



# PRICING GUIDE 2022-23



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## Glossary and Definitions

Term	Explanation
BOD	Biochemical oxygen demand
DF	Discharge Factor
Domestic Strength	Domestic strength is an expression of the concentration of contaminants in typical domestic sewage (specifically the contaminants concentrations are 300 mg/L Biochemical Oxygen Demand, 330 mg/L Suspended Solids, 70 mg/L Total Nitrogen, and 12 mg/L Total Phosphorous)
Dwelling	A building or part of a building, forming a self-contained residence, that is used for residential purposes that includes kitchen, bathroom and toilet facilities and is under the exclusive use of the occupier, but which need not be the subject of a rental agreement. Includes residential flats or apartments, duplexes, free-standing buildings such as houses, bungalows and cabins, and granny flats.
FCF	Flow Capacity Factor
GST	Goods and Services Tax
kg	Kilogram
kL	Kilolitre
L	Litre
LUC	Land Use Code
Non-residential	A customer that is not residential
Residential	A property where the majority of dwellings are lived in or adapted to be lived in
SS	Suspended solids
TN	Total nitrogen
TP	Total phosphorus

## Purpose of this document

This document is intended to provide a concise, plain language overview of the services we provide and the way in which we charge for those services. The primary audience for this document is the households and businesses who use our services.

It may also be useful for various regulatory, shareholder and industry groups seeking to understand how we break down our various tariffs and the prices that accompany them.

## Interpretation of this document

The following notes are provided to assist readers' interpretation this document.

### Disclaimer

This document is provided for information purposes only. Whilst we use all reasonable endeavours to incorporate and keep the information contained in this document accurate and up to date, it is strongly recommended that you not rely solely on the information or document for your purposes, and that you verify particular details with us. If you rely on the information without verification, you do so at your own risk and accept full responsibility for doing so. We do not give any warranty or representation express or implied, as to the completeness, reliability or accuracy of the information contained in this document. All figures, diagrams, drawings, plans or other graphics included in the document may not be exact or accurate. To the extent permitted by law, Urban Utilities and its officers and employees expressly disclaim and exclude any and all liability for any loss, damage, cost or expenses suffered or incurred by any person relating to or resulting from the use of, or reliance on, any information contained in this document by any person.

### Note on application of GST

Water and sewerage services are generally GST free and, unless otherwise noted, our prices quoted in the *Pricing Schedule* and on our website reflect this.

### Note on the distinction between tariffs, prices, charges and charging parameters

Notwithstanding the language that may be used in other documentation and legislative instruments, this *Pricing Guide* adopts the following conventions:

- **'Charge'** is the amount due to be paid in relation to each product or service used or procured and is equal to the relevant per unit price multiplied by the number units used or procured
- **'Charging Parameter'** is a component of the total charge, for example the 'Water Service charge' and the 'Urban Utilities Water Usage Tier 1 charge'
- **'Price'** is the amount to be charged for each unit of product or service used or procured
- **'Tariff'** is the overarching structure under which charges apply – for example: the 'residential tariff' comprises separate Charging Parameters for the 'Urban Utilities Water Usage Tier 1 charge', the 'Bulk Water Usage charge', the 'Water Service charge' and the 'Sewerage Service charge'

## 1 Utility services charging parameters

### 1.1 General overview of utility services

Our charges relate to water, sewerage, recycled water and trade waste services, which are summarised below:

- Water services relate to the provision of potable water from SEQWater's bulk water supply points to customer's properties and maintenance of water quality and pressure standards
- Sewerage services relate to transport, treatment and discharge of sewage (of up to domestic strength) from customers properties
- Trade waste services relate to the transport, treatment and audit of sewage which is greater than domestic strength. Trade waste discharge imposes additional load (and hence costs) on our sewerage system
- Recycled water services relate to the provision of recycled water from our Sewage Treatment Plants for use by non-residential customers.

### 1.2 General overview of utility services charging parameters

A two-part tariff structure is used for determining water and sewerage charges, with the total charge comprising the following two charging parameters:

- A **fixed** service charge (calculated on a per day basis), and
- A **variable** usage/disposal charge (calculated on a per kilolitre basis).

For trade waste, depending on the type of discharge the total charge comprises one of the following charging parameters:

- A **variable** disposal charge (calculated on a per kilolitre basis), or
- A **variable** charge based on the strength and volume of discharges (calculated on a per kilogram basis).

We also collect Bulk Water Usage charges on behalf of the Queensland Government via our bills without any mark-up.

All charges are billed in arrears.

The following sections set out how the charging parameters apply for each of the following utility services:

- Water supply
- Sewerage
- Recycled water, and
- Trade waste services

### **1.3 Water charging parameters**

Water supply charges comprise:

- A fixed charging parameter known as a Water Service charge, and
- A two-tiered volumetric charging parameter known as a Water Usage charge, based the volume of water that passes through your water meter between readings.

#### **1.3.1 Water Service charges**

The Water Service charge applies to properties connected to our water network of pipes, pumps and reservoirs. These charges contribute to the cost of building new infrastructure and operating and maintaining the water network, and also contribute to fire-fighting capacity provided by us.

Water Service charges are based on the number and size of the water meter or meters servicing your property. This is in line with a user-pays pricing approach, because customers with larger (and/or multiple) connections to our network make greater use of our network capacity than customers with smaller (and/or fewer) connections.

We set a base Water Service price each financial year for the minimum sized water meters (20mm and 25mm), which is the same for residential and non-residential customers.

The base Water Service price applies to all residential customers (based on a single 20mm meter). For non-residential customers, the base Water Service price for each meter is multiplied by a Flow Capacity Factor (FCF) based on the size (diameter) of each meter.



### 1.3.2 The Flow Capacity Factor

The Flow Capacity Factor (FCF) is a numerical value, also referred to as a multiplier, attributed to a water meter, which indicates how efficient it is at allowing water to flow. Each multiplier represents the increased efficiency of larger water meters to draw water from our network compared to standard meters.

A Combined FCF is the combined total of all multipliers (FCFs) where there are multiple meters supplying a property.

The table below sets out the FCF values for various meter sizes:

Actual Meter Size	FCF
20 or 25 mm	1.00
32 mm	2.56
40 mm	4.00
50 mm	6.25
65 mm	10.56
80 mm	16.00
100 mm	25.00
150 mm	56.25
200 mm	100.00
>200mm	156.25

If a customer's meter size lies between one of the sizes shown in the table above, the next smallest meter size FCF applies.

