

# WaterFix® Residential

## Schedule of services and charges, June 2024

This schedule replaces any earlier versions. It applies to the WaterFix® Residential Services provided by Sydney Water and must be read together with the current [WaterFix® Residential Terms and Conditions](#). These charges apply even if you only need part of the service.

Service description	Charge including GST
<b>Callout fee for water efficiency audit</b>  Base fixed charge for initial WaterFix® Residential callout to conduct the water efficiency audit. If the plumber visits the property, this charge applies even if no work is done.	\$44  <a href="#">Pension card holders</a> \$16.50
<b>Missed appointment charge</b>  This charge applies if you're not present at the scheduled appointment time and didn't cancel the appointment as per the <a href="#">WaterFix® Residential Terms and Conditions</a> . You may cancel an appointment at least four hours before the scheduled appointment time for appointments on a Business Day	\$44  <a href="#">Pension card holders</a> \$16.50 for missed initial callout only
<b>Call back fee</b>  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.	\$44
<b>After-hours surcharge</b>  This surcharge is in addition to the call out fee or call back fee if you request an appointment from 6pm on weekdays.	\$55
<b>Saturday surcharge</b>  This surcharge is in addition to the call out fee if you request a Saturday appointment.	\$44
<b>Deferred payment administration fee</b>  The deferred payment allows you to pay for any item over \$200 in instalments over four consecutive Sydney Water bills. This one-off fee will apply to the first bill only and is in addition to the amount owed on the relevant item.	\$44
<b>Materials charge</b>	As quoted
<b>Hourly labour charge</b>	\$99

### Contact us

Visit [WaterFix Residential \(sydneywater.com.au\)](https://sydneywater.com.au)

WaterFix Residential enquiries Call 1800 807 475

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Service description	Charge including GST
<b>Toilets</b> All toilets offered by Sydney Water 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). Make sure your new toilet is a compatible replacement. Complete our WaterFix® Residential <a href="#">Toilet Checklist</a> and call us on 1800 807 475 7:30am–5pm Monday to Friday (except public holidays).	
<b>Stylus: Standard model 1 toilet replacement</b> 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
<b>Caroma: Standard model 2 toilet replacement</b> 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
<b>Caroma: Mid-range toilet replacement</b> 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
<b>Caroma: Premium toilet replacement</b> 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
<b>Caroma: Skew pan toilet replacement</b> 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
<b>Toilet replacement, installation only</b> Remove and dispose of existing toilet and install new compatible toilet (customer supplied).	\$220 \$110 single flush toilet only replacement
<b>Cisterns</b> All Sydney Water supplied cisterns have a 4-Star WELS rating	
<b>Standard model 1 cistern replacement</b> Remove and dispose of existing cistern. Supply and install a budget plastic dual flush cistern.	\$200

<b>Standard model 2 cistern replacement</b> Remove and dispose of existing cistern. Supply and install a budget plastic dual flush cistern.	\$275
Service description	Charge including GST
<b>Mid-range cistern replacement</b> Remove and dispose of existing cistern. Supply and install a mid-range ceramic dual flush cistern.	\$330
<b>Cistern replacement, installation only</b> Remove and dispose of existing cistern and install new compatible cistern (customer supplied).	\$110
<b>Showers</b>	
<b>Standard hand-held 4-star WELS rated showerhead.</b> Supply and install a showerhead from the standard range.	\$0
<b>Premium wall mounted and hand-held 4-star WELS rated showerhead.</b> Supply and install a showerhead from the premium range.	\$0
<b>Showerhead installation only</b> Installation of showerhead (customer supplied).	\$11
<b>Tap replacements</b>	
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
<b>Leak repairs and installation of water efficient fittings</b>	
<b>Minor tap leak repairs (each repair)</b> 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.  A minor toilet leak repair does not include repair of cracked or leaking cisterns or toilet pans.	\$0
Replacement of standard outdoor taps (each tap) (non-leaking)	\$0
Leaking outdoor tap replacement	
Tap seat replacement	\$0
Toilet flush manual control (cistern weight)	\$22
Toilet outlet washer replacement	\$0
Aerator 4-star WELS rated pressure compensating aerator for basin and kitchen taps	\$0
In-line flow controller	\$11
Toilet inlet valve replacement (standard)	\$0
Toilet outlet valve replacement	As quoted
Mixer cartridge replacement	As quoted
Backflow prevention valve (handheld shower)	\$55
Mini stop tap replacement	\$11
Mini stop tap replacement, installation only (customer supplied mini stop tap)	\$33
Tap extensions - pair	\$88
Flexi hose - single	\$22
Flexi hose - pair	\$33
Pressure reduction valve (at the water meter)	\$220
Pipe freezing	\$286