



2026-27 Pricing Handbook

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1. About this handbook

1.1 What our prices deliver

This 2026-27 pricing handbook provides a list of South East Water's prices that recover the costs of delivering the services our customers value.

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

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

For more information about our five-year customer commitment, visit South East Water at:

[South East Water | Home](#)

1.2 Price regulation

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

On 23 June 2023, the ESC released its final decision on pricing for regulated services and customer service standards for a five-year period commencing 1 July 2023. The price determination specifies the maximum prices we may charge for regulated services contained in the tariff basket, subject to price caps or for particular miscellaneous services. Prices for other services must be set in accordance with the relevant pricing principles contained in the determination.

This 2026-27 Pricing Manual applies to South East Water prices from 1 July, 2026.

For more information about South East Water's price determination, view the ESC South East Water Determination:

[South East Water Determination \(esc.vic.gov.au\)](#)

2. Core charges

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

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

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

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

2.1 Water supply tariffs

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

Most residential customers pay usage fees for water and sewerage services on a per kilolitre basis. Usage is charged as an inclining block tariff (Step 1 and Step 2), with the price increasing as the volume of water consumed increases. The charge reflects the provision of, and disposal of, the water used for these services.

The usage charge for customers connected to our sewerage system incorporates a sewage removal component. This replaced the sewerage usage charge that was removed on 1 July 2023.

A water-only usage tariff applies for those customers that are not currently connected to our sewerage network. This water-only price is set lower than the combined water and sewerage usage tariff.

Table 1: Residential water supply tariffs

Description	Charge
Water service charge	\$77.97 per property per annum
Usage (water and sewerage customers)	
Block 1 (0 to 440 litres per day)	\$4.1047 per kilolitre
Block 2 (more than 440 litres per day)	\$5.2373 per kilolitre
Usage (water only customers)	
Block 1 (0 to 440 litres per day)	\$3.2766 per kilolitre
Block 2 (more than 440 litres per day)	\$4.1807 per kilolitre

South East Water's non-residential customers are charged a single volumetric rate for water used, regardless of volume, as shown in Table 2, below.

Table 2: Non-residential water supply tariffs

Description	Charge
Water service charge	\$77.97 per property per annum
Usage charge	\$4.1807 per kilolitre

2.2 Sewerage

Sewerage charges for residential and non-residential customers connected to sewer include a fixed service charge. A sewage disposal charge also applies for non-residential customers, but does not apply to residential customers. Instead, for residential customers connected to sewer, sewage disposal charges are incorporated in water supply usage tariffs - see Table 1: Residential water supply tariffs, above, under “Usage (water and sewage customers)”.

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

Table 3: Residential water supply and sewerage tariffs

Description	Charge
Sewer service charge	\$439.48 per property per annum

Table 4: Non-residential sewerage tariffs

Description	Charge
Sewer service charge	\$521.89 per property per annum
Sewerage disposal charge	\$2.0187 per kilolitre

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

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

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

Table 5: Discharge factor by property type

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

2.3 Recycled water

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

Customers in dual pipe residential areas have recycled water supplied to their toilets and outdoor taps through distinctive purple pipes and a separate water meter. From 2015, Class A recycled water has also been approved for use in residential laundry washing machines.

Table 6: Recycled water charges

Description	Charge
Residential usage charge	\$2.4389 per kilolitre
Non-residential usage charge (dual pipe areas)	Price on application
Non-residential usage charge (commercial, irrigation, etc)	Price on application



3. Miscellaneous products and services

We provide miscellaneous products and services associated with:

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

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

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

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

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

3.1 General miscellaneous charges

3.1.1 Septic to sewer ('backlog') program

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

To address these environmental issues, we are assisting customers who choose to connect to the pressure sewer system. For properties under 0.4 hectares, costs to connect may be subsidised by a Backlog or PenEco program fee.

To connect to the pressure sewer system, the property owner pays a septic to sewer fee ('Eco' or 'Backlog') to South East Water for:

- the installation of the pressure sewer system (pod and pump unit),
- a Onebox control unit,
- connection to the main sewer (from the pod and pump unit to the street), including up to 20 metres of service line (within the property boundary).

The property owner and/or tenant is responsible for the following:

- connection of the pressure sewer system to the home, and any internal plumbing that may be required,
- decommissioning of the existing septic tank,
- additional pipework over 20m and associated pressure testing costs (if required),
- any electrical work for connection to the home, including switchboard upgrades and access (if required),
- any sewer main extension or alterations necessary to connect to the pressure sewer system (if required),
- ongoing costs following connection, including sewerage disposal, sewerage service, and system electricity supply.

Customers on the Mornington Peninsula have the option to connect their property to the pressure sewer system earlier than scheduled. A charge, referred to as Peninsula ECO (early connection option), applies to customers in Portsea, St Andrews Beach, Point Leo, and parts of Sorrento.

Please note, properties 0.4 hectare or larger, vacant land and properties being renovated, knocked down or rebuilt are excluded from the Septic to Sewer (backlog) program. Additional fees may apply.
To receive a precise quote for connection to the pressure sewer system, and payment options please call us on 1300 733 098, or email us via: pressuresewerconnections@sew.com.au

Table 7: Septic to sewer ('backlog') tariffs

Description	Charge
Standard septic to sewer ('backlog') charge	
Blairgowrie / Rye	\$2,500.00 levied over five years
Sorrento A	\$2,500.00 levied over five years
Peninsula ECO (early connection option) charge	
Portsea	\$4,680.00
Sorrento B&C	\$4,680.00
St Andrews Beach	\$4,680.00
Point Leo	\$4,680.00

For costs associated with vacant blocks, knock-down rebuilds/renovations, or properties over 0.4 hectare (established homes or vacant), please call to obtain a precise quote (contact details above).