The calculation of the Water Service charge for each meter is as follows:

$$\text{Water Service Charge} = \text{Base Water Service Price} \times \text{FCF}$$

For **residential** customers, the FCF is always one, given residential customers are typically serviced by 20mm or 25mm meters. All residential

customers are therefore charged the same Water Service charge. Service charges also apply on a per dwelling basis for residential customers

For **non-residential** customers, the FCF depends on the size of each water meter supplying the property. As a result, non-residential customers receive a Water Service charge for each meter, presented as a single line item on their bill (being the sum of the Water Service charges for each of their meters).

### **1.3.3 Urban Utilities Water Usage charges**

An inclining block tariff applies for water usage to promote efficiency, so the more you use, the more you pay. These charges contribute to the cost of storing, transporting (including delivery to a property boundary), and maintaining water quality. Usage up to 822 per day (which is the daily equivalent to 300 kilolitres per annum) is charged at the Urban Utilities Water Usage Tier 1 price, and usage over 822 per day is charged at the Urban Utilities Water Usage Tier 2 price.

The calculation of the Urban Utilities Water Usage Charge is as follows:

$$\begin{aligned} & \textit{Urban Utilities Water Usage Charge} = \\ & \textit{Total Water Usage up to Tier 1 Threshold (kL)} \times \textit{Water Usage Tier 1 Price} \\ & \qquad \qquad \qquad + \\ & \textit{Total Water Usage above Tier 1 Threshold (kL)} \times \textit{Water Usage Tier 2 Price} \end{aligned}$$

We set the Urban Utilities Water Usage Tier 1 and Tier 2 Prices each financial year, and these are the same for residential and non-residential customers.

### **1.3.4 Queensland Government Bulk Water Usage charges**

In addition to our charges, customers also pay a single-rate Bulk Water Usage charge. The price for this charge is set and controlled by the Queensland Government and relates to the cost of the treated water we purchase from them. We pass this charge directly through to you as a separate line item on your bill without any mark-up

The calculation of the Bulk Water Charge is as follows:

$$\textit{Bulk Water Charge} = \textit{Bulk Water Price} \times \textit{Total Water Usage (kL)}$$

Bulk water prices are the same for residential and non-residential customers.

## 1.4 Sewerage Charging Parameters

Sewerage charges comprise:

- A fixed charging parameter known as a Sewerage Service charge (calculated per day), and
- A variable charging parameter known as a Sewage Disposal charge (calculated per kilolitre)

These charging parameters are set out in more detail below.

### 1.4.1 Sewerage Service charges

A Sewerage Service charge applies to properties connected to our sewerage network. These charges contribute to the maintenance and operation of infrastructure needed to collect, transport and treat your sewage safely and sustainably.

Sewerage Service charges are based on the size and number of the water meter or meters supply a property multiplied by a discharge factor (DF) percentage. This is in line with a user-pays approach because customer with larger (and/or multiple) water connections will tend to discharge more sewage to our network and hence will use more of our sewage treatment and transport capacity.

The calculation of the Sewerage Service charge for each meter is as follows:

$$\text{Sewerage Service Charge} = \text{Base Sewerage Service Price} \times \text{FCF} \times \text{DF}$$

We set the price for the base Sewerage Service price each financial year, which represents the charge applicable for a minimum sized water meter (20mm or 25mm).

- For **residential** customers, the discharge factor is already included in the published price and the FCF is always one, given that residential customers are typically serviced by 20mm or 25mm meters. All residential customers are therefore charged the same Sewerage Service charge on a per dwelling basis

- For **non-residential** customers, different discharge factors apply to different properties, depending on Land Use Code. As such, the discharge factor is not included in the published price. Similarly, the FCF depends on the size of each water meter supplying the property. As a result, non-residential customers receive a Sewerage Service charge for each meter, presented as a single line item on their bill (being the sum of the Sewerage Service charges for each of their meters).

The base Sewerage Service price is the same for residential and non-residential customers.

#### 1.4.2 Sewage Disposal charges

The Sewage Disposal charge is based on the volume of sewage a customer is estimated to discharge into our sewers. These charges contribute to treatment costs for sewage up to domestic strength as well as the costs associated with collecting and transporting sewage from a property.

As there is typically no meter at a property to measure sewage discharge (the cost of installing sewage meters on every property is prohibitively high), we estimate the sewage discharge based on your metered water use and your discharge factor. The calculation of the Sewage Disposal charge is as follows:

$$\text{Sewage Disposal Charge} = \text{Sewage Disposal Price} \times \text{DF} \times \text{Total Water Usage (kL)}$$

Sewage Disposal charges only apply to **non-residential** customers.

#### 1.4.3 The Discharge Factor

The discharge factor is a percentage value identifying the proportion of water usage that is considered to be discharged back to the sewer network. It is calculated as follows:

$$\text{Discharge Factor} = (\text{Domestic Sewage} + \text{Trade Waste}) / \text{Total Water Usage}$$

In the formula above, the total water usage includes water purchased from us, alternative water sources (e.g. roof water) and water that is introduced in process feedstocks (e.g. milk). Some water is inevitably “lost” during domestic and trade waste processes, and these losses are accounted for

by the discharge factor. Losses may occur as a result of irrigation, evaporation of cooling tower feedwater, steam production, incorporation in products (e.g. soft drinks) or discharge to other waste management streams.

The discharge factor may be influenced by a business' activities and how they use water on site. For example, a hairdresser returns most of the water used on site to the sewerage network, so it is likely to have a higher discharge factor than a plant nursery, which mostly uses water for irrigation.

A customer's discharge factor is predominantly determined by customers' Land Use Code (LUC) and differs across property types and industries. Land Use Codes are based on property records, site inspections and account assessments and indicate the predominant use for which a property is utilised or adapted to be utilised by virtue of its structure, fixtures and fittings. A full list of discharge factors for each LUC is provided on our website.

Non-residential customers can contact us to have their discharge factor reviewed. As part of the review process we will send the customer an application form and we will seek detailed information on the water balance of the customer's operations, including measurements or verified estimates of the water inputs and uses.

### **1.5 Recycled water charging parameters**

We provide a retail recycled water service to customers. There are no fixed charges for recycled water, and a usage charge applies based on the quality of recycled water (class A+, A, B or C) and the quantity in kilolitres.

Class A+ recycled water is very highly treated recycled water. This class is usually only required for industrial process water or for the irrigation of minimally processed food crops.

Classes A and B recycled water usually require additional treatment processes above the normal sewage treatment processes that are sufficient to allow effluent to be discharged to the environment.

Class C recycled water is the lowest quality of recycled water supplied by Urban Utilities. This quality is generally produced as a result of the

requirements for effluent discharge to the environment, as contained within the sewage treatment plant environmental licenses. This class can often be supplied directly without any additional treatment.

