	1,198.32	1,217.30	1,217.30
Category three charge - Lot size > 1350 sq m	2,396.66	2,434.63	2,434.63
Sewer (per lot)			
Category one charge - Lot size < 450 sq m	599.15	608.64	608.64
Category two charge - Lot size 450 - 1350 sq m	1,198.32	1,217.30	1,217.30
Category three charge - Lot size > 1350 sq m	2,396.66	2,434.63	2,434.63
New Customer Contributions for dual pipe recycled water developments or subdivisions			
Recycled water (per lot)			
Category one charge - Lot size < 450 sq m	599.15	608.64	608.64
Category two charge - Lot size 450 - 1350 sq m	1,198.32	1,217.30	1,217.30
Category three charge - Lot size > 1350 sq m	2,396.66	2,434.63	2,434.63
Water (per lot)			
Category one charge - Lot size < 450 sq m	299.57	304.31	304.31
Category two charge - Lot size 450 - 1350 sq m	599.15	608.64	608.64
Category three charge - Lot size > 1350 sq m	1,198.32	1,217.30	1,217.30
Sewer (per lot)			
Category one charge - Lot size < 450 sq m	599.15	608.64	608.64
Category two charge - Lot size 450 - 1350 sq m	1,198.32	1,217.30	1,217.30
Category three charge - Lot size > 1350 sq m	2,396.66	2,434.63	2,434.63
1.9 Other Charges			
Fire service charges - per fire service connection	58.04	61.90	58.04
Bunyip Main Race - Maintained Private Extensions (per annum)	304.08	324.34	304.08
Customers drawing non potable water from Bunyip and Tarago open channels (per kL)	1.2766	1.3616	1.2766
1.10 Trade waste – application fees (discharge per day expressed in nominal)			
> 0.5kL - 4kL	50.00	50.00	50.00
> 4kL - 20kL	50.00	50.00	50.00
> 20kL - 50kL	50.00	50.00	50.00
> 50kL - 100kL	50.00	50.00	50.00
> 100kL - 1000kL	50.00	50.00	50.00
> 1000kL	50.00	50.00	50.00
1.11 Miscellaneous fees and charges (prices expressed in nominal terms)			
20 mm meter + delivery and installation	93.00	93.00	93.00
20 mm service connection to mains of up to 300 mm.	320.00	320.00	320.00
Removal and testing of water meters	98.00	108.00	108.00
Application fee for connection of single residential property to water and/or sewer	45.00	45.00	45.00
Plan showing sewer location within a Property (Property Sewerage Plan)	20.00	20.00	20.00
Backlog Connection Charge	500.00	500.00	500.00
Non-core miscellaneous services	Actual Cost	Actual Cost	Actual Cost

<i>Tariff and Price Component</i>	<i>Price</i>	<i>Allowable Price</i>	<i>Tariffs with Price Freeze</i>
	<i>(1 July 2011)</i>	<i>(1 July 2012)</i>	<i>(1 July 2012)</i>
Information Statements			
All forms of lodgements	16.00	14.00	14.00
Restoration of supply at the meter	70.00	70.00	70.00
Application fee to build over South East asset or easement	45.00	49.00	49.00
Application fee - non works	165.00	183.00	183.00

Application of prices

1 Service charges only to be imposed on certain properties

- (a) A water service charge and sewerage service charge shall only be imposed in respect of a property.
- (b) For the purposes of this definition, a property means:
 - (i) If the land is under operation of the *Transfer of Land Act 1958*, the land for which there is a single folio of the register; and
 - (ii) If the land is not under the operation of the *Transfer of Land Act 1958* –
 - (A) Land owned by a single owner or joint owners; or
 - (B) In the case of Crown land, land occupied by a single occupier or joint occupiers.

2 Service charges only to be imposed on connected properties

- (a) A water service charge shall only be imposed if pipes and fittings have been installed which provide or are able to provide a supply of water to the property, and the water main has been charged.
- (b) A sewerage service charge shall only be imposed if pipes and fittings have been installed which convey or are able to convey sewage or trade waste from the property to the sewerage system.
- (c) A residential reticulated recycled water service charge shall only be imposed if pipes and fittings have been installed which provide or are able to provide a supply of recycled water to the property.
- (d) Each habitable property within a subdivision with an owners' corporation shall be deemed connected if under clause 3.2(a) to (c) the common property is determined to be liable for service charges.
- (e) A fire service charge shall only be imposed in respect of each connection to the water main that supplies a supply of water to a sprinkler system or fire service within a property.

3 Water usage charges

- (a) A water usage charge shall only be imposed where a meter or meters have been installed to measure the amount of water supplied to a property or to a property together with other properties.
- (b) A water usage charge shall be calculated by reference to the volume, expressed in kilolitres, or part thereof, of water supplied during a meter-reading period to a property or properties.