For further information about which area your property is located (Eco or Backlog), please call or email South East Water (contact details above).

3.1.2 Meter fees

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

The fees shown in Table 8, below, cover the costs associated with the:

- provision of information relating to our metering policy, which includes the size and type of meter required for a property, location of meters within unit developments, sizing to achieve required flow rates, etc.,
- supply of the meter,
- meter installation by the contractor, or the supervision of its installation by the contractor, and
- creation or updating of the customer's record to indicate the meter size, meter type, serial number and location of the installed meter at the customer's property, whether it is part of a meter network within the development, and its inclusion to the meter reading database.

Where the meter installation cannot be completed due to obstructions on the building site, or non-compliant meter assemblies, rebooking fees may apply.

Table 8: Meter fees (recycled water meters included)

Description	Charge
· 20mm digital meter	\$248.72 per meter
· 25mm digital meter	\$496.39 per meter
· 32mm digital meter	\$791.59 per meter
· 40mm digital meter	\$938.00 per meter
· 50mm meter	\$1,186.88 per meter
· 50mm meter with integrated remote read device	\$1,039.06 per meter
· 80mm mechanical meter	\$1,393.99 per meter
· 80mm meter with integrated remote read device	Price on Application
· 100mm mechanical meter	\$1,891.39 per meter
· 100mm meter with integrated remote read device	Price on Application
· 150mm mechanical meter	Price on Application
· 150mm meter with integrated remote read device	Price on Application
· 100mm Magflow	Price on Application
· 150mm Magflow	Price on Application
· Meters larger than 150mm	Price on Application

3.1.3 Bunyip Main Race and Tarago Main Race

Some of our customers receive non-drinking water from the Bunyip Main Race and Tarago Main Race, which are open channel aqueduct systems, owned and operated by Melbourne Water. Customers draw water into their properties for non-drinking usage (e.g. stock and irrigation purposes).

To manage risks associated with supplying water that's not for drinking, all Bunyip Main Race and Tarago Main Race customers have an individual supply agreement with us regarding the quality of the water that they receive. This agreement specifically states that the water supplied is not fit for human consumption.

The water is not publicly available and can only be accessed by the customers on an agreement. This requires payment of (a) an annual payment, and (b) a volumetric charge.

Table 9: Bunyip Main Race and Tarago Main Race charges

Description	Charge
(a) Bunyip Main Race and Tarago Main Race - maintained private extensions	\$136.35 per annum
(b) Non-potable water from Bunyip and Tarago open channels	\$1.8753 per kilolitre

3.1.4 Restriction and restoration of water supply

We offer a range of assistance schemes and payment plans to customers experiencing difficulty paying their bills. After being contacted by South East Water, customers who do not pay the amount overdue, or enter into an agreement or payment support option, may have their water supply restricted.

The restriction and restoration fee recovers costs associated with the installation and removal of a restriction device at the property.

Table 10: Water supply withdrawal and restoration charges

Description	Charge
Water restriction and restoration fee, at or near the water meter (normal and after hours)	\$335.78 per property
Water restriction and restoration fee, at or near the main	\$1,022.51 per property

3.2 Information requests and other services

South East Water provides a range of information services to customers. An overview of information requests and reports is provided in Table 11, below, followed by additional descriptions of these charges.

Table 11: Information requests and other services

Section	Description	Charge
3.2.1	Pressure and flow information (PFI) reports	
	(a) Single supply PFI	\$276.95 per report
	(b) Dual supply PFI	\$415.42 per report
3.2.2	Information Statements - electronic / manual lodgement	\$32.72 per property
3.2.3	Data request and processing fee	\$219.85 per hour
3.2.4	Provision of account details beyond 7 years for each additional year	\$29.53 per year
3.2.5	Fees for processing Freedom of Information (FOI) requests	\$34.54 per request
3.2.6	Recouped bank fee from dishonoured cheque, direct debit, and other payment method	Actual amount charged by bank
3.2.7	Legal costs	Actual cost

3.2.1 Pressure and flow information report fees

Australian standards for fire sprinkler and hydrant design require the fire service designer to consider available residual water pressure within their calculations. We provide this information (where available) as a Pressure and Flow Information (PFI) report. These fees are to recover our costs for collating and providing pressure and flow information for (a) single supply, and (b) dual supply services.

3.2.2 Information statements

A fee needs to be paid to obtain an information statement that shows:

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

The information statement fee covers:

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

3.2.3 Data request and processing

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

3.2.4 Provision of account details

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

3.2.5 Freedom of Information (FOI) request

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

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

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

3.2.7 Legal costs

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

3.3 Fire services and hydrants

An overview of fire services and hydrants is provided in Table 12, below, followed by further descriptions of these charges.

Table 12: Fire services and hydrant charges

Section	Description	Charge
3.3.1	(a) Permit to draw water from hydrant	\$426.52 per permit
	(b) Usage charge	\$3.9243 per kilolitre
3.3.2	(a) Fire service charge	\$145.03 per annum
	(b) Fire service usage charge - potable water supply (per kL)	\$3.8599 per kilolitre
	(c) Fire service usage charge - recycled water supply (per kL)	\$2.4389 per kilolitre
3.3.3	(a) Fire plug or hydrant relocation (when required by other customers)	Price on Application
	(b) New fire plug or hydrant installation, and fire plug or hydrant replacement (when main is being replaced)	\$1,902.89 per hydrant
3.3.4	Resealing fire service/hydrant	\$227.14 per hydrant

3.3.1 Permit to draw water from hydrant

Water carters, road contractors, and similar entities, upon payment of this fee, may obtain permission to draw water subject to certain conditions from fire hydrants (a). The fee recovers the costs of operating the permit system and of monitoring compliance with the permit conditions. All water drawn from hydrants is charged at the non-residential usage charge (b).