We set the recycled prices each year for Classes A, B and C recycled water. Class A+ prices are set in negotiation with individual customers and we do not publish these prices.

Some customers may enter into contractual arrangements for the procurement and supply of recycled water. In some cases, supply may be provided through dedicated infrastructure, with the cost of this infrastructure included in the supply price. This Pricing Guide does not cover the pricing for these arrangements as they are bespoke in nature and commercial in confidence.

For more information on recycled water please refer to our website at <https://urbanutilities.com.au/business/business-services/recycled-water>

#### **1.6 Trade waste charging parameters**

A range of charges apply to customers discharging commercial and industrial wastes or 'trade waste' to the sewerage system, in recognition of the higher cost associated with treating above domestic strength sewage discharge. These charges provide trade waste customers an incentive to consider ways to reduce their load on our network, while ensuring that other customers do not pay for treatment plant capacity they do not need.

Trade waste approval holders are assigned a trade waste category – 1, 2 or 3 – for charging purposes.

These categories are as follows:

- **Category 1** approval holders do not incur Trade Waste charges and only pay Sewage Disposal and Sewerage Service charges, as their discharges are deemed 'domestic strength' – i.e. the combined sewage discharge is of a strength less than or equal to domestic sewage
- **Category 2** approval holder discharges are deemed greater than 'domestic strength'. Category 2 charges are calculated based on water usage multiplied by the customer's discharge factor multiplied by an

'above domestic strength' trade waste tariff, which helps cover the treatment costs associated with above domestic strength trade waste

- **Category 3** approval holders are those with approval to discharge more than 25kL per day or more than 25kg/day Biochemical Oxygen Demand (BOD). Category 3 Trade Waste charges are based on quality charges for Suspended Solids, BOD, Nitrogen and Phosphorus.

For more information on Trade Waste please refer to our Trade Waste Guidelines on our website at

<https://urbanutilities.com.au/business/business-services/trade-waste/trade-waste-guidelines>.

#### **1.6.1 Trade Waste charges for food services businesses (Category 2)**

The Category 2 Trade Waste charge is a variable charging parameter based on the volume of sewage each Category 2 Trade Waste customer is estimated to discharge to our sewerage networks. These charges contribute to treatment costs for sewage discharge above domestic strength.

The Category 2 Trade Waste charge represents the incremental cost of treating above-domestic strength sewage discharge. It does not cover the cost the cost of treating and transporting the domestic strength component of a Category 2 Trade Waste customer's sewerage discharge (this is covered by the Sewage Disposal charge). This means that both the Sewage Disposal charge and the Category 2 Trade Waste charge apply to the customer's sewage discharge to fully recover the cost of their discharge

The calculation of the Category 2 Trade Waste charge is as follows:

$$\text{Category 2 Trade Waste Charge} = \text{Category 2 Trade Waste Price} \times \text{DF} \times \text{Total Water Volume (kL)}$$

This charge applies in addition to the Sewage Disposal charge and only applies to **non-residential** customers with a Category 2 Trade Waste permit.

#### **1.6.2 Trade waste Content charges (Category 3)**

The Category 3 Trade Waste charges are variable charging parameter based on the total kilograms of content discharged by Category 3 Trade

Waste customers. These charges apply to the four types of content measured by Trade Waste meters:

- Biochemical Oxygen Demand (BOD) in dollars per kilogram
- Suspended Solids (SS) in dollars per kilogram
- Total Nitrogen (TN) in dollars per kilogram
- Total Phosphorus (TP) in dollars per kilogram

These charges contribute to treatment costs for sewage discharge above domestic strength.

The Category 3 Trade Waste charge represents the cost of treating each kilogram of content discharge above a deemed domestic strength level. It does not cover the cost of treating and transporting the domestic strength component of a Category 3 Trade Waste customer's sewerage discharge (this is covered by the Sewage Disposal charge). This means that both the Sewage Disposal charge and the Category 3 Trade Waste content charges apply to the customer's sewerage discharge to fully recover the cost of their discharge.

The calculation of the Category 3 Trade Waste charge is as follows:

$$\begin{aligned} & \textit{Category 3 Trade Waste Charge} = \textit{Category 3 BOD Price} \times \textit{Total BOD} \\ & \qquad \qquad \qquad \textit{Discharge (kg)} \\ & \qquad \qquad \qquad + \\ & \qquad \qquad \qquad \textit{Category 3 SS Price} \times \textit{Total SS Discharge (kg)} \\ & \qquad \qquad \qquad + \\ & \qquad \qquad \qquad \textit{Category 3 TN Price} \times \textit{Total TN Discharge (kg)} \\ & \qquad \qquad \qquad + \\ & \qquad \qquad \qquad \textit{Category 3 TP Price} \times \textit{Total TP Discharge (kg)} \end{aligned}$$

This charge applies in addition to the Sewage Disposal charge and only applies to **non-residential** customers with a Category 3 Trade Waste permit.

Non-residential customers with sewerage discharge significantly below domestic strength may also be charged Category 3 Trade Waste Charges. Because some or all of the content charges will be lower than domestic



strength, these content charges will appear as negative charges (i.e. a credit) on a customer's bill. These credits partially offset the Sewage Disposal Charge, reflecting the lower cost of treating these customers' sewage discharge compared to domestic strength discharge.

## 2 Our Tariff Structures

### 2.1 Tariff structures overview

Urban Utilities recognises that different customer types have different usage characteristics and connection arrangements, and for this reason we apply different tariffs to each customer type. This section sets out the way in which the charging parameters are organised with tariff structures for the following customer types:

- Standalone residential customer (i.e. not multi-dwelling or strata titled)
- Standalone non-residential customer (i.e. not multi-dwelling or strata titled)
- Strata titled residential customers
- Strata titled non-residential customers
- Non-strata titled multi-dwelling residential customers
- Non-strata titled multi-unit non-residential customers
- Vacant land customers
- Standpipe access services and tanker filling stations

#### 2.1.1 Note on the rounding of charges for billing purposes

The following sections also contain a selection of example bill calculations, to illustrate how the tariffs are charged based on stylised customer examples. An important part of our calculations is the rounding of charges, that is, we always round *down to two decimal places*. For example, if a charge for a billing period is calculated to be \$86.837, we round this down to \$86.83.

Water usage as measured from customers' meters is billed based on whole kilolitres, however in determining the split between Tier 1 and Tier 2 usages we use the exact calculated volume for determining the charges. For example, if a customer's total usage is 5,000kL and the Tier 1 and Tier 2 usage is 50.96kL and 4949.04kL respectively, the Tier 1 charge is 50.96kL x \$0.863/kL = \$43.97, and the Tier 2 charge is 4,949.04kL x \$1.793/kL = \$8,873.62.