4 Residential property

A 'residential property' means:

- a property used or intended to be used primarily as a residence or residences;
- in the case of vacant land, land zoned for residential purposes;

but does not include a property used or intended to be used as:

- a guest house, motel, hotel or caravan park;
- a farming enterprise; or
- a residence attached to a shop or professional suites.

5 Non-residential property

A non-residential property is a property which is not a residential property.

6 Dwellings and units

A 'dwelling' means: a house, flat or unit used for residential purposes, or a vacant lot on which a residence is being erected, but not a 'movable unit' (granny flat) provided by the Director of Housing under Section 18 of the Housing Act 1983, caravan or similar temporary accommodation.

'unit' (definition as contained in section 2 of Valuation of Land Act 1960) means:

- A unit on a registered plan of strata subdivision subject to Schedule 2 to the Subdivision Act 1988; and
- A stratum estate within the meaning of Transfer of Land Act 1958; and
- A building or part of a building in the exclusive occupation of a person who is entitled to occupation by virtue of being a shareholder in a company which owns the building or a tenant of such a shareholder; and
- A residential unit in respect of which a residence right in a retirement village under the Retirement Villages Act 1986 is in force.

7 Block tariff charges

A block tariff is applicable for residential customers with different price increments occurring at 440L/day and 880L/day. Where multiple dwellings are supplied from a single meter, the blocks are multiplied by the number of dwellings. For example, the steps for a 2 dwelling residential property would be 880L/day and 1760L/day.

8 Sewage disposal charges

- A sewage disposal charge shall only be imposed where a meter has been installed:
 - To measure the amount of water supplied to a property or to a property together with other properties; or
 - To measure the amount of sewage discharged from a property.
- A sewage disposal charge shall be calculated by reference to the volume, expressed in kilolitres, or part thereof, of sewage discharged or estimated to have been discharged during a meter reading period from a property or properties.
- Except as provided for in the next three paragraphs, the volume of sewage discharged to the sewerage system from a property or properties during a meter-reading period shall be calculated according to a formula specified below.
- If South East Water is satisfied that the use of the formula is likely to systematically and substantially overestimate the volume of sewage discharged from a property, South East Water may use another formula or method for estimating the volume.
- South East Water may apply 'property specific' sewage disposal charge factors to customers that are served by a third pipe recycled water supply, or any other form of alternative water supply (eg. rainwater tanks). In those circumstances, South

East Water would undertake a 'water balance' of potable water consumed as against expected discharges to sewer.

- (f) A customer may seek a customised discharge factor using the consumption history at the property to determine the assumed percentage of water discharged to the sewer annually. The formula used to calculate the volume of sewage may differ from that otherwise applied with the seasonal factor and discharge factor replaced by a customised discharge factor.

9 Backlog sewerage surcharge tariff

The backlog sewerage surcharge will be applied to an unsewered property that is currently connected to South East Water's water supply system, and that is identified in a sewerage management plan as requiring the provision of sewerage services to solve a wastewater management issue. The charge is applied in five equal instalments over five years once the sewer infrastructure has been installed, regardless of whether the customer connects.

10 Sewage Disposal Charge formula – residential

Where a volumetric sewage disposal charge is levied on residential customers in South East Water's area, it will be based on the metered water consumption, and a set of assumptions made about their return rate, that is, the proportion of the water that they use which is deemed to be returned as wastewater. Thus the sewage disposal charge is calculated as:

$$\text{Sewage Disposal Charge} = \text{Price} \times \text{Actual Metered Volume of Water Supplied} \times \text{Return Rate}$$

The return rate is derived by multiplying the discharge factor by the seasonal factor. Where customers receive recycled water services, the 'Actual Metered Volume' is the sum of metered potable water and metered recycled water.

Note: The calculation of the sewage disposal charge is subject to clauses 3.8 (c)-(f).

Discharge Factor

The discharge factor is broadly inversely proportional to water consumption. It is calculated via a sliding scale over a specified range of consumption levels.

<i>Quarterly equivalent metered water consumption for single property</i>	<i>Quarterly discharge factor</i>
0 to 125 kL	0.9
125.01 to 250 kL	0.9 minus 0.09 per 25 kL in excess of 125 kL
Over 250 kL	0.45

These consumptions will be adjusted for the number of dwellings on a property.

As billing periods are not exactly quarterly, for the purpose of calculating the discharge factor, metered volumes are converted to quarterly equivalents through multiplication by 91.25 (a quarter of 365) and division by the actual number of days in that billing period covered. Where more than one property is supplied through a meter, the reading is divided by the number of properties served for the purposes of calculating the discharge factor. The discharge factor is otherwise independent of property type and time of year.

Seasonal Factor

The number of days that a customer's bill covers is converted to a number of equivalent winter days, and the ratio of actual to equivalent days defines the seasonal factor. Equivalent winter days are calculated from sets of assumed seasonal indices that relate to the different months of the year.