3.3.2 Fire service charges

An annual charge per fire service (a) is applied to properties provided with a fire service. This fire service charge contributes to the costs of harvesting, storage, treatment, transfer and delivery of fire service water at the pressures and flows required for firefighting. Volumetric charges depend on whether the supplied water is potable (b) or recycled (c).

Where fire services are unmetered, the fire service charge includes an estimated value of water used.

3.3.3 Fire plug and hydrant relocation

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

In cases where we install a new fire plug or hydrant, or replace an existing fire plug or hydrant, a fixed fee applies (b).

3.3.4 Resealing fire service / hydrant

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

4. Development services and asset information

This section sets out core charges, specifically new customer contributions when a customer builds or develops a property and connects to our water, sewerage and/or recycled water networks.

Other miscellaneous charges may also apply.

4.1 New customer contributions (NCCs)

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

We levy NCCs by:

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

Table 13: New Customer Contributions (NCCs)

Location / Area	Charge
Casey Area (per lot)	
Water	\$1,112.49 per lot
Sewer	\$1,306.81 per lot
Recycled Water	\$2,951.64 per lot
Cardinia Area (per lot)	
Water	\$1,112.49 per lot
Sewer	\$2,285.23 per lot
Recycled Water	\$3,551.01 per lot
Fishermans Bend	
Integrated water	\$3,337.53 per lot
Other Areas (per lot)	
Water	\$1,112.49 per lot
Sewer	\$1,112.49 per lot

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

Table 14: Equivalent 20mm connection calculations

Meter diameter (mm)	Pi value	Pipe area (Area = $\text{Pi} \times r^2$) sq mm	Indicative ratio to 20mm meter
20	3.1415	314.16	1.00
25		490.87	1.56
32		804.25	2.56
40		1,256.64	4.00
50		1,963.50	6.25
80		5,026.55	16.00
100		7,853.98	25.00
150		17,671.46	56.25
200		31,415.93	100.00

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

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

4.1.1 NCC application

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

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

4.1.2 Calculation incremental financing costs

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

The cost is calculated as:

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

where:

- r pre-tax weighted average cost of capital (WACC) estimated at 2.44%
- n the number of years the asset is required sooner than planned.

Table 15, below, details the 1 to 25 years bring-forward cost (as a % of capital cost) as per the IFC calculation.

Table 15: Bring-forward cost percentages for 1 to 25 years

Years Brought Forward	Developer / Owner Financing Cost (% of capital cost)
1	2.38%
2	4.71%
3	6.98%
4	9.19%
5	11.36%
6	13.47%
7	15.53%
8	17.54%
9	19.50%
10	21.42%
11	23.29%
12	25.12%
13	26.90%
14	28.64%
15	30.34%
16	32.00%
17	33.62%
18	35.20%
19	36.75%
20	38.25%
21	39.72%
22	41.16%
23	42.56%
24	43.93%
25	45.27%

4.2 Development charges and fees

This section sets out the various fees and charges that may apply when a customer builds or develops a property and connects to our water, sewerage and/or recycled water networks.

Table 16: Miscellaneous development charges and fees

Section	Description	Charge
4.2.1	Water and sewerage application fees	
	(a) Single residential assessment for availability of sewer services	\$83.97 per application
	(b) Single residential application fee - Notice of Agreement	\$214.72 per application
	(c) Urgent Repair Notice application fee	\$36.60 per application
4.2.2	Application fees for connection to services (other than single residential purposes)	
	(a) Non Works - Notice of Agreements	\$268.22 per application
	(b) Works - Developer Agreements	\$1,301.81 per application
4.2.3	Plumbing application fee to review Notice of Agreements for water and sewerage connections	\$350.37 per application
4.2.4	Plumbing inspection fees	
	(a) Single residential recycled water plumbing inspection fee	\$445.77 per property
	(b) Plumbing inspection fee	\$209.98 per inspection
4.2.5	Easement creation fee	\$274.07 per title
4.2.6	Refund administration fee	\$205.19 per refund
4.2.7	Early release fee for Statement of Compliance	\$274.07 per statement
4.2.8	Processing applications outside normal hours, and consulting services	
	(a) Charge out rate for processing applications outside normal hours	\$102.59 per hour
	(b) Charge out rate for provision of consultancy services (eg works quality audits, design advice)	\$139.19 per hour
4.2.9	Other Authority Works (OAW) fees:	
	(a) Technical design review fee for major OAW, public authority works and similar programs	\$151.30 per hour
	(b) OAW standard application fee	\$208.79 per application
	(c) OAW site visit fee	\$340.54 per site visit
	(d) OAW urgent application fee	\$1,305.51 per application
4.2.10	Intensive audit fees (per metre)	
	(a) Design overview	\$2.60 per metre
	(b) Construction inspection	\$68.73 per metre
	(c) Survey	\$10.89 per metre
4.2.11	Connection of new subdivision to existing water mains	
	(a) Residential developments	\$773.98 per connection
	(b) Non-residential developments	\$1,294.45 per connection
4.2.12	Other recycled water fees	
	(a) Recycled water meter locking device	\$425.74 per device
	(b) Recycled water disconnection fee	Price on Application
4.2.13	CCTV inspections	
	(a) CCTV inspection fee	\$1,039.43 per inspection
	(b) Traffic management (to enable CCTV inspections for build overs)	\$1,471.98 per inspection

