

Wastewater charges for non-residential properties

The wastewater service charge and wastewater usage charge apply to all non-residential customers. These charges recover the costs to transport and treat wastewater from your site.

Wastewater service charge

The wastewater service charge is directly linked to the size of the water meter(s) on your site. The charge is based on the cost of building and maintaining sewers, pumps and wastewater treatment plants.

Wastewater usage charge

We base the usage charges on how much it costs to transport and treat each kilolitre of wastewater. We measure or estimate the volume of wastewater discharged from your site.

How do we estimate the volume of discharge from a site?

We estimate the wastewater discharge as a percentage of the water delivered to site, as recorded by your water meter(s). To do this, we consider the volume of water that is used in products, evaporated through air conditioning, used for irrigation or for other purposes. Many of our business customers have installed check meters to measure how water is used within their site. That information is useful in determining an accurate discharge volume. This percentage is known as the wastewater usage discharge factor (WUDF).

Standard wastewater usage discharge factors based on property rating type

We've identified standard (typical) wastewater usage discharge factors for a range of industries (some are listed next).

Property type	WUDF (%)
Agriculture	1%
Public reserve	10%
Commercial with one or more cooling towers	78%
Commercial	95%
Industrial/Industrial strata unit	95%
Master strata	95%
Church property/Public charity	95%
Government	95%

How does the wastewater usage discharge factor (WUDF) affect my bill?

The WUDF applies to the wastewater service charge and is also used to calculate the wastewater usage charge.

The charges set by the Independent Pricing and Regulatory Tribunal (IPART) for the wastewater service charge are based on a WUDF of 100%. We then apply the specific WUDF for each property to calculate their individual service charge.

The WUDF is also used to estimate the wastewater usage charge by applying the WUDF to the water usage for the period.

An example of wastewater charges

Frank manages a commercial building.

The property has one 80 mm water meter and uses 1,000 kL of water in the period.

The industry standard wastewater usage discharge factor for a commercial property is 95%.

Quarterly wastewater charges

Quarterly service charge for an
80 mm meter x WUDF of 95%
 $\$2,228.64 \times 95\% =$ **\$2,117.21**

Wastewater usage charge is
the volume discharged to sewer
x wastewater usage price (\$/kL)

$1,000 \times 95\% = 950 \text{ kL}$

Volume discharged x
wastewater usage charge

$950 \text{ kL} \times \$1.36/\text{kL}$ **\$1,292.00**

Total **\$3,409.21**



What are the wastewater charges?

The wastewater usage charge is \$1.36/kL.

The minimum wastewater service charge is
\$104.47/quarter regardless of your meter size.

Maximum* quarterly service prices 2024-25

Meter size	Wastewater service with 100% WUDF applied
20 mm	\$139.29
25 mm	\$217.64
32 mm	\$356.58
40 mm	\$557.16
50 mm	\$870.56
80 mm	\$2,228.64
100 mm	\$3,482.25

* Maximum charge is based on 92 days. Quarters with fewer days will cost less.

How do I request a review of my wastewater usage discharge factor?

If you don't think your wastewater usage discharge factor accurately reflects what's happening on your site, you can ask for a review by contacting us on **13 20 92** 8am–5:30pm Monday to Friday (except public holidays) or emailing our team anytime at businesscustomers@sydneywater.com.au.

You must provide information to support your claim, for example that you've installed check meters on-site and can identify where water is used and not discharged to sewer.