When calculating annual water and sewerage service charges, we first convert the annual price into a daily price (based on the number of days in

the current financial year), then multiply this daily price by the number of days in the billing period.

## 2.2 Standalone residential tariffs

Standalone residential properties are residential properties those which are not part of a multiple dwelling complex, nor part of a strata title scheme. The residential tariffs apply on a **per dwelling** basis.

### 2.2.1 Tariff structure

The tariff structure that applies to standalone residential customers is set out in the table below, based on the charging parameters detailed in Section 1:

Property Type	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Residential dwelling	Based on water usage measured at the dwelling meter(s).	Does not apply	Residential Water Service charge applies to each dwelling.  Charges are directly billed to each dwelling.	Residential Sewerage Service charge apply to each dwelling.  Charges are directly billed to each dwelling.

Trade Waste charges and Recycled Water charges do not apply for residential properties.

### 2.2.2 Example bill calculation

Consider the following example for the calculation of a residential bill, where a 20mm meter supplies a single residence. The property used 27 kilolitres of water in the June quarter (91 days) equating to an average daily use of 300 L/day. Given this is below the 822 L/day Urban Utilities Water Usage Tier 2 threshold, no Urban Utilities Water Usage Tier 2 charges apply. The full breakdown and calculation of the bill for this property for the June quarter is as follows:

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
Water Service charge	91 days	\$0.668 per day	$(91 \times \$0.668) = \$60.78$
Urban Utilities Water Usage Tier 1 charge	27kL	\$0.863 per kL	$(27 \times 0.863) = \$23.30$
Urban Utilities Water Usage Tier 2 charge	0	\$1.793 per kL	\$0
Bulk Water Usage charge	27kL	\$3.301 per kL	$(27 \times 3.301) = \$89.12$
Sewerage Service charge	91 days	\$1.593 per day	$(91 \times \$1.593) = \$144.96$
<b>Total</b>			<b>\$318.16</b>

## 2.3 Standalone non-residential tariffs

Standalone non-residential properties are non-residential properties which are not part of a multiple unit complex, nor part of a strata title scheme. The non-residential tariffs apply on a **per meter** basis.

### 2.3.1 Tariff structure

The tariff structure that applies to standalone non-residential customers is set out in the table below, based on the charging parameters detailed in Section 1:

Property type	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Non-residential property	Based on water usage measured at the property's meter(s)	Based on water usage measured at the property's meter(s) and the discharge factor for the lot	Based on the number and size of meter(s) connecting the property to our network	Based on the number and size of meter(s) connecting the property to our network and the discharge factor for the property

Trade Waste charges apply to non-residential customers with a Trade Waste permit and apply based on whether they are classified as Category 2 or Category 3 (as described in Section 1). Trade waste charges apply separately to the water and sewerage charges set out above.

### 2.3.2 Example bill calculation

Consider the following example for the calculation of a non-residential bill, where two meters (25mm and 50mm each) supplies a single site. The property uses 100 kilolitres of water in the June quarter (91 days) equating to an average daily use of 1099 L/day and has a discharge factor of 0.9. Given this is above the 822 L/day Urban Utilities Water Usage Tier 2 threshold, Urban Utilities Water Usage Tier 2 charges apply. In this quarter, 822 L x 91 days = 75kL of water is charged at the Urban Utilities Water Usage Tier 1 price, with the remaining 25kL charged at the Tier 2 price. The full breakdown and calculation of the bill for this property in the June quarter is as follows:

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
Water Service charge	91 days Meter 1 FCF = 1 Meter 2 FCF = 6.25	\$0.668 per day	$(91 \times \$0.668 \times 1)$ + $(91 \times \$0.668 \times 6.25)$ = \$440.71
Urban Utilities Water Usage Tier 1 charge	75kL	\$0.863 per kL	$(75 \times \$0.863) = \$64.72$
Urban Utilities Water Usage Tier 2 charge	25kL	\$1.793 per kL	$(25 \times \$1.793) = \$44.82$
Bulk Water Usage charge	100kL	\$3.301 per kL	$(100 \times \$3.301) = \$330.10$
Sewerage Service charge	91 days	\$1.770 per day	$(91 \times 0.9 \times \$1.770) \times 1$ + $(91 \times 0.9 \times \$1.770) \times 6.25$ = \$1,050.98
Sewage Disposal charge	100kL water usage 0.9 discharge factor	\$2.47 per kL	$(100 \times 0.9 \times \$2.47) = \$222.30$
<b>Total</b>			<b>\$2,153.63</b>

## 2.4 Strata titled residential tariffs

A Community Title Scheme (CTS) is a group of strata titled units with common property. We classify these into three (3) groups for billing purposes – CTS Option A, CTS Option B and CTS Option C. This section outlines how tariffs apply for residential and predominantly residential CTS schemes.

### 2.4.1 Note on mixed-use properties

Some strata-titled and non-strata titled properties are mixed use, that is they have a mixture of residential and non-residential owners within the property. If each lot or unit is individually sub-metered, or we have access to a lot plan entitlement, we apply either residential or non-residential tariff structures as appropriate to each individual lot based on their property type. For example, a strata titled residential apartment building with a café on the ground floor and sub-metering to each lot has residential tariffs applied to each of the apartments, and the non-residential tariff applied to the café.

Where there is no sub-metering, we apply the same tariff structure to each lot within the property based on the *predominant use* of the property. For example, we apply residential tariffs to all customers within a mixed-use property that is determined to be predominantly residential.

We use the following approach to determine the predominant use of a mixed-use property:

- If **both** the number of units within the property and the area of floorspace that is non-residential is greater than or equal to that of the residential units, we determine this property to be predominantly non-residential
- Otherwise the property is predominantly residential
- Common property is not included when determining predominant use

### 2.4.2 CTS Option A tariff structure

Residential CTS Option A schemes have lots (i.e. child accounts) which are individually metered. These lots are considered to be individual dwellings and hence are charged in a similar manner to standalone residential customers.

The charges that apply to individual lots and the body corporates are different. The following table summarises how the tariff structure applies to residential and predominantly residential CTS Option A schemes, based on the charging parameters detailed in Section 1:

Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme (includes the body corporate if it has its own lot)	Based on water usage measured at the individual lot's sub-meter reading.	Does not apply  Any non-residential lots are charged based on water usage measured at the individual lot's sub-meter reading and the discharge factor for the lot	Residential Water Service charge applies to each lot.  Charges are directly billed to each lot.  Any non-residential lots are charged based on the number and size of sub-meters	Residential Sewerage Service charge applies to each lot.  Charges are directly billed to each lot.  Any non-residential lots are charged based on the number and size of sub-meters and the discharge factor for the lot
Body Corporate	Based on common area residual water usage (the	If scheme is predominantly residential, no charge applies.  Otherwise based on	No charge applies if body corporate is not a lot within the scheme.	



Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
	difference between the head meter(s) readings and the lot sub-meter reading)	common area residual water usage (the difference between the head meter(s) readings and the lot sub-meter reading) and the derived discharge factor for the scheme		

### 2.4.3 CTS Option B tariff structure

Residential CTS Option B schemes have lots which are not individually sub-metered, but we allocate charges to individual lots in accordance with the CTS lot plan entitlement. Individual lots are considered to be individual dwellings and hence are charged in a similar manner to standalone residential customers.

The charges that apply to individual lots and the body corporates are different. The following table summarises how the tariff structure applies to residential and predominantly residential CTS Option B schemes, based on the charging parameters detailed in Section 1:

Charging Parameters	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme (includes the body corporate if it has its own lot)	Based on an allocation of the total water usage measured at the head meter(s) to individual lots based on the lot plan entitlement.	Does not apply	Residential Water Service charge applies to each lot.  Charges are directly billed to each lot.	Residential Sewerage Service charge applies to each lot.  Charges are directly billed to each lot.
Body Corporate	No charges apply if body corporate is not a lot within the scheme.			

Any non-residential lots with a predominantly residential CTS Option B scheme receive the same tariff structure as the residential lots.

#### 2.4.4 CTS Option C tariff structure

Residential CTS Option C schemes have lots which are not individually sub-metered, and we do not allocate charges based on a lot plan entitlement arrangement. We bill usage water charges to the parent account (typically the body corporate), and Water Service and Sewerage Service charges to each lot owner. The parent account then allocates water usage charges to each lot owner based on its own allocation methodology.

Individual lots are considered to be individual dwellings and hence are charged in a similar manner to standalone residential customers.

The charges that apply to individual lots and the body corporates are different. The following table summarises how the tariff structure applies

to residential and predominantly residential CTS Option C schemes, based on the charging parameters detailed in Section 1:

Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme	No charges directly from us.  The body corporate may allocate the total water usage measured at head meter(s) to individual lots based on its own methodology.	Does not apply	Residential Water Service charge applies to each lot.  Charges are directly billed to each lot.	Residential Sewerage Service charge applies to each lot.  Charges are directly billed to each lot.
Body Corporate	Based on the total water usage measured at head meter.  Tiered Urban Utilities Water Usage charges apply per lot	Does not apply	No charge applies if body corporate is not a lot within the scheme.	

Any non-residential lots with a predominantly residential CTS Option C scheme receive a single water service charge based on the minimum 20mm meter size and a single sewerage service charge based on the

minimum 20mm meter size and a discharge factor based on the Land Use Code for that lot.

## 2.5 Strata Titled non-residential tariff structures

This section outlines how utility charges apply for non-residential and predominantly non-residential CTS schemes.

### 2.5.1 CTS Option A tariff structures

Non-residential CTS Option A schemes have lots (i.e. child accounts) which are individually sub-metered. These lots are charged on a per sub-meter basis, which is consistent with the approach for standalone non-residential customers.

The charges that apply to individual lots and the body corporates are different. The following table summarises how the tariff structure applies to non-residential and predominantly non-residential CTS Option A schemes, based on the charging parameters detailed in Section 1:

Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme (includes the body corporate if it has its own lot)	Based on water usage measured at the lot's sub-meter reading.	Based on water usage measured at the individual lot's sub-meter reading and the discharge factor for the lot  Any residential	Water Service charge applies to each lot based on the number and size of the sub-meter(s).  Any residential	Sewerage Service charge applies to each lot based on the number and size of the sub-meter(s) and the discharge

Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
		<p>lots within the scheme are not charged</p> <p>If a lot has a trade waste meter, the discharge factor may be set based on the lot's actual sewerage discharge</p>	<p>lots within the scheme are only charged the residential Water Service charge.</p> <p>Charges are directly billed to each lot.</p>	<p>factor for the lot.</p> <p>Any residential lots within the scheme are only charged the residential Sewerage Service charge.</p> <p>Charges are directly billed to each lot.</p>
Body Corporate	Based on common area residual water usage (the difference between the head meter(s) readings and the lot	<p>If scheme is predominantly residential, no charge applies.</p> <p>Otherwise based on common area residual water usage (the difference between the head meter(s)</p>	No charge applies if body corporate is not a lot within the scheme.	

Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
	sub-meter reading)	readings and the lot sub-meter reading) and the derived discharge factor for the scheme		

Trade Waste charges do not apply to common property within a non-residential CTS A scheme. Where the discharge of an individual lot is greater than domestic strength and that lot has a trade waste meter, Trade Waste charges apply to that individual lot's discharge.

### 2.5.2 CTS Option B Tariff Structure

Non-residential CTS Option B schemes have lots which are not individually sub-metered, but we allocate charges to individual lots in accordance with the CTS lot plan entitlement using "logical" meters. These lots are charged on a per sub-meter basis, on the assumption that each "logical" meter corresponds to a 20mm sub-meter if it were physically metered. This is consistent with the approach for standalone non-residential customers.

The charges that apply to individual lots and the body corporates are different. The following table summarises how the tariff structure applies to non-residential and predominantly non-residential CTS Option B schemes, based on the charging parameters detailed in Section 1:

Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme (includes the body corporate if it has its own lot)	Based on an allocation of the total water usage measured at head meter(s) to individual lots based on the lot plan entitlement.	Based on an allocation of the total water usage measured at head meter(s) to individual lots based on the lot plan entitlement and the discharge factor for the lot.  If a lot has a trade waste meter, the discharge factor may be set based on the lot's actual sewerage discharge	20mm Water Service charge applies to each lot.  Charges are directly billed to each lot.	20mm Sewerage Service charge and derived discharge factor for the scheme applies to each lot.  Charges are directly billed to each lot.
Body Corporate	No charges apply if body corporate is not a lot within the scheme.			

Any non-residential lots with a predominantly residential CTS Option B scheme receive the same charges as the residential lots.

Trade Waste charges generally do not apply to non-residential CTS B schemes unless there is evidence that the level of discharge from the entire scheme is above domestic strength. However, where the discharge of an individual lot is greater than domestic strength and that lot has a Trade Waste meter, Trade Waste charges apply to that lot's discharge.

### 2.5.3 CTS Option C Tariff Structures

Non-residential CTS Option C schemes have lots which are not individually sub-metered, and we do not allocate charges based on a lot plan entitlement arrangement. We bill all charges to the parent account (typically the body corporate), and the parent account then allocates the charges to each lot owner based on its own allocation methodology. Individual lots do not receive charges from us directly.

