



Pilot WaterFix® Small Business

Schedule of services and charges, 1 January 2021

This schedule replaces any earlier versions. It applies to the WaterFix® Small Business services provided by Sydney Water and must be read together with the current WaterFix® Small Business terms and conditions of supply.

Note the following charges apply even if you only need part of the service. The below charges are standard and do not include any promotional pricing.

Service description	Charge including GST
Appointment fees	
Call out fee Base fixed charge for all WaterFix® Small Business appointments. If the plumber visits the property, this charge applies even if no work is done.	\$110.00 Included in subsidy
Missed appointment charge This charge applies if the required authorised person is not present at the scheduled appointment time, and did not provide prior approval or delegation, or cancel the appointment as per the terms and conditions.	\$100.00
Call back fee This charge applies if we need another appointment to complete the work, unless the callback is at our request.	\$80.00
Saturday surcharge This surcharge is in addition to the Call out fee, if you request a Saturday appointment.	\$180.00
Out of area surcharge This surcharge is in addition to the Call out fee, and is applicable per appointment based outside of the Sydney metropolitan area. It includes travel time and additional fuel costs. This parameter is further west than the Neapean River (Penrith/Richmond) further south than Camden (Razor Back) St Helens Par (Campbelltown) and further south than Heathcote and further north than Cowan.	\$50.00
After hours surcharge This surcharge is in addition to the Call out fee and is applicable per appointment booked between 6pm and 8pm.	\$180.00
Leak repairs	
Standard tap leak repair A standard tap leak repair includes washer and o-ring replacement and reseating of a standard tap set.	\$50.00 Eligible for offer



Mixer tap leak repair	\$150.00 Eligible for offer
Standard outdoor tap replacement	\$60.00 Eligible for offer
Tap seat replacement (pair)	\$125.00 Eligible for offer
Mixer cartridge replacement	\$150.00 Eligible for offer
Toilet outlet washer replacement	\$40.00 Eligible for offer
Toilet outlet valve replacement	\$150.00 Eligible for offer
Toilet inlet valve replacement	\$120.00 Eligible for offer
Water efficient device	
Prices are for the supply and installation of each device unless stated otherwise.	
Basin tap and kitchen tap WELS rated pressure compensating aerator	\$30.00 Eligible for offer
In-tap flow controller	\$35.00 Eligible for offer
In-line flow controller	\$100.00 Eligible for offer
Backflow prevention valve (handheld shower)	\$40.00
Showers	
Standard wall-mounted WELS 4-Star showerhead only	\$235.00 Eligible for offer
Premium wall-mounted WELS 4-Star shower assembly	\$340.00 Eligible for offer
Standard handheld WELS 4-Star shower assembly	\$220.00 Eligible for offer
Premium handheld WELS 4-Star shower assembly	\$280.00 Eligible for offer
Standard wall-mounted WELS 3-Star shower assembly	\$250.00 Eligible for offer if existing <WELS 3*
Premium wall-mounted WELS 3-Star shower assembly	\$370.00 Eligible for offer if existing <WELS 3*

Standard handheld WELS 3-Star shower assembly	\$200.00
	Eligible for offer if existing <WELS 3*
Replace showerhead, installation only (customer supplied)	\$100.00
	Eligible for offer if replacement is WELS 4*
Water efficient pre-rinse spray gun	\$480.00
	Eligible for offer

Toilet suites, cisterns and valves

Prices are for the supply and installation of each device (unless stated otherwise), as well as the removal and disposal of your existing toilet or cistern.

Caroma cistern replacement

All Sydney Water supplied toilets are dual flush and have a 4-star WELS rating.

Standard model 1: Caroma cistern replacement	\$220.00
	Eligible for offer
Standard model 2: Caroma cistern replacement	\$280.00
	Eligible for offer
Mid-range: Caroma cistern replacement	\$350.00
	Eligible for offer
Premium range: Caroma cistern replacement	\$360.00
	Eligible for offer
Caroma cistern replacement, installation only (customer supplied)	\$140.00
	Eligible for offer if replacement is WELS 4*

Caroma toilet suite replacement

All Sydney Water supplied toilets are dual flush and have a 4-star WELS rating. Please note: You must choose a toilet of the same type as your existing toilet type (S trap, P trap or Skew), and your existing toilet set out must be compatible.

Standard model 1: Caroma toilet suite replacement	\$550.00
	Eligible for offer
Standard model 2: Caroma toilet suite replacement	\$600.00
	Eligible for offer
Mid-range: Caroma toilet suite replacement	\$790.00
	Eligible for offer
Premium range: Caroma toilet suite replacement	\$830.00
	Eligible for offer
Skew pan: Caroma toilet suite replacement	\$1,200.00
	Eligible for offer

Caroma toilet suite replacement, installation only (customer supplied)	\$380.00
	Eligible for offer if replacement is WELS 4*

Tap replacements	
Kitchen three-piece tap set replacement	Eligible for offer
Kitchen three-piece wall-mounted tap set replacement	\$200.00
Kitchen three-piece hob sink tap set replacement	\$300.00
Kitchen flick mixer replacement	Eligible for offer
Kitchen flick mixer standard replacement WELS 6 star rated	\$290.00
Kitchen flick mixer mid-range replacement	\$290.00
Kitchen flick mixer premium replacement	\$430.00
Basin three-piece tap set replacement	Eligible for offer
Basin three-piece standard tap set replacement	\$110.00
Basin three-piece premium tap set replacement	\$220.00
Basin three-piece quarter turn tap set replacement	\$340.00
Basin flick mixer replacement	Eligible for offer
Basin flick mixer replacement WELS 6 star rated	\$290.00
Basin flick mixer mid-range replacement	\$300.00
Basin flick mixer premium replacement	\$420.00
Wall top assembly replacement	Eligible for offer
Wall top assembly set replacement	\$220.00
Quarter turn wall top assembly set replacement	\$260.00
Wall top mixer tap standard replacement	\$180.00
Wall top mixer tap midrange replacement	\$240.00
Wall top mixer tap premium replacement	\$300.00
Other and installation only charges	
Laundry tap set wall top assembly replacement	\$320.00
	Eligible for offer
Washing machine tap set standard replacement	\$160.00
Washing machine tap set premium replacement	\$200.00
Mini stop tap replacement	\$85.00
Tap extensions	\$30.00



Three-piece standard tap set replacement, installation only (customer supplied)	\$100.00	Eligible for offer if replacement is >WELS 5* basin or WELS 3* kitchen
Flick Mixer replacement, installation only (customer supplied)	\$140.00	Eligible for offer if replacement is >WELS 5* basin or WELS 3* kitchen
Wall Top Assembly Set and washing machine set replacement, installation only (customer supplied)	\$100.00	
Hot water service valves		
Pressure relief valve	\$175.00	
Tempering valve	\$270.00	
Non-return- isolating valve	\$100.00	
Pressure limiting valve	\$110.00	
Labour and materials		
Licensed plumber, normal hours	\$100.00	Eligible for offer if will result in water savings
Licensed Plumber, afterhours 6 to 8pm	\$185.00	
Licensed Plumber, Saturday	\$185.00	
Licensed Plumber, Public holidays	\$200.00	
Electrical work	\$110.00	
Materials	As quoted	Eligible for offer if will result in water savings
Pipe freezing	\$200.00	
Flexible hose - single	\$85.00	
Flexible hose - pair	\$85.00	
Deferred payment administration fee	\$44.00	
The deferred payment allows you to pay for any item over \$200 in installments over four consecutive water bills. This is a one-off fee per appointment that will apply to the first bill only.		

Contact us

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