



WaterFix®

Schedule of services and charges from 1 February 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
<p>Call out fee</p> <p>Base fixed charge for all WaterFix® appointments. If the plumber visits the property, this charge applies even if no work is done.</p>	<p>\$60</p> <p>Offer \$33</p>
<p>Missed appointment charge</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>	<p>\$60</p> <p>Offer \$33</p>
<p>Call back fee</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>	<p>\$60</p> <p>Offer \$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>Offer \$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>Offer \$0</p>
<p>Out of area surcharge</p> <p>This surcharge is in addition to the call out fee if the appointment is outside of the Sydney metropolitan area.</p>	<p>\$125</p> <p>Offer \$0</p>
<p>Deferred payment administration fee</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>	<p>\$44</p>
<p>Materials charge</p>	<p>As quoted</p>
<p>Hourly labour charge</p>	<p>\$99</p>

Service description	Charge including GST
Toilets 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).	
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
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
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
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
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
Toilet replacement, installation only Remove and dispose of existing toilet and install new compatible toilet (customer supplied).	\$220
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
Standard model 2 cistern replacement Remove and dispose of existing cistern. Supply and install a budget plastic dual flush cistern.	\$275
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 Offer \$0
Premium wall mounted and handheld 4-Star WELS rated showerhead Supply and install a showerhead from the premium range	\$144 Offer \$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	
Minor tap and toilet leak repairs (each repair) 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.	\$33 Offer \$0

Replacement of standard outdoor taps (each tap) (non-leaking)	\$44
Leaking outdoor tap replacement	Offer \$0
Tap seat replacement	\$33
	Offer \$0
Toilet flush manual control (cistern weight)	\$22
Toilet outlet washer replacement	\$33
	Offer \$0
Aerator	\$22
WELS rated pressure compensating aerator for basin and kitchen taps	Offer \$0
In-line flow controller	\$22
	Offer \$0
Toilet inlet valve replacement (standard)	\$66
	Offer \$0
Toilet outlet valve replacement	As quoted
Mixer cartridge replacement	As quoted
Backflow prevention valve (handheld shower)	\$55
Mini stop tap replacement	\$44
	Offer \$0
Mini stop tap replacement, installation only (customer supplied mini stop tap)	\$33
Tap extensions - pair	\$88
Flexi hose - single	\$33
	Offer \$22
Flexi hose - pair	\$44
	Offer \$33
Pressure reduction valve (at the water meter)	\$220
Pipe freezing	\$286

Contact us

Visit sydneywater.com.au/waterfix

WaterFix® enquiries Call 1800 807 475

Email waterfix@sydneywater.com.au