4.2.14	Other development application fees		
	(a) Application fee to build over a South East Water asset or easement		\$218.38 per application
	(b) Plan showing sewer location within a property (Property Sewerage Plan)		\$36.60 per plan
	(c) Asset information plan		\$26.33 per plan
	(d) Check meter application fee		\$79.37 per application
	(e) Check meter revisit fee		\$78.68 per revisit
	(f) Test prior fee		\$258.36 per application
4.2.15	Charge-out rates for detailed assessments and/or feasibility studies associated with network connections or modifications for major projects and large-scale, non-residential customers (beyond the initial PSA - Preliminary Servicing Advice).		
	(a) Administration	Business hours	\$99.43 per hour
		After hours	\$159.08 per hour
	(b) Field / Technical and Engineering	Business hours	\$171.40 per hour
		After hours	\$274.24 per hour
	(c) Senior Engineering	Business hours	\$208.31 per hour
		After hours	\$333.29 per hour

4.2.1 Water and sewerage application fees

For (a): Single residential assessment for availability of sewer services, this application fee needs to be paid when:

- applying for standard sewer availability to 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, or,
- converting from a septic system to a sewer connection.

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

The customer receives approval (letter of consent) to connect, and if applicable, a copy of a plan showing the location of sewer pipes and the sewer connection point.

For (b): Single residential application fee - Notice of Agreement, this fee applies to applications lodged for:

- standard sewer and water connections for a residential property,
- relocation of a water connection and meter, or,
- removal of an existing water connection and meter.

For (c): Urgent Repair Notice application fee, this application fee needs to be paid when:

- applying for consent for the urgent repair or replacement of damaged internal property sewer drains.

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

This application fee applies to (a) Non-works - Notice of Agreements, and (b) Works - Developer agreements.

The fee applies to applications lodged for:

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

The application fee recovers our costs associated with:

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

4.2.3 Plumbing application fee

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

4.2.4 Plumbing inspection fees

This fee applies to (a) single residential recycled water plumbing inspections, and (b) plumbing inspections.

We require verification that all "Conditions of Connection" are being complied with, particularly where any non-compliance has the potential to impact the safety, quality, or integrity of the drinking water supply.

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

4.2.5 Easement creation

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

4.2.6 Refund administration fee

This fee recovers the cost associated with processing a refund (upon request) for a proportion of fees already paid by the developer, including application fees, contributions, and connections costs.

4.2.7 Early release fee

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

4.2.8 Processing applications outside normal hours, and consulting services

- (a) Where a developer offers to pay the hourly charge shown in the table above, and we have staff available to work outside normal hours, a developer's application may be processed out of sequence.
- (b) We can provide a range of consulting services, such as for works quality audits and design advice, on an hourly basis as required.

4.2.9 Other Authority Works (OAW) fees

- (a) A technical design review fee for major OAW is charged where an authority has entered into an Engagement Agreement with South East Water. The fee applies to the review and assessment of works that impact South East Water assets. This includes oversight of projects from initial engagement through to design, delivery and completion, ensuring all requirements are appropriately investigated and coordinated across the full lifecycle of the works.
- (b) The OAW standard application fee is required to be paid for all authority works.
- (c) The OAW site visit fee is required to be paid after a South East Water review, advising that a site visit is required.
- (d) Applicants can pay an urgent application fee for priority works. South East Water will require 3 business days to review and provide an advice letter, to be reviewed at South East Water's discretion. This fee includes a site visit.

4.2.10 Intensive audit fees

Intensive audit fees are applicable if the developer is using a consultant or contractor whose work is of unknown quality or such quality that additional inspections are required to oversee works. These intensive audit fees apply to (a) design overviews, (b) construction inspections, and (c) surveys.

4.2.11 Connecting new subdivision to existing water mains

A fee is payable by a developer to cover part of the costs associated with shutting down services and connecting their development to existing services. The developments can be (a) residential, or (b) non-residential.

4.2.12 Other recycled water fees

- (a) Fees for recycled water meter locking devices are charged to recover our costs of needing to replace a recycled water isolating valve locking device on a recycled water connection that has been tampered with or illegally removed.
- (b) Recycled water disconnection fees are charged to recover the cost to disconnect a property from the recycled water supply, reconnect the potable network to the properties former recycled water pipework and ensure no contamination from the former recycled water piping will occur.

4.2.13 CCTV inspections

- (a) When a proposed development has the potential to impact on our sewerage assets (e.g. by building or extending a structure over a sewer or extending ground anchors to support adjacent foundation works), visual inspection of the sewer is required to record the current and post-work structural condition of the asset. Insertion of a CCTV camera into the sewer via a maintenance hole and defect recording is the current best practice to achieve this.
- (b) In some cases, CCTV inspections require access to maintenance holes that may be located in trafficable areas. In these instances, to adhere to policies (e.g. OH&S), traffic management is required for the duration of the inspection. The extent and timing (e.g. night) of traffic management is indicative of traffic conditions, road layout and siting of maintenance holes in relation to other infrastructure.

4.2.14 Other development application fees

- (a) Application to build over SEW asset or easement: Property owners who want to erect a structure over or abutting a sewer, water main or within a South East Water easement can only do so if approval is obtained from us.