The following table summarises how the tariff structure applies to non-residential and predominantly non-residential CTS Option C schemes, based on the charging parameters detailed in Section 1:

Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Lots within the scheme	No charges directly from us. The body corporate may allocate the total charges to individual lots based on its own methodology.			



Property Element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Body Corporate	Based on the total water usage measured at head meter(s)	Based on the total water usage measured at head meter and the composite discharge factor for the scheme	Based on the non-residential Water Service charge and the number and size of the meter(s) connecting the scheme to our network	Based on the non-residential Sewerage Service charge, derived discharge factor for the scheme and the number and size of the meter(s) connecting the scheme to our network

The composite discharge factor for the predominantly non-residential CTS Option C scheme is calculated using each lot's Discharge Factor and the estimated percentage share of each lot's water usage. For example, consider a predominantly non-residential CTS Option C scheme with two lots. One lot has a discharge factor of 0.9 and uses an estimated 70% of the water for the scheme. The other lot has a discharge factor of 0.2 and uses the remaining 30% of the water for the scheme. The composite discharge factor applied to both lots within the scheme is therefore:

$$0.9 \times 70\% + 0.2 \times 30\% = 0.69$$

Any residential lots with a predominantly non-residential CTS Option C scheme do not receive any charges directly from us.

Trade Waste charges generally do not apply to non-residential CTS C schemes unless there is evidence that the level of discharge from the entire scheme is above domestic strength.

## 2.6 Residential non-strata titled multi-dwelling tariff structures

The tariff structure for residential multi-dwelling properties applies on a per dwelling basis, consistent with standalone residential properties.

We do not bill each dwelling within the complex directly.

### 2.6.1 Tariff structure

The tariff structures that apply to residential non-strata titled multi-dwelling properties are set out in the table below, based on the charging parameters detailed in Section 1:

Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Dwellings within the property	No charges directly from us.  The parent account may allocate the total water usage measured at head meter(s) to individual dwelling based on its own methodology.	Does not apply	Residential Water Service charge applies to each dwelling. Charges are directly billed to each dwelling.	Residential Sewerage Service charge applies to each dwelling. Charges are directly billed to each dwelling.

Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Parent account	Based on the total water usage measured at head meter. Tiered charges apply per lot	Does not apply	No charge applies if parent account is not a dwelling within the property.	

### 2.6.2 Example bill calculation

Consider the following example for the calculation of a multi-dwelling residential bill, where one meter supplies the property and there are 3 dwellings within the property. The property used 100 kilolitres of water in the June quarter (91 days) equating to an average daily use of 1099 L/day. Given there are 3 dwellings in the property, the Urban Utilities Water Usage Tier 2 threshold is 3 times the 822 L/day threshold which applies to a standalone residential dwelling. That is, the Urban Utilities Water Usage Tier 2 threshold for this property is 2,466L/day. The average daily water usage for the property is lower than this amount, and so only the Urban Utilities Water Usage Tier 1 charges applies. For this example, it is assumed the owner of property shares the water bill equally amongst the three dwellings.

Water Service and Sewerage Service charges apply for each dwelling within the property and are billed directly to each dwelling.

The full breakdown and calculation of the bill for each dwelling within the property in the June quarter is as follows:

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
Water Service charge	91 days	\$0.668 per day	(91 x \$0.668) = \$60.78

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
Urban Utilities Water Usage Tier 1 charge	100kL / 3 = 33kL	\$0.863 per kL	(100 / 3 x \$0.863) = \$28.76
Urban Utilities Water Usage Tier 2 charge	0	\$1.793 per kL	\$0
Bulk Water Usage	100kL / 3 = 33kL	\$3.301 per kL	(100 / 3 x \$3.301) = \$110.03
Sewerage Service charge	91 days	\$1.593 per day	(91 x \$1.593) = \$144.96
<b>Total</b>			<b>\$344.53</b>

## 2.7 Non-residential non-strata titled multi-unit tariff structures

The tariff structures for non-residential non-strata titled multi-unit properties apply on a per meter basis, consistent with standalone non-residential properties. This means that charges do not depend on the number of separate units or customers within a complex, and we do not directly bill units within these complexes.

### 2.7.1 Tariff structure

The tariff structures that apply to non-residential non-strata titled multi-unit properties are set out in the table below, based on the charging parameters detailed in Section 1:

Property element	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Units within the property	No charges directly from us. The parent account may allocate the total charges to individual units within the property based on its own methodology.			
Parent account	Based on the total water usage measured at head meter(s).	Based on the total water usage measured at head meter and the derived discharge factor for the property.	Based on the non-residential Water Service charge and the number and size of the meter(s) connecting the property to our network	Based on the non-residential Sewerage Service charge, derived discharge factor for the property and the number and size of the meter(s) connecting the property to our network.

Trade Waste charges generally do not apply to non-residential non-strata titled multi-unit properties unless there is evidence that the level of discharge from the entire property is above domestic strength.

### 2.7.2 Example bill calculation

Consider the following example for the calculation of a multi-unit non-residential bill, where one 50mm meter supplies the property and there

are 3 units within the property. The property used 500 kL of water in the June quarter (91 days) equating to an average daily use of 5495 L/day. Given there are 3 units in the property, the Tier 2 threshold is 3 times the 822 L/day threshold which applies to a standalone residential dwelling. That is, the Tier 2 threshold for this property is 2,466 L/day. The average daily water usage for the property is higher than this amount, and so the Urban Utilities Water Usage Tier 1 charges apply to 224 kL of the total usage, and the Urban Utilities Water Usage Tier 2 charges apply to the remaining 276kL.

Water Service and Sewerage Service charges apply based on the size of the meter connecting the property to our network.

The full breakdown and calculation of the bill for this property in the June quarter is as follows (note that this amount is split between the units by the owner of the property in line with their own allocation method, as we do not bill each unit directly):

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
Water Service charge	91 days Meter 2 FCF = 6.25	\$0.668 per day	(91 x \$0.668 x 6.25) = \$379.92
Urban Utilities Water Usage charge Tier 1	224kL	\$0.863 per kL	(224 x \$0.863) = \$193.31
Urban Utilities Water Usage charge Tier 2	276kL	\$1.793 per kL	(276 x \$1.793) = \$494.86
Bulk Water Usage charge	500kL	\$3.301 per kL	(500 x \$3.301) = \$1,650.50
Sewerage Service charge	91 days 0.9 discharge factor	\$1.770 per day	(91 x 0.9 x 6.25 x \$1.770) = \$906.20
Sewage Disposal charge	500kL water usage	\$2.47 per kL	(500 x 0.9 x \$2.47) = \$1,111.50

Charging Parameter	Chargeable Quantity	Price	Calculated Charge
	0.9 discharge factor		
<b>Total</b>			<b>\$4,736.29</b>

## 2.8 Vacant land tariffs

Vacant land is land that does not contain building or structures and cannot be used for human habitation or occupation. It does not apply to land that is used for outdoor storage, assembly areas or rural activities such as cultivation or grazing.

