



WaterFix®

Schedule of services and charges, 1 July 2021

This schedule replaces any earlier versions. It applies to the WaterFix® services provided by Sydney Water and must be read together with the current WaterFix® terms and conditions of supply. These charges apply even if you only need part of the service.

Promotional pricing - current promotional pricing replaces standard pricing.

Service description	Charge including GST
Call out fee Base fixed charge for all WaterFix® appointments. If the plumber visits the property, this charge applies even if no work is done.	\$60 \$33
Missed appointment charge This charge applies if you're not present at the scheduled appointment time and didn't cancel the appointment as per the terms and conditions.	\$60 \$33
Call back fee This charge applies if you request additional work and/or if we need another appointment to complete the requested work within 4 months of your initial water efficiency audit, unless the call back is at our request or required under warranty.	\$60 \$33
After hours surcharge This surcharge is in addition to the call out fee if you request an appointment from 6pm on a business day	\$140 \$55
Saturday surcharge This surcharge is in addition to the call out fee if you request a Saturday appointment.	\$110 \$0
Deferred payment administration fee The deferred payment allows you to pay for any item over \$200 in instalments over four consecutive water bills. This one-off fee will apply to the first bill only.	\$44
Materials charge	As quoted
Hourly labour charge	\$99

Service description	Charge including GST
<p>Toilets</p> <p>All of our toilets have a 4-star WELS rating. You must choose the same type of toilet as your existing toilet suite (S trap, P trap or Skew).</p>	
<p>Standard model 1 toilet replacement</p> <p>Remove and dispose of existing toilet.</p> <p>Supply and install a budget dual flush toilet suite (pan and cistern) with an exposed trap. The existing set out must be compatible.</p>	<p>\$400</p> <p>\$200 single flush toilet only replacement offer</p>
<p>Standard model 2 toilet replacement</p> <p>Remove and dispose of existing toilet.</p> <p>Supply and install a standard dual flush toilet suite (pan and cistern) with a hidden trap. The existing set out must be compatible.</p>	<p>\$440</p> <p>\$240 single flush toilet only replacement offer</p>
<p>Mid-range toilet replacement</p> <p>Remove and dispose of existing toilet.</p> <p>Supply and install a mid-range dual flush toilet suite (pan and cistern) with a hidden trap. The existing set out must be compatible.</p>	<p>\$660</p> <p>\$460 single flush toilet only replacement offer</p>
<p>Premium toilet replacement</p> <p>Remove and dispose of existing toilet.</p> <p>Supply and install a premium dual flush toilet suite (pan and cistern) with a hidden trap. The existing set out must be compatible.</p>	<p>\$700</p> <p>\$500 single flush toilet only replacement offer</p>
<p>Skew pan toilet replacement</p> <p>Remove and dispose of existing toilet.</p> <p>Supply and install a skew pan dual flush toilet suite (pan and cistern) with an exposed trap. The existing set out must be compatible.</p>	<p>\$1,100</p> <p>\$900 single flush toilet only replacement offer</p>
<p>Toilet replacement, installation only</p> <p>Remove and dispose of existing toilet and install new compatible toilet (customer supplied).</p>	<p>\$220</p> <p>\$110 single flush toilet only replacement offer</p>
<p>Cisterns</p> <p>All Sydney Water supplied cisterns have a 4-Star WELS rating.</p>	
<p>Standard model 1 cistern replacement</p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a budget plastic dual flush cistern.</p>	<p>\$200</p>
<p>Standard model 2 cistern replacement</p> <p>Remove and dispose of existing cistern.</p>	<p>\$275</p>

Supply and install a budget plastic dual flush cistern.	
Service description	Charge including GST
Mid-range cistern replacement Remove and dispose of existing cistern. Supply and install a mid-range ceramic dual flush cistern.	\$330
Cistern replacement, installation only Remove and dispose of existing cistern and install new compatible cistern (customer supplied).	\$110
Showers	
Standard wall mounted and handheld 4-Star WELS rated showerhead Supply and install a showerhead from the standard range	\$110 \$0
Premium wall mounted 4-Star WELS rated showerhead Supply and install a showerhead from the premium range	\$144 \$0
Showerhead installation only Installation of showerhead (customer supplied).	\$11
Tap replacements	
Basin quarter turn tap set	\$330
Kitchen quarter turn tap set	\$330
Quarter turn wall top assembly	\$220
Basin tap set	\$220
Basin flick mixer	\$220
Kitchen sink tap set	\$242
Kitchen flick mixer	\$220
Wall top assembly	\$198
Washing machine tap set	\$209
Flick mixer replacement, installation only (customer supplied mixer)	\$154
Tap set replacement, installation only (customer supplied tap set)	\$154
Washing machine tap set, installation only (customer supplied washing machine tap set)	\$132

Service description	Charge including GST
Leak repairs and installation of water efficient fittings	
<p>Minor tap and toilet leak repairs (each repair)</p> <p>A minor tap leak repair includes washer and o-ring replacement and reseating the tap. It does not include repairs to flick mixers, outdoor taps, ceramic cartridge taps or quarter turn mixing taps.</p> <p>A minor toilet leak repair does not include repair of cracked or leaking cisterns or toilet pans.</p>	<p>\$33 \$0</p>
<p>Replacement of standard outdoor taps (each tap) (non-leaking)</p> <p>Leaking outdoor tap replacement</p>	<p>\$44</p> <p>\$0</p>
<p>Tap seat replacement</p>	<p>\$33 \$0</p>
<p>Toilet flush manual control (cistern weight)</p>	<p>\$22</p>
<p>Toilet outlet washer replacement</p>	<p>\$33 \$0</p>
<p>Aerator</p> <p>4-Star WELS rated pressure compensating aerator for basin and kitchen taps</p>	<p>\$22</p> <p>\$0</p>
<p>In-line flow controller</p>	<p>\$22 \$11</p>
<p>Toilet inlet valve replacement (standard)</p>	<p>\$66 \$0</p>
<p>Toilet outlet valve replacement</p>	<p>As quoted</p>
<p>Mixer cartridge replacement</p>	<p>As quoted</p>
<p>Backflow prevention valve (handheld shower)</p>	<p>\$55</p>
<p>Mini stop tap replacement</p>	<p>\$44 \$0</p>
<p>Mini stop tap replacement, installation only (customer supplied mini stop tap)</p>	<p>\$33</p>
<p>Tap extensions - pair</p>	<p>\$88</p>
<p>Flexi hose - single</p>	<p>\$33 \$22</p>
<p>Flexi hose - pair</p>	<p>\$44</p> <p>\$33</p>
<p>Pressure reduction valve (at the water meter)</p>	<p>\$220</p>
<p>Pipe freezing</p>	<p>\$286</p>



Contact us

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