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

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

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

- (b) Charges for property sewerage plans (PSPs) cover costs for:
- 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.
- (c) Fees are charged for the provision of asset information plans, including sewer size, depth and offset plans. The fee also includes maintaining asset data.
- (d) Check meter application fees are charged when a development requires a check meter.
- (e) The check meter revisit fee applies when a check meter cannot be installed due to an obstruction, or when a non-compliant check meter assembly has been installed, or no check meter assembly has been provided.
- (f) Test prior fees cover the assessment of a request (application) to allow a licenced plumber to lay sewer drains below a building foundation, prior to the issue of a Consent to Connect. The assessment includes a review of the building plans and proximity to South East Water assets, and referral to the Building and Plumbing Commission (BPC) (formerly the Victorian Building Authority (VBA)).

4.2.15 Hourly charge-out rates for major projects

For major projects and large-scale, non-residential customers, South East Water can conduct detailed assessments and feasibility studies. We have hourly labour charges for different services, which are billed based on business hours or after hours rates.

While South East Water does not charge customers for Preliminary Servicing Advice (PSA), we do recover our costs associated with detailed assessments and feasibility studies.

In addition to these scheduled hourly rates, we may charge an applicant for a negotiated connection contract a reasonable fee to cover additional expenses (such as third-party costs) directly and reasonably incurred by us in assessing the connection application and making a connection offer.

Further, these costs may be offset against the final capital contribution of the project.

4.3 Water services: connections and meters

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

Depending upon the service type (fire service or general service), the customer (or their plumber) or South East Water may be responsible for excavation, backfilling, site reinstatement and traffic management costs.

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

4.3.1 Water services connections

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

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

4.3.2 Main to Meter tapplings

Main to meter services include traffic management limited to the provision of up to two (2) certified traffic controllers and one (1) traffic control vehicle for the duration of the works, excavation (excluding hydro excavation), tapping of water main up to and including 300 mm, installation of property service pipe from water main to meter assembly, and reinstatement of nature strip and bitumen surfaces.

Any traffic management requirements exceeding this scope (including additional personnel, vehicles, equipment, extended duration, or complex traffic control arrangements) are not included and will be treated as a variation to the standard inclusions, with associated costs charged accordingly.

Pricing excludes the following items, and additional fees will apply where such items are required:

- supply and installation of a water meter
- concrete or bluestone reinstatement
- non-destructive digging using hydro excavation, where required for excavation around trees or around other utility services
- removal of water by pumping from an excavation (dewatering)
- asbestos removal
- works outside Monday to Friday business hours
- tapping of mains >300mm diameter
- Works undertaken within VicRoads (Department of Transport and Planning) controlled roads or arterial corridors are excluded from standard rates and will be subject to variation due to additional permitting, traffic management, reinstatement, and compliance requirements associated with these road classifications.

These items may be identified and added at any time following site inspection or as site conditions become apparent during delivery.

NOTE: These Main to Meter tapping charges do not apply to fire services.

Table 17: Main to Meter tapplings charges

Description	Charge
· 20mm Main to Meter ≤ 5 metres in length	\$2,640.34 per connection
· 20mm Main to Meter > 5 metres and ≤ 15 metres in length	\$3,604.60 per connection
· 25mm Main to Meter ≤ 5 metres in length	\$3,364.52 per connection
· 25mm Main to Meter > 5 metres and ≤ 15 metres in length	\$4,229.05 per connection
· 32mm Main to Meter ≤ 5 metres in length	\$3,917.33 per connection
· 32mm Main to Meter > 5 metres and ≤ 15 metres in length	\$4,823.41 per connection
· 40mm Main to Meter ≤ 5 metres in length	\$4,686.56 per connection
· 40mm Main to Meter > 5 metres and ≤ 15 metres in length	\$6,654.57 per connection
· 50mm Main to Meter ≤ 5 metres in length	\$4,783.32 per connection
· 50mm Main to Meter > 5 metres and ≤ 15 metres in length	\$7,482.61 per connection
· Main to Meter tapping greater than 50mm diameter or 15 metres in length	Price on Application

4.3.3 Wet tapplings and miscellaneous water connection services

A wet tapping is a type of connection which is made into the reticulated water supply main under pressure.

A wet tapping may be for any size from 20mm diameter to 200mm diameter, and greater.

The pricing includes the supply and installation of a tapping band and isolation valve.

For standard (non-fire) services, Priority Plumbing is responsible for excavation, backfilling, site reinstatement, traffic management, and completion of the tapping works.

For fire services only, the customer (or their plumber) is responsible for excavation, backfilling, site reinstatement, and traffic management costs.

Meter relocation fees include the relocation left or right of the existing location (up to 600mm) and forwards or backwards (up to 2 metres inside the property).

Where a customer requires a meter to be raised or lowered only, the customer is to contact Priority Plumbing directly on 1300 760 306.

Table 18: Wet tapplings and miscellaneous water connection services

Description	Charge
· 20mm service connection to mains of up to 300mm (wet tapping)	\$549.75 per connection
· 25mm service connection to mains of up to 300mm (wet tapping)	\$618.14 per connection
· 32mm service connection to mains of up to 300mm (wet tapping)	\$658.97 per connection
· 40mm service connection to mains of up to 300mm (wet tapping)	\$684.78 per connection
· 50mm service connection to mains of up to 300mm (wet tapping)	\$709.18 per connection
· Fee for rebooking tapplings	\$335.36 per booking
· 80mm, 100mm or 150mm service connection to main of ≤150mm where tapping saddle is used	\$2,656.95 per connection
· 80mm, 100mm or 150mm service connection to main >150mm and up to 300mm where tapping saddle is used	\$3,456.07 per connection
· All connections to mains sizes greater than 300mm	Price on Application
· 80mm or 100mm service connection to main of 100mm or less where tee is installed	\$5,796.23 per connection
· 80mm, 100mm or 150mm service connection to main of 150mm where tee is installed	\$7,064.90 per connection
· 80mm, 100mm, 150mm, 225mm, or 300mm service connection to a main size >150mm (ie between 225mm and 300mm) where tee is installed	Price on Application
· >50 mm tee removal – preparation and early works undertaken by Priority Plumbing, including excavation, reinstatement, traffic management, etc. (business hours). Note: tee removal activity is Price on Application (POA) as per Table 21, Item d.	\$5,988.41 per removal

