



WaterFix® Residential

Schedule of services and charges, 1 July 2022

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 while available.

Service description	Charge including GST
<p>Callout fee</p> <p>Base fixed charge for initial WaterFix callout. If the plumber visits the property, this charge applies even if no work is done.</p>	<p>\$60</p> <p>\$33</p> <p><u>Pension card holders</u> \$11</p>
<p>Missed appointment charge</p> <p>This charge applies if you're not present at the scheduled appointment time and you didn't cancel the appointment, as per the terms and conditions.</p>	<p>\$60</p> <p>\$33</p> <p><u>Pension card holders</u> \$11 for missed initial callout only</p>
<p>Callback fee</p> <p>This charge applies if you request additional work and/or another appointment is required to complete the requested work within 4 months of your initial water efficiency audit. The callback fee does not apply if the appointment is at our request or is required under warranty.</p>	<p>\$60</p> <p>\$33</p>
<p>After-hours surcharge</p> <p>This surcharge is in addition to the call out fee if you request an appointment from 6pm on a business day.</p>	<p>\$140</p> <p>\$55</p>
<p>Saturday surcharge</p> <p>This surcharge is in addition to the call out fee if you request a Saturday appointment.</p>	<p>\$110</p> <p>\$0</p>
<p>Deferred payment administration fee</p> <p>The deferred payment allows you to pay for any item over \$200 in instalments over 4 consecutive water bills. This one-off fee will apply to the first bill only.</p>	<p>\$44</p>
<p>Materials charge</p>	<p>As quoted</p>
<p>Hourly labour charge</p>	<p>\$99</p>

Contact us

Visit sydneywater.com.au/waterfix

WaterFix Residential enquiries Call 1800 807 475

Email waterfix@sydneywater.com.au

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

<p>Standard model 2 cistern replacement</p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a budget plastic dual-flush cistern.</p>	\$275
<p>Service description</p>	<p>Charge including GST</p>
<p>Mid-range cistern replacement</p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a mid-range ceramic dual-flush cistern.</p>	\$330
<p>Cistern replacement, installation only</p> <p>Remove and dispose of existing cistern and install new compatible cistern (customer supplied).</p>	\$110
Showers	
<p>Standard wall mounted and handheld 4-star WELS rated showerhead</p> <p>Supply and install a showerhead from the standard range</p>	<p>\$110</p> <p>\$0</p>
<p>Premium wall mounted 4-star WELS rated showerhead</p> <p>Supply and install a showerhead from the premium range</p>	<p>\$144</p> <p>\$0</p>
<p>Showerhead installation only</p> <p>Installation of showerhead (customer supplied).</p>	\$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 \$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 \$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 \$33</p>
<p>Pressure reduction valve (at the water meter)</p>	<p>\$220</p>
<p>Pipe freezing</p>	<p>\$286</p>