Vacant land charges apply to vacant land that is “connected”. No charges apply to vacant land that is “unconnected”.

### 2.8.1 Definition of connected and unconnected vacant land

The definitions of “connected” and “unconnected” are set out below:

#### Unconnected vacant land:

Defined as:

- Undeveloped land or,
- Developed land that has never been connected to our water or sewerage network or,
- Previously connected land where the network connection has been fully disconnected

#### Connected vacant land:

A property is considered “connected” to our network if the infrastructure for connecting the property to our network is present.

A property is “connected” if any of the following are true:

- A water meter is present and connected to our network or,
- A water meter was once connected but has since been removed or,
- The property is connected to our sewerage network or,
- The property was once connected to our sewerage network but has since been disconnected or,

- A temporary water connection is present for developments under construction.

### 2.8.2 Vacant land tariff structure

The tariff structures that apply to vacant land types are set out in the table below, based on the charging parameters detailed in Section 1:

Vacant Land Type	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Residential Connected Vacant Land	Based on the total water usage measured at the meter(s).	Does not apply	A single residential Water Service charge applies	A single residential Sewerage Service charge applies
Non-residential Connected Vacant Land	Based on the total water usage measured at the meter(s).	Based on the total water usage measured at the meter(s) and a discharge factor of 0.9.	A single 20mm non-residential Water Service charge applies	A single 20mm non-residential Sewerage Service charge with a discharge factor of 0.9 applies
Unconnected Vacant Land	No charges apply			



## 2.9 Charging for customers with fire meters

The charging arrangements for fire meters are different than for potable water meters. This is because sections 144 and 145 of the *Water Supply (Safety and Reliability) Act 2008* (WSSR Act) prohibit charging for water taken from dedicated fire systems (or a service provider hydrant) for “fire purposes” (such as firefighting, firefighting system training or testing purposes). Under the WSSR Act, it is an offence for a person to use water taken from a dedicated fire system outside of fire-fighting purposes without our express permission.

The following section outlines how we apply charges to two types of fire meters in accordance with legislative requirements:

- Dedicated fire meters, which are considered part of dedicated fire systems, and
- Combined fire and potable water meters, which are not considered part of dedicated fire systems

### 2.9.1 Charging arrangements for fire meters

The charging parameters that apply to dedicated and combined fire/potable water meters are set out in the table below, based on the charging parameters detailed in Section 1:

Meter Type	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
Dedicated fire meter	Usage up to 3kL per quarter is not charged.  Any usage above 3kL per quarter triggers a “compliance”	Not used in calculating the Sewage Disposal Charge unless usage found to be non-compliant.	No charges apply	

Meter Type	Urban Utilities Water Usage and Bulk Water Usage Charges	Sewage Disposal Charge	Water Service Charge	Sewerage Service Charge
	<p>letter to the customer and a possible review by us.</p> <p>Where amounts over and above 3kL per quarter are found to be not-compliant, water usage charges apply to these amounts.</p>	<p>Non-compliant usage is used in the calculation of the Sewage Disposal Charge together with customer's discharge factor</p>		
<p>Combined fire and potable meter</p>	<p>Based on the total water usage measured at the meter(s).</p>	<p>Based on the total water usage measured at the meter(s) and a discharge factor of 0.9</p>	<p>Based on the non-residential Water Service charge and the size of the meter</p>	<p>Based on the non-residential Sewerage Service charge, the size of the meter and the discharge factor for the property.</p>

In the case of combined fire/potable meters, if the customer can evidence usage for fire-fighting purposes that is greater than 3kL per quarter, we rebate the customer our charges associated with this usage (i.e. both the Urban Utilities Water Usage and Sewage Disposal Charges, but not the Bulk Water Usage Charge).

## **2.10 Standpipe access services and tanker filling stations**

### **2.10.1 Standpipe and hydrant usage charges**

A hydrant standpipe is a metered portable device used to obtain water directly from fire hydrants on water mains. Only approved commercial customers can access the water network using a hydrant standpipe. Standpipes can be hired for periods of one day to being on permanent hire.

Customers who make an application to hire a hydrant standpipe need to provide the following documentation:

- Current Public Liability Insurance Certificate (min \$20 million)
- Backflow Test Reports for all tankers. These can be obtained from Registered Backflow Plumbers
- Standpipe Operator tickets for all standpipe operators

Water usage is charged at a single rate per kilolitre, and the price is the same for all hydrant standpipes across our service area. We update these prices each year.

There are no fixed charges for hydrant standpipes.

Further details are available on our website at

<https://urbanutilities.com.au/business/business-services/tanker-filling-stations-and-hydrant-standpipes>

### **2.10.2 Tanker filling station charges**

A tanker filling station is a permanent outlet used to dispense water into a tanker or other portable water vessel. We have tanker filling stations located across our service area catering for commercial use.

All tanker filling stations are fitted with a registered backflow prevention device. This means that tankers using the stations are not required to be fitted with a backflow prevention device.

Water usage is charged at a single rate per kilolitre, and the price is the same for all tanker filling stations across our service area. We update these prices each year.

There are no fixed charges for tanker filling stations.

Further details are available on our website at <https://urbanutilities.com.au/business/business-services/tanker-filling-stations-and-hydrant-standpipes>

### **2.10.3 Tankered Waste charges**

Tankered Waste is waterborne waste from domestic, industrial or commercial generators delivered to discharge locations within our sewerage network by approved waste transporters. There are two categories of Tankered Waste:

- Deemed Quality Waste, and
- Special Disposal Waste

Deemed Quality Waste is waste described as:

- Sullage waste – clarified waterborne waste pumped from septic tanks or small residential onsite treatment plants
- Holding tank waste – waterborne waste pumped from holding tanks accumulating kitchen and domestic waste from non-sewered premises
- Septic waste – waterborne waste pumped from septic tanks or onsite treatment systems
- Grey water – sewage generated from domestic activities such as laundry, dishwashing and bathing
- Black water – sewage containing faecal matter and urine
- Portable toilet waste – waste collected from portable toilets, and
- Special Disposal Waste is wastes that are not Deemed Quality Wastes.