· >50 mm tee removal – preparation and early works undertaken by Priority Plumbing, including excavation, reinstatement, traffic management, etc. (after hours). Note: tee removal activity is Price on Application (POA) as per Table 21, Item d.	\$10,008.91 per removal
· Multiple connections to the same property (eg, two tees and divide valve, tee and divide valve)	Price on Application
· Divide valve insertion	Price on Application
· Cancellation of Tee installation < 24 hours before installation date or on site	\$3,368.81 per installation
· Cancellation of Tee installation > 24 but < 48 hours before installation date	\$690.73 per installation
· Cancellation of a main to meter installation less than 24 hours before an installation date*	\$481.83 per installation
* additional cancellation fees may apply if traffic management and/or non-destructive digging must also be cancelled	At cost
· Meter relocation (up to 600mm) - price does not include reconnection of private water service	
(a) Water meter relocation - deviation of 20mm drinking water service	\$935.28 per relocation
(b) Water meter relocation - deviation of 25mm drinking water service	\$1,006.58 per relocation
(c) Water meter relocation - deviation of 32mm drinking water service	\$1,181.48 per relocation
(d) Water meter relocation - deviation of 40mm drinking water service	\$1,460.78 per relocation
(e) Water meter relocation - deviation of 50mm drinking water service	\$1,630.08 per relocation

4.3.4 Dry tapplings

A dry tapping includes a connection and service pipe that terminates within each parcel of land (lot) within a new estate. South East Water installs the water meter assembly, including the water meter. The charge includes the supply and installation of a meter assembly (but does not include the water meter, which is charged separately).

If paving, fencing, or other obstructions affect the location of the water meter, the meter will need to be deviated or relocated at an additional cost. Deviation and relocation fees do not include the removal or reinstatement of concrete, non-destructive digging (such as hydro excavation) required for excavation around trees or other utility services, or internal plumbing reconnection work.

Where the meter installation cannot be completed due to obstructions on the building site, or access cannot be gained to the building site, unable to install fees may apply.

Table 19: Dry tapplings fees

Description	Charge
· 20mm drinking water dry tapping - includes meter assembly and low backflow device	\$445.94 per connection
· 20mm drinking water dry tapping, includes meter assembly and medium hazard backflow device	\$973.06 per connection
· 20mm drinking water dry tapping, includes meter assembly and high hazard backflow device	\$1,098.68 per connection
· 20mm recycled water dry tapping, includes meter assembly and low hazard backflow device	\$427.97 per connection
· 20mm recycled water dry tapping, includes meter assembly and medium hazard backflow device	\$878.84 per connection
· 20mm recycled water dry tapping, includes meter assembly and high hazard backflow device	\$1,014.79 per connection
· 20mm drinking and recycled water dry tapping - includes meter assemblies and low hazard backflow device	\$791.52 per connection
· 20mm drinking and recycled water dry tapping - includes drinking water meter assembly with medium hazard backflow device and recycled water meter assembly with low hazard backflow device	Price on Application
· 20mm drinking and recycled water dry tapping - includes drinking water meter assembly with high hazard backflow device and recycled water meter assembly with low hazard backflow device	Price on Application
· Drinking water and recycled water meter deviation - deviation of drinking and recycled water services, <600mm	\$562.98 per connection
· Drinking and recycled water 25mm service upgrade - short side	\$2,741.60 per connection
· Drinking and recycled water 25mm service upgrade - long side in existing conduit	\$3,003.16 per connection
· Drinking and recycled water 25mm service upgrade - long side, no conduit	\$3,640.88 per connection
· Drinking water and recycled water plug and retap - relocation of 20mm drinking and recycled water services, >600mm - short side	\$2,799.46 per connection
· Drinking water and recycled water plug and retap - relocation of 20mm drinking and recycled water services, >600mm - long side	\$3,715.59 per connection
· Dry tapping - unable to install	\$139.39 per visit

4.3.5 Backflow devices

All new Main to Meter services need to be fitted with an appropriate containment backflow prevention device to protect the water supply network and our customers. South East Water can supply, install and commission such devices, or customers may arrange their own plumber to carry out this work.

These backflow devices are required for services connected to both drinking water mains and recycled water mains.

Table 20: Backflow devices charges, drinking water or recycled water

Description	Charge
· 20mm low hazard backflow device (supply and installation)	\$246.86 per installation
· 20mm medium hazard backflow device (supply, installation and commissioning)	\$885.36 per installation
· 20mm high hazard backflow device (supply, installation and commissioning)	\$897.55 per installation
· 25mm low hazard backflow device (supply and installation)	\$380.36 per installation
· 25mm medium or high hazard backflow device (supply, installation and commissioning)	\$1,222.08 per installation
· 25mm high hazard backflow device (supply, installation and commissioning)	\$1,262.48 per installation
· 32mm low hazard backflow device (supply and installation)	\$969.80 per installation
· 32mm medium hazard backflow device (supply, installation and commissioning)	\$1,848.32 per installation
· 32mm high hazard backflow device (supply, installation and commissioning)	\$1,926.97 per installation
· 40mm low hazard backflow device (supply and installation)	\$1,427.86 per installation
· 40mm medium hazard backflow device (supply, installation and commissioning)	\$2,238.70 per installation
· 40mm high hazard backflow device (supply, installation and commissioning)	\$2,277.16 per installation
· 50mm low hazard backflow device (supply and installation)	\$2,347.23 per installation
· 50mm medium hazard backflow device (supply, installation and commissioning)	\$2,637.19 per installation
· 50mm high hazard backflow device (supply, installation and commissioning)	\$2,831.58 per installation
· 80mm and greater backflow device	Price on application

