

Metrowater Price Schedule

Effective 1 July 2010

(All charges include GST, of 12.5%)

Water and wastewater charges

Service Fee ¹	\$81.04	per year
Water ²	\$1.584	per kL
Wastewater ³	\$3.797	per kL
Tradewaste ⁴	\$1.256	per kL

1kL = 1,000 litres = 1m³

1. Annual service fee – covers the cost of maintaining your account. One charge per customer billing number. Service charges apply whether water is used or not.
2. Water charge – the charge applied to the amount of water you use based on readings from the water meter on your property.
3. Wastewater charge – for Wastewater services. The charge is calculated on the basis of 75% of incoming water for residential customers. For non-residential customers the charge is based on 100% of incoming water unless a site-specific percentage has been agreed as a result of a wastewater audit.
4. Tradewaste charge – applies to non-domestic wastewater transported through the Metrowater network. The charge is normally calculated on the basis of 100% of incoming water unless a site-specific percentage has been agreed as a result of a wastewater audit. Customers will not be charged a wastewater charge on the tradewaste portion of their service.

Unmetered charges: residential customers

Service Fee	\$81.04	per year
Water	\$325.37	per year
Wastewater	\$606.72	per year

Where there is no meter, or access cannot be gained to read or repair a meter, or the meter is of a type not endorsed by us, we may (at our sole discretion) charge the unmetered rate or apply a charge based on an estimated read. Unmetered and/or estimated charges will only apply until (as is relevant in the circumstances) either a meter is installed, access is gained or the meter replaced.

Unmetered charges: non-residential customers

Where there is no meter, or access cannot be gained to read or repair a meter, or the meter is of a type not endorsed by us, we will apply a charge based on an estimated read. Estimated charges will only apply until (as is relevant in the circumstances) either a meter is installed, access is gained or the meter replaced.

Waiheke Island wastewater charges

Service Fee	\$338.27	per year
Wastewater	\$14.86	per kL

We operate the Owhanake Wastewater Treatment Plant and provide wastewater services to some customers on the Island.

Discounts

Prompt payment discount

You will receive a 7.5% prompt payment discount if you pay in full by the discount expiry date.

Electronic payment discount

If you choose to pay your bill electronically (by direct debit, telephone banking or internet banking) you're also eligible for our 2.5% electronic payment discount, when you pay in full by the discount expiry date.

The electronic payment discount is calculated on total current charges eligible for the prompt payment discount, and will appear as a credit on your next bill.

Other services

Sometimes we may charge you for specific services that are not part of your standard water and wastewater services. These one-off charges apply to both residential and non-residential customers and do not attract a prompt payment discount.

All charges are correct at the time of print (July 2009). A current schedule of charges for these services is available on our website.

New water service connection and meter (including irrigation meters)

20mm	\$1,100
25mm	\$1,490
32mm	\$2,500
40mm	\$2,930
Larger than 40mm	Actual cost

The above charges do not apply within the Central Business District, for areas with feature paving or where the watermain is not on the same side of the road as the property. In these situations, new connections will be charged at actual cost.

Each additional meter (on the same connection and installed at the same time as the first meter)

20mm	\$440
25mm	\$720
Larger than 25mm	Actual cost

Relocation of meter

20mm – meter relocated up to 2 metres, within grass surface	\$550
20mm – meter relocated up to 2 metres, within hard surface	\$925
All other sizes	Actual cost

Disconnection of water service and meter

Less than 40mm, residential connection	\$358
All other sizes and non-residential connections	Actual cost

Fire connection and meter (if required)

All sizes	Actual cost
Hydrant installation	Actual cost

Meter test

Meter test on site	\$75
Meter test at accredited test facility:	
20mm	\$200
Larger than 20mm	Actual cost

Special meter reading \$25

Restricting a water service \$75

Wastewater Audit \$100

Standpipe hire

	Standpipe size	
	25mm	65mm
Daily hire	\$50	\$50
Weekly hire	\$140	\$150
Monthly hire	\$250	\$285
Six month hire	\$400	\$525

Water usage (per kL) \$1.584

Invoicing and payment

We will send you an invoice for the amounts you owe on a regular basis. These will include a breakdown of how those amounts are calculated.

Our invoices are payable 28 days from the date of invoice. However, if you pay in full by the due date printed on the invoice (14 days), you will be eligible for a prompt payment discount. If you fail to pay any amount owing to us within 28 days of the date of invoice and unless we consider, at our sole discretion, that you have raised a genuine dispute about that particular invoice, we can:

- Charge you a late payment administration fee of 5% of the overdue amount, plus default interest of 1% per month
- Restrict the supply of water services to your property. We will not do this unless we have first attempted to contact you to ensure you understand the possible consequences of your late payment
- Charge you for any actual and reasonable collection, dishonoured payment and legal fees incurred by us in relation to charges that are due or overdue for payment by you.

If you are having trouble paying your account, please contact us. We will ensure that any customer unable to pay their invoice can discuss options with us before we act to recover any outstanding amount.

Terms

By commencing or continuing to use existing water and wastewater services you are a customer of Metrowater and accept our Terms. This Price Schedule, along with our Working With You booklet, make up the terms under which we supply water and wastewater services to you. These documents are available to you upon request, or can be viewed online at www.metrowater.co.nz.

The Price Schedule is subject to any changes that Metrowater is entitled to make in accordance with our Terms. Prices are also subject to any individual agreements entered into between Metrowater and its customers.