



## EAST GIPPSLAND WATER 2024-25 TARIFFS, CHARGES & PRICING PRINCIPLES

At the Board Meeting held in June 2024, the Board of East Gippsland Water resolved to adopt the following tariffs, charges and pricing principles to apply from 1 July 2024 to 30 June 2025, in line with the 2023 Water Price Review Final Decision.

For further information on East Gippsland Water's 2024-25 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:** Mitchell River, Mallacoota, Brodribb River, Bemm River, Cann River, Buchan, Omeo, Dinner Plain, Swifts Creek.

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

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

Connection Size	Metered	Un-metered Fire Service
Vacant land	\$140.97	
20mm (standard)	\$252.52	\$37.84
25mm	\$393.93	\$59.05
32mm	\$645.94	\$96.96
40mm	\$1,010.21	\$151.54
50mm	\$1,578.48	\$236.78
75mm	\$3,550.98	\$532.52
80mm	\$4,040.95	\$606.23
100mm	\$6,314.01	\$947.29
150mm	\$14,247.48	\$947.29

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

Potable supplies (all districts)	\$2.6487
Raw water supplies (all districts)	\$1.5892

### 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*	\$758.77
Un-developed*	\$379.37
Multi services**	\$379.37

\* Wastewater charge = 1 equivalent tenement (EQT)

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

### TRADE WASTE CHARGES

Trade waste (annual)	\$364.98
Chemical oxygen charge (per kL)	\$0.2508
Suspended solids charge (per kL)	\$0.0750
Monitoring charge (per annum)	\$1,709.13

### MISCELLANEOUS FEES AND CHARGES

Standard information statement (3-5 days)	\$69.41
Special meter reading (each)	\$82.49
Premium information statement (1-2 days)	\$103.07
Private fire service resealing	\$185.58
Sewerage connection fee (each)	\$215.18
Tapping fee – 20mm (each)	\$213.07
Tapping fee – 25mm (each)	\$213.07
Tapping fee – ≥ 32mm (each)	Actual cost*
Meter connection fee – 20mm (each)	\$319.77
Meter connection fee – 25mm (each)	\$493.52
Meter connection fee – ≥ 32mm (each)	Actual cost*
Standpipe tokens (each)	\$4.96
Standpipe metered charge (per kL)	\$4.96
De-sludging fee (per kL)	\$27.63
Septic waste (per kL)	\$27.63

### 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 equal to, or greater than, \$100,001	6% or a minimum of \$5,500.00
Build over easements – New applications	\$109.31
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 6.2% 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 VIC 3875).
- **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 \$363.00 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.