4.4 Other water connection and meter services

Table 21: Other water connection and meter services charges and fees

Section	Description	Charge
4.4.1	Disconnection of water services	
	(a) 20mm to 50mm water service removal, up to 300mm, excluding excavation	\$199.65 per connection
	(b) 20mm to 50mm water service removal, up to 300mm, at same time as tapping, including excavation	\$782.64 per connection
	(c) 20mm to 50mm water service removal, up to 300mm, independent of a tapping, including excavation	\$2,155.16 per connection
	(d) Tee removal on mains 80mm to 300mm	Price on Application
	(e) Blank end service	Price on Application
4.4.2	Water service installation where developer to install	
	(a) Long side installation	Price on Application
	(b) Short side installation	Price on Application
	(c) Relocation of meter assembly	Price on Application
4.4.3	Meter testing	
	(a) 20mm to 40mm	\$168.53 per meter
	(b) 20mm to 40mm with remote read device	\$168.53 per meter
	(c) 50mm and larger	Price on Application
4.4.4	Meter removal: 20mm to 50mm main meter removal by South East Water	Price on application

4.4.1 Disconnection of water services

Where an existing water service is no longer required to service a property, the water service must be removed. Depending upon the service size, this may be done as a plugging, or as a tee removal. These works must be done by an approved South East Water contractor.

4.4.2 Water service installation where a developer omitted to install

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

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

4.4.3 Meter testing

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

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

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

4.4.4 Meter removal

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



4.5 Other development services

4.5.1 Temporary pumping stations

The fees shown in Table 22, below, are to recover costs associated with the operations and maintenance of temporary pumping stations that are required to be installed by a developer.

Table 22: Temporary pumping station charges and fees

Description	Charge
Temporary water pumping station	\$11,590.66 per year
Temporary sewerage pumping station	\$27,333.32 per year

4.5.2 Pressure pump installations

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

Table 23: Pressure pump installations charges and fees

Description	Charge
· Supply and installation of the pressure sewer system: pump and 900 litre tank unit, boundary kit, OneBox control unit, and up to 20m of service line (PenEco Area)	\$19,050.00 per property
· Supply and installation of the pressure sewer system: pump and 900 litre tank unit, boundary kit, OneBox control unit, and up to 20m of service line (Other Areas)	\$25,020.00 per property
· Supply and installation of the pressure sewer system: pump and custom tank unit, boundary kit, OneBox control unit, and up to 20m of service line	Price on Application
· Supply and installation of additional service line per metre, over 20m (PenEco Area)	\$41.63
· Supply and installation of additional service line per metre, over 20m (Other Areas)	\$72.86
· Pressure testing on service lines 20m and over	\$999.30 per property
· Relocation of existing pump unit	Price on Application
· Decommissioning and removal of pump, disconnection of sewer and site reinstatements	Price on Application
· Other pump installations	Price on Application
· Pressure sewer trafficable lid	Price on Application
· Pressure sewer trafficable boundary kit	\$1,292.00
· Road crossing	Price on Application
· Traffic management	Price on Application
· Pressure sewer extension neck - 150mm (PenEco Area)	\$624.56
· Pressure sewer extension neck - 150mm (Other Areas)	\$936.84
· Electrical works - return to commission	\$202.98 per visit
· Additional electrical cable per meter >15m	\$31.22
· Connection to main ≥90mm	\$432.43

4.5.3 Minor sewer and water alterations and extensions

This fee recovers the cost of arranging and carrying out works as requested by the customer.

Table 24: Minor sewer and water alterations and extensions charges and fees

Description	Charge
Minor sewer and water alterations and extensions	Price on Application

5. Trade waste charges

Trade waste charges:

- cover the cost for us to transfer, monitor, treat and administer this waste, and,
- are separate to service and usage charges for water and sewage waste (e.g. toilets, sinks and other amenities).

This Trade Waste charges section is separated into core charges and miscellaneous charges.

5.1 Core trade waste charges

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

5.1.1 Trade waste application

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

Table 25: Trade waste application fee

Description	Charge
Trade waste - application / renewal fee	\$69.03 per application

5.1.2 Trade waste agreement charge

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

For customers with multiple tenants, such as within a shopping centre, the annual trade waste agreement charge will apply to each tenancy. For example, a Risk Rank 5 trade waste agreement charge will apply to each trade waste tenancy that is listed in a single trade waste consent. Tenancy charges apply where there are two or more trade waste tenants listed in a single trade waste consent.

