



# WaterFix®

## Schedule of services and charges, 7 September 2020

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 (shown in red) replaces standard pricing.

Service description	Charge including GST
<p><b>Call out fee</b></p> <p>Base fixed charge for all WaterFix® appointments. If the plumber visits the property, this charge applies even if no work is done. While our first WaterFix® appointment is free, all subsequent appointments will be charged the standard call out fee, unless that appointment is at our request or required under warranty.</p>	<p>\$60</p> <p style="color: red;">\$0</p> <p style="color: red;">First appointment only</p>
<p><b>Missed appointment charge</b></p> <p>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.</p>	\$60
<p><b>Call back fee</b></p> <p>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.</p>	\$60
<p><b>Saturday surcharge</b></p> <p>This surcharge is in addition to the call out fee if you request a Saturday appointment.</p>	<p>\$110</p> <p style="color: red;">\$0</p> <p style="color: red;">First appointment only</p>
<p><b>Deferred payment administration fee</b></p> <p>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.</p>	\$44
<p><b>Materials charge</b></p>	As quoted
<p><b>Hourly labour charge</b></p>	\$140
<p><b>Toilets</b> – all our toilets have a 4-star WELS rating. You must choose the same type of toilet as your existing (S trap, P trap or Skew).</p>	
Service description	Charge including GST
<p><b>Standard model 1 toilet replacement</b></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>	\$440

Service description	Charge including GST
<p><b>Standard model 2 toilet replacement</b></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>	\$480
<p><b>Mid-range toilet replacement</b></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>	\$660
<p><b>Premium toilet replacement</b></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>	\$750
<p><b>Skew pan toilet replacement</b></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>	\$1,100
<p><b>Toilet replacement, installation only</b></p> <p>Remove and dispose of existing toilet and install new compatible toilet (customer supplied).</p>	\$250
<b>Cisterns - All Sydney Water supplied cisterns have a 4-Star WELS rating</b>	
Service description	Charge including GST
<p><b>Standard model 1 cistern replacement</b></p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a budget plastic dual flush cistern.</p>	\$250
<p><b>Standard model 2 cistern replacement</b></p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a budget plastic dual flush cistern.</p>	\$330
<p><b>Mid-range cistern replacement</b></p> <p>Remove and dispose of existing cistern.</p> <p>Supply and install a mid-range ceramic dual flush cistern.</p>	\$350
<p><b>Cistern replacement, installation only</b></p> <p>Remove and dispose of existing cistern and install new compatible cistern (customer supplied).</p>	\$165

### Showers – 4-Star WELS

Service description	Charge including GST
<b>Standard showerhead</b> Supply and install a showerhead from the standard range (hand-held).	\$110 \$0
<b>Premium showerhead</b> Supply and install a showerhead from the premium range (fixed or hand-held).	\$144 \$0
<b>Showerhead installation only</b> Installation of showerhead (customer supplied).	\$33

### Showers – 3-Star WELS

Service description	Service description
<b>Standard showerhead</b> Supply and install a showerhead from the standard range (fixed or hand-held).	\$66 \$22
<b>Premium showerhead</b> Supply and install a showerhead from the premium range (fixed or hand-held).	\$99 \$55
<b>Showerhead installation only</b> Installation of showerhead (customer supplied).	\$33

### Taps

Service description	Service description
Basin quarter turn tap set	\$400
Kitchen quarter turn tap set	\$400
Quarter turn wall top assembly	\$330
Basin tap set	\$330
Basin flick mixer	\$280
Kitchen sink tap set	\$330
Kitchen flick mixer	\$290
Wall top assembly	\$280
Washing machine tap set	\$300
Flick mixer replacement, installation only (customer supplied mixer)	\$200
Tap set replacement, installation only (customer supplied tap set)	\$220
Washing machine tap set, installation only (customer supplied washing machine tap set)	\$200

## Leak repairs and water efficient fittings

Service description	Charge including GST
<p><b>Minor tap leak repairs (each repair)</b>            A minor tap leak repair includes washer and o-ring replacement and reseating the tap.</p> <p>It does not include repairs to flick mixers (taps where both hot and cold-water come from a single spout controlled by a lever), outdoor taps, ceramic cartridge taps or quarter turn mixing taps. In the case of toilets, a minor leak repair does not include repair of cracked or leaking cisterns or toilet pans.</p>	<p>\$33 \$0</p>
Replacement of standard outdoor taps (each tap) (non-leaking)	\$44
Leaking outdoor tap replacement	\$0
Tap seat replacement	\$33
Toilet flush manual control (cistern weight)	\$16.50
Toilet outlet washer replacement	\$33 \$0
Aerator - single	\$22
In-tap flow controller	\$22
In-line flow controller	\$22.00
Toilet inlet valve replacement (standard)	\$66 \$0
Toilet outlet valve replacement	As quoted
Mixer cartridge replacement	As quoted
Backflow prevention valve (handheld shower)	\$55
Mini stop tap replacement	\$66 \$0
Mini stop tap replacement, installation only (customer supplied mini stop tap)	\$55
Tap extensions - pair	\$120
Flexi hose - single	\$33 \$0
Flexi hose - pair	\$44 \$0
Pressure reduction valve (at the water meter)	\$275
Pipe freezing	\$330

### Contact us

Visit [sydneywater.com.au/waterfix](http://sydneywater.com.au/waterfix)

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