



WaterFix[®] Residential

Schedule of services and charges, March 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
<p>Callout fee for water efficiency audit</p> <p>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.</p>	<p>\$44</p> <p>Pension card holders \$16.50</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 WaterFix[®] Residential Terms and Conditions. You may cancel an appointment at least four hours before the scheduled appointment time for appointments on a Business Day</p>	<p>\$44</p> <p>Pension card holders \$16.50 for missed initial callout only</p>
<p>Call back 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>\$44</p>
<p>After-hours surcharge</p> <p>This surcharge is in addition to the call out fee or call back fee if you request an appointment from 6pm on weekdays.</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>\$44</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 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.</p>	<p>\$44</p>
<p>Materials charge</p>	<p>As quoted</p>
<p>Hourly labour charge</p>	<p>\$99</p>

Contact us

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

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Service description	Charge including GST
<p>Toilets</p> <p>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 Toilet Checklist and call us on 1800 807 475 7:30am–5pm Monday to Friday (except public holidays).</p>	
<p>Stylus: 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</p>
<p>Caroma: 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</p>
<p>Caroma: 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</p>
<p>Caroma: 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</p>
<p>Caroma: 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</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</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>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. 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
<p>Showers</p>	
<p>Standard hand-held 4-star WELS rated showerhead.</p> <p>Supply and install a showerhead from the standard range.</p>	\$22
<p>Premium wall mounted and hand-held 4-star WELS rated showerhead.</p> <p>Supply and install a showerhead from the premium range.</p>	\$33
<p>Showerhead installation only</p> <p>Installation of showerhead (customer supplied).</p>	\$11
<p>Tap replacements</p>	
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 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.</p> <p>A minor toilet leak repair does not include repair of cracked or leaking cisterns or toilet pans.</p>	\$0
Replacement of standard outdoor taps (each tap) (non-leaking) Leaking outdoor tap replacement	\$0
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