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

Table 26: Trade waste agreement charge

Description	Charge
· TW Risk Rank 1	\$18,138.74 per annum
· TW Risk Rank 2	\$9,069.34 per annum
· TW Risk Rank 3	\$6,046.14 per annum
· TW Risk Rank 4	\$3,023.04 per annum
· TW Risk Rank 5	\$527.22 per annum

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

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

Where:

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

Location: criteria and scoring

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

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

Volume: criteria and scoring

Criteria: Average daily volume (kL)	Score
<5	V = 1
≥ 5 and < 25	V = 10
≥ 25 and < 50	V = 20
≥ 50 and < 75	V = 30
≥ 75 and < 100	V = 40
≥ 100 and < 500	V = 50
≥ 500 and < 1,000	V = 75
≥ 1,000 and < 2,000	V = 100
≥ 2,000	V = 150

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

History: criteria and scoring

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

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

Activity: criteria and scoring

Activity	Score
Food preparation	1
Dry cleaning	30
Abattoir	100
Liquid waste disposal	120

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

Risk Rank scoring - calculated from: $L \times (V + H + A)$

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

The risk rank determines:

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

South East Water may change a trade waste customer's risk rank due to the customer's changed circumstances and/or updated information.

5.1.3 Volumetric and quality charges (V&Q)

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

- Volume greater than 1,000 kL/year
- Biochemical Oxygen Demand greater than 600 mg/L
- Suspended Solids greater than 600 mg/L

Table 27: Trade waste variable V&Q charges (ongoing charge)

Parameter	Charge
· Volume	\$1.1826 per kL
· Biochemical Oxygen Demand	\$1.1690 per kg
· Suspended solids	\$0.6553 per kg
· Total Kjeldahl Nitrogen (if greater than 50mg/L)	\$2.5684 per kg

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

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

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

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

5.2 Food waste

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

Table 28: Food waste charge

Description	Charge
Hospitals and other institutions	\$61.58 per bed, per annum

5.3 Miscellaneous trade waste compliance and septic disposal fees

South East Water provides a range of other miscellaneous trade waste services related to compliance, asset protection, and septic sludge disposal. Please note that site visits by South East Water's trade waste officers to verify locked batch compliance prior to discharge will incur a minimum charge of two and half hours for each physical visit conducted on any given day.

Table 29: Trade waste miscellaneous charges

Section	Description	Charge
5.3.1	Trade waste non-compliance fee	Price on Application
5.3.2	Charge-out rate for trade waste field staff	
	Work undertaken by field staff during business hours (9am to 5pm)	\$131.90 per hour
	Work undertaken by field staff outside business hours: Monday to Saturday, first 2 hours	\$197.86 per hour
	Work undertaken by field staff outside business hours: Monday to Saturday, after 2 hours	\$263.82 per hour
	Work undertaken by field staff outside business hours: Sunday	\$263.82 per hour
	Work undertaken by field staff outside business hours: Public holiday	\$329.79 per hour
5.3.3	Asset protection fees - food and oil interceptor size	
	600 litres	\$772.89 pro rata/per annum
	1,100 litres	\$1,087.26 pro rata/per annum
	2,000 litres	\$1,976.65 pro rata/per annum
	3,000 litres	\$2,966.32 pro rata/per annum
	4,000 litres	\$3,954.68 pro rata/per annum
	5,000 litres	\$4,943.03 pro rata/per annum
5.3.4	Wastelog program fees	
	Arranging a pump out of a grease trap	Price on Application
5.3.5	Septic sludge disposal	
	Septic sludge disposal	\$54.16 per kL
	Truck wash out	\$25.99 per wash
	Plendrive Yarra Valley	\$39.90 per load

5.3.1 Non-compliance fee

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

5.3.2 Request for trade waste field staff

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

When a customer request for a Trade Waste Officer visit, the hourly rates charged are dependent on whether these are within or outside business hours, and the number of hours required.

5.3.3 Asset protection fee

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

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

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

5.3.4 Waste log program

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

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

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

5.3.5 Septic sludge disposal

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



6. Charges collected on behalf of other authorities

South East Water collects a range of additional charges on behalf of other authorities. These charges and amounts are determined by those authorities, and are passed on accordingly by South East Water.

6.1 Waterways and drainage charges we collect on behalf of Melbourne Water

Melbourne Water's waterways and drainage charge is used to fund various programs to protect and improve the health of rivers and creeks across its region. In addition, these funds provide for regional drainage services, flood protection and flood warning systems across Port Phillip and Westernport region.

The waterways and drainage charge applies to all serviced properties located within Melbourne Water's waterway management district.

There are three main categories for the waterways and drainage charges by customer type:

- (a) Residential properties located within the urban growth boundary (UGB) are charged a flat rate,
- (b) A flat rate is charged to rural properties located outside the UGB, but within the waterways management district,
- (c) Non-residential properties are charged a flat fee per occupancy (prior to 2026-27, non-residential properties were charged an amount based on a property's net annual value (NAV), subject to a minimum fee).

For more information, see:

www.melbournewater.com.au/services/prices-and-charges/waterways-and-drainage-charge

Table 30: Melbourne Water's waterways and drainage charges for 2026-27

Description	Charge
(a) Residential	\$130.56 per property per annum
(b) Rural	\$71.64 per property per annum
(c) Non-residential minimum fee	\$196.16 per property per annum

6.2 Parks charges we collect on behalf of Parks Victoria

South East Water collects a Parks charge from customers each quarter on behalf of DEECA (Department of Energy, Environment and Climate Action). These funds go to Parks Victoria, Zoos Victoria, the Royal Botanic Gardens, and the Shrine of Remembrance for the development, management and maintenance of metropolitan parks, gardens, trails, waterways and zoos.

The parks charge is based on a property's net annual value (NAV) (a), with a minimum fee applicable to most ratepayers (b).

For more information, see:

www.parks.vic.gov.au/about-us/parks-charge

Table 31: Parks Victoria charges for 2026-27

Description	Charge
(a) Rate in \$ NAV (net annual value)	\$0.005390 per \$ NAV (net annual value)
(b) Minimum fee applicable to ratepayers	\$92.26 per property per annum