A two-part tariff structure applies to Deemed Quality Tankered Waste. Customers are charged a fixed Discharge Fee (on a dollar per discharge basis) and a disposal charge in dollars per kilolitre of sewage discharged.

Different disposal prices apply for each of the following five discharge locations, and we update these each year:

- Luggage Point
- Bundamba
- Gatton
- Beaudesert
- Esk and Kilcoy

Special Disposal Tankered Waste discharges are charged in accordance with the conditions of the Special Disposal Approval and we do not publish the prices associated with these discharges.

Further details are available on our website at

<https://urbanutilities.com.au/business/business-services/tankered-waste>

## 3 General charging considerations

### 3.1 Liability for charges

Liability for Water Service and Sewerage **service charges** rests solely with the property owner, while liability for residential **water usage** charges may rest with either the owner or the occupier, noting that ultimate liability rests with the owner. Liability for non-residential usage and disposal charges rests solely with the owner. The occupier's liability is limited to situations where their use of water supply and sewerage services is measured by a separate water meter, the occupier's details have been provided to us and an initial meter reading has been taken. Liability for trade waste charges generally rests with the occupier (or Trade Waste approval holder), with the exception of non-residential CTS schemes where there is evidence that the level of discharge from the entire scheme is above domestic strength.

### 3.2 Interest on overdue accounts

Customers receiving a quarterly bill have 30 days from the date the bill is issued to make the payment. We may apply interest to unpaid Urban Utilities charges. In accordance with clause 17.1 of the *South East Queensland Customer Water and Wastewater Code*<sup>1</sup>:

Customers are not charged interest if:

- Their account is paid by the due date
- They dispute charges and have made a complaint relating to their account
- Either we or the customer have referred a dispute about an account or other amount in dispute to the Energy and Water Ombudsman Queensland
- They are paying their account through a payment plan (and are up to date with instalments).

Customers may be charged interest if they:

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<sup>1</sup> [https://www.dews.qld.gov.au/\\_data/assets/pdf\\_file/0012/1239888/customer-water-wastewater-code.pdf](https://www.dews.qld.gov.au/_data/assets/pdf_file/0012/1239888/customer-water-wastewater-code.pdf)

- Do not pay their account by the due date and do not make any alternative arrangement with us for payment
- Are on a payment plan and have not paid the instalment by the due date.

If full payment is not received by the due date on the customer's bill, a compounding interest rate of up to 8.17% per annum accrues daily on any amount owing.

We send customers a reminder and warning notices prior to applying interest to unpaid accounts.

### **3.3 Charges collected on behalf of other organisations**

We bill and collect water charges for some Toowoomba Regional Council customers in the Preston and Cabarlah areas. We have no role in determining the prices or tariffs for Toowoomba Regional Council's water charges.

### **3.4 Payment options**

In accordance with clause 16.5 of the *South East Queensland Customer Water and Wastewater Code*<sup>2</sup>, we offer a range of payment options to customers. For more information on payment options refer to our website at <https://urbanutilities.com.au/residential/accounts-and-billing/payment-options>.

### **3.5 Concessions on water supply and sewerage**

This section provides a high-level overview of the various rebates, subsidies and allowances available to customers. For further details on each concession summarised below, please refer to our website (links are provided as appropriate for each concession).

#### **3.5.1 Concealed Leaks Rebate**

A concealed leak is an underground water leak in the Private Plumbing pipework servicing a customer's property. These leaks occur on the customer's side of the water meter, up to and including where our pipes connect to the meter. These leaks are usually underground and hidden

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<sup>2</sup> [https://www.dews.qld.gov.au/\\_data/assets/pdf\\_file/0012/1239888/customer-water-wastewater-code.pdf](https://www.dews.qld.gov.au/_data/assets/pdf_file/0012/1239888/customer-water-wastewater-code.pdf)

from view, such as within concrete or under lawns and driveways. There are often no visible signs of dampness or soaking where an occupant could reasonably be expected to know of the leak's existence.

We rebate 100% of the Urban Utilities Water Usage charge for the estimated cost of the concealed leak as determined by us. This does not include the Bulk Water Usage charge component of the concealed leak cost. In addition, no rebate applies to Water Service or Sewerage Service charges as these are not impacted by a concealed leak.

Further details are available in the Concealed Leaks Policy on our website at <https://urbanutilities.com.au/faults-and-interruptions/plumbing-problems/leak-on-your-property/draft-concealed-leak-financial-assistance>

### **3.5.2 Queensland Government's pensioner Water Subsidy**

Customers who receive a pension may be eligible to receive the Queensland Government's Water Subsidy. Eligible customers may receive a subsidy of up to \$120 for the year (or up to \$30 for each quarterly bill) off the cost of their water charges (i.e. the Water Service, Bulk Water Usage and Urban Utilities Water Usage charges) for their principal place of residence.

Further details are available on our website at <https://urbanutilities.com.au/residential/accounts-and-billing/pensioner-water-subsidy> and the Queensland Government website at <https://www.qld.gov.au/community/cost-of-living-support/concessions/property-concessions/water-subsidy>

### **3.5.3 Haemodialysis allowance**

We recognise that performing haemodialysis at home can significantly increase water usage charges for customers. To assist with the cost of additional water usage, customers are eligible to receive a yearly allowance providing a credit for up to 200 kilolitres of water, which is an allocation of approximately 50 kilolitres per quarterly bill.

Further details are available in the *Haemodialysis Allowance Policy* on our website at <https://urbanutilities.com.au/-/media/quu/pdfs/about-us/policies/pol36-haemodialysis-allowance-policy.pdf?la=en&hash=47A474EE87999AFAF36A9022F4646E2E0EC094CB>



## Schedule of Prices

Charging Parameter	2021-22 Prices
<b>Urban Utilities Water Usage Charges</b>	<u><b>Residential and Non-residential</b></u> Tier 1 All regions: \$0.863 per kL Tier 2 All regions: \$1.793 per kL
<b>Water Service Charge</b>	<u><b>Residential and Non-residential</b></u> All regions: \$0.668 per day
<b>Sewerage Disposal Charge</b>	All regions: \$2.470 per kL
<b>Sewerage Service Charge</b>	<u><b>Service charge – Residential</b></u> Brisbane: \$1.593 per day All other regions: \$1.667 per day  <u><b>Service charge – Non-residential</b></u> Brisbane: \$1.770 per day All other regions: \$1.852 per day
<b>Trade Waste Charges</b>	<u><b>Category 2 (Food Services)</b></u> All regions: \$1.080 per kL  <u><b>Category 3</b></u> BOD All regions: \$1.195 per kg SS All regions: \$2.009 per kg TN All regions: \$3.028 per kg TP All regions: \$5.737 per kg