Seasonal Indices

<i>Month</i>	<i>Houses</i>	<i>Units</i>
January	1.7	1.3
February	1.7	1.3
March	1.5	1.2
April	1.2	1.1
May	1.0	1.0
June	1.0	1.0
July	1.0	1.0
August	1.0	1.0
September	1.1	1.0
October	1.2	1.1
November	1.4	1.1
December	1.6	1.2

11 Sewage Disposal Charge formula – non-residential

For non-residential customers, the formula is:

Trade waste customers:

$$\text{Sewage Disposal Charge} = \text{Price} \times (\text{Metered volume} - \text{Process Volume} - \text{Trade waste volume}) \times 0.9$$

Other customers:

$$\text{Sewage Disposal Charge} = \text{Price} \times \text{Metered volume} \times \text{Discharge factor}$$

Note: In circumstances where a customer is supplied with recycled water that is discharged to sewer, metered volume includes both potable and recycled water.

Note: The calculation of the sewage disposal charge is subject to clauses 3.8 (c)-(f).

In the absence of meters to measure waste streams, the discharged volume is derived via estimation. For trade waste customers, this involves a detailed water audit, including whether there are any seasonal relationships with water use and sewage disposal. For non-trade waste customers, an alternative (more customer specific) factor is assigned. This factor essentially addresses the 'process' volume, for example watering ovals etc, and is primarily based on the industry in which the customer operates. See the following table for details:

per cent	Discharge factors
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 printing works, 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

12 Trade waste category allocation

Customers are allocated into Trade Waste categories based on annual volume and/or load concentrations as detailed below:

To be classified as Category 1:

Mean Bio-Chemical Oxygen Demand ('BOD') and Suspended Solids ('SS') concentrations must both be less than or equal to 600mg/L; and

Annual volume must be less than 1,000kL.

To be classified as Category 2

- Mean BOD and SS concentrations must both be less than or equal to 600mg/L to qualify; and
- Annual volume must be greater than 1,000kL.

A Category 2 customer will also be charged (per kg) for:

- Mean concentration of Nitrogen greater than 50mg/L; and
- Mean concentration of Total Oxidised Sulphur greater than 100mg/L.

To be classified as Category 3

- Either or both of the mean concentration of BOD and SS is greater than 600mg/L.
- There is no minimum or maximum volume required for a customer to be classified as a Trade Waste Category 3.

A Category 3 customer will also be charged (per kg) for:

- Mean concentration of Nitrogen greater than 50mg/L; and
- Mean concentration of Total Oxidised Sulphur greater than 100mg/L.

13 Miscellaneous fees and charges

20 mm meter (plus delivery and installation) – fee covers provision of information on metering policy, supply of a 20mm meter and its delivery to a South East Water approved contractor, installation (or supervision of installation by the contractor) and creation or updating of customer records to indicate that the meter has been installed.

20 mm service connection (to mains of up to 300 mm) – fee covers administration costs of staff to determine that a connection can be installed in the main, arrange the connection date and time with the customer (or their plumber) and South East Water's contractor and update records indicating the type and size of connection. Also covers contractor's fees, covering labour, materials, travelling and other costs. The customer or their plumber is responsible for the excavation, backfilling, site reinstatement and traffic management costs.

Removal and testing of meter (20mm) – applied on request by customer for a meter accuracy test to be conducted at an Australian Government National Measurement Institute accredited laboratory. Fee covers cost of visiting property to remove meter and install a new meter in its place, freight costs, laboratory charges, cost of a new meter and administrative costs. If the laboratory 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.

Application fee for connection of single residential property to water and/or sewer – 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
- for a 20mm non-residential connection that does not warrant the preparation of conditions of connection.

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 to connect, a copy of a plan showing the location of sewer pipes and the sewer connection point 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.

Plan showing sewer location within a property (property sewerage plan) – fee covers the costs of maintaining the records of the location of sewer pipes within properties and extracting and providing a copy of a plan showing the location of sewer pipes for the property indicated in the application.

Information statements – in transactions related to property settlement, customers may request an information statement from South East Water 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, and
- details of Melbourne Water’s encumbrances placed on the property.

Fee covers the cost of issuing the statement, the cost of an update of the amount outstanding if such an update is requested within 6 months of the issue date of the statement in addition to charges payable to Melbourne Water.

Restoration of supply at the meter – fee covers part of the costs of visiting the property to further attempt to negotiate a payment plan prior to restricting the property and visiting the property to remove the restriction device when a payment is agreed.

Application to build over easement or South East Water asset – Property owners who want to erect a structure over or abutting a South East Water asset, or within a South East Water easement can only do so if approval is obtained from South East Water. Application fee covers part of the costs of the investigations that need to be undertaken to determine whether their request can be granted, be granted subject to conditions or whether an additional fee needs to be lodged to cover the costs of investigating the condition of the asset.