

At its meeting held in June 2025, the Board of East Gippsland Water adopted the following tariffs, charges and pricing principles. The tariffs and charges will apply from 1 July 2025 to 30 June 2026, in line with the 2023 Water Price Review Final Decision.

For more information on East Gippsland Water's 2025-26 tariffs please call our Customer, Community & Communications Team on 1800 671 841 or visit our website: [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au).

**WATER SUPPLY DISTRICTS AND SURROUNDING AREAS**

**Districts:** Bemm River, Brodribb River, Buchan, Cann River, Dinner Plain, Mallacoota, Mitchell River, Omeo, Swifts Creek.

**Areas:** Bairnsdale, Banksia Peninsula, Bemm River, Bruthen, Buchan, Cann River, Dinner Plain, Eagle Point, Johnsonville, Kalimna, Lake Bunga Beach, Lake Tyers Beach, Lakes Entrance, Lindenow, Lindenow South, Mallacoota, Marlo, Metung, Newlands Arm, Newmerella, Nicholson, Nowa Nowa, Omeo, Orbost, Paynesville, Raymond Island, Sarsfield, Swan Reach, Swifts Creek, Tambo Bluff, Wy Yung.

**Water Service and Fire Service Charges (annual)**

Connection Size	Metered	Un-metered Fire Service
Vacant land	\$145.07	N/A
20mm (standard)	\$259.87	\$38.94
25mm	\$405.40	\$60.77
32mm	\$665.33	\$99.78
40mm	\$1,039.64	\$155.95
50mm	\$1,624.47	\$243.67
75mm	\$3,654.44	\$548.03
80mm	\$4,158.69	\$623.89
100mm	\$6,497.98	\$974.89
150mm	\$14,662.60	\$974.89

**Water Usage Charges – Residential and Non-Residential (\$/kL)**

Potable supplies (all districts)	\$2.7258
Raw water supplies (all districts)	\$1.6354

**WASTEWATER DISTRICT AND SURROUNDING AREAS**

**Districts:** Bairnsdale, Bemm River, Cann River, Dinner Plain, Lakes Entrance, Lindenow, Mallacoota, Metung/Bruthen, Omeo, Orbost/Marlo, Paynesville.

**Areas:** Bairnsdale, Bemm River, Bruthen, Cann River, Dinner Plain, Eagle Point, Johnsonville, Lakes Entrance, Lake Tyers Beach, Lindenow, Mallacoota, Marlo, Metung, Newlands Arm, Nicholson, Omeo, Orbost, Paynesville, Raymond Island and Swan Reach.

**Sewerage Service Charges (annual)\***

Developed*	\$776.06
Un-developed*	\$388.02
Multi services**	\$388.02

\* Wastewater charge = 1 equivalent tenement (EQT)

\*\*Multi service applicable per allotment, when multiple allotments are on one assessment

**TRADE WASTE CHARGES**

Trade waste (annual)	\$375.61
Chemical oxygen charge (per kL)	\$0.2581
Suspended solids charge (per kL)	\$0.0771
Monitoring charge (per annum)	\$1,758.92

**MISCELLANEOUS FEES AND CHARGES**

Standard information statement (3-5 days)	\$71.43
Special meter reading (each)	\$84.47
Premium information statement (1-2 days)	\$105.54
Private fire service resealing	\$190.03
Sewerage connection fee (each)	\$221.44
Tapping fee – 20mm (each)	\$218.18
Tapping fee – 25mm (each)	\$218.18
Tapping fee - ≥ 32mm (each)	Actual cost*
Meter connection fee – 20mm (each)	\$327.44
Meter connection fee – 25mm (each)	\$505.36
Meter connection fee – ≥ 32mm (each)	Actual cost*
Standpipe tokens (each)	\$5.07
Standpipe metered charge (per kL)	\$5.07
De-sludging fee (per kL)	\$28.5781
Septic waste (per kL)	\$28.2944

**Development Planning Charges**

Project cost less than or equal to \$5,000	\$450.00
Project cost between \$5,001 - \$50,000	4% or a minimum of \$900.00
Project cost between \$50,001 - \$100,000	5% or a minimum of \$3,500.00
Project cost of \$100,001 or more	6% or a minimum of \$5,500.00
Build over easements – New applications	\$111.93
Plan fee	\$10.00
Administration fee	\$10.00**
Non-core miscellaneous services*	Actual cost*

\* East Gippsland Water has set prices for all other non-core, miscellaneous services not covered above, which will also incur an additional 25% charge to cover East Gippsland Water costs.

\*\* Fee charged for processing a refund, when more than one refund per financial year is requested.

**BILLING INFORMATION**

- **Issue of Invoices.** Invoices will be issued on three-monthly billing cycles (approximately every 90 days).
- **Due Date for Payment.** Customers will have 28 days from the date of issue to pay invoices. Subject to East Gippsland Water's Customer Charter, penalty interest will be charged at 5.7% p.a. for late payments.
- **Payment Methods.** East Gippsland Water accepts payments by direct debit, Centrepay, AusPost, BPay, telephone, mail or in person at our Bairnsdale Office (133 Macleod St, Bairnsdale).
- **Customer Support.** East Gippsland Water offers a range of assistance options, including financial assistance programs and payment support, such as flexible payment plans. These can be arranged on a case-by-case basis.
- **Concessions.** Customers who hold an eligible concession card can apply for an annual concession of up to \$372.10 off water and sewerage charges.
- **More Information.** Visit [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au), email [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au), phone 1800 671 841, or mail to PO Box 52, Bairnsdale VIC 3875.