

Residential

water services and wastewater charges and IGC

Prices are effective from 1 July 2025. For more information, see clause 3.1 of the customer contract.

Water services and wastewater charges

Water services

Volumetric charges, per 1000 litres: \$2.296, including GST

Wastewater

Customers who have water meters:

Fixed charge per meter: \$332.00 per year, including GST

Volumetric charge: \$3.994 per 1000 litres, including GST

Residential wastewater volume is calculated at 78.5 per cent* of the incoming water volume, as measured by the water meter. This assumes that, on average, 78.5 per cent of the water that enters the home goes down the drain via showers, baths, washing machines, dishwashers, toilets, sinks, etc.

* Apartments, charged at 95 per cent, are among the exceptions.

Customers who do not have a metered water supply but are connected to the wastewater network:

Fixed charge: \$1,021.00 per dwelling each year, including GST

Infrastructure growth charges (IGC)**

For residential customers, charges apply per residential unit.

For business customers, charges apply per development unit equivalent.

Area	Water and wastewater		Water only		Wastewater only	
	<i>Excluding GST</i>	<i>Including GST</i>	<i>Excluding GST</i>	<i>Including GST</i>	<i>Excluding GST</i>	<i>Including GST</i>
Metropolitan ¹	\$21,267.00	\$24,457.05	\$10,633.00	\$12,227.95	\$10,633.00	\$12,227.95
Beachlands and Maraetai (wastewater only)	\$14,367.00	\$16,522.05	N/A	N/A	\$14,367.00	\$16,522.05
Helensville and Parakai ⁵	\$40,234.00	\$46,269.10	\$20,117.00	\$23,134.55	\$20,117.00	\$23,134.55
Kawakawa Bay (wastewater only)	\$50,319.00	\$57,866.85	N/A	N/A	\$50,319.00	\$57,866.85
Northeast sub-regional ²	\$31,565.00	\$36,299.75	\$10,100.00	\$11,615.00	\$21,463.00	\$24,682.45
Omaha/Matakana/Point Wells (wastewater only)	\$13,942.00	\$16,033.30	N/A	N/A	\$13,942.00	\$16,033.30
Owhanake ³ (wastewater only)	\$46,179.00	\$53,105.85	N/A	N/A	\$46,179.00	\$53,105.85
Southwest sub-regional ⁴	\$34,146.00	\$39,267.90	\$10,586.00	\$12,173.90	\$23,562.00	\$27,096.30
Wellsford	\$33,829.00	\$38,903.35	\$14,545.00	\$16,726.75	\$19,282.00	\$22,174.30

Continued over

Infrastructure growth charges (IGC) *continued*

Where a customer already has a wastewater connection and will not increase demand on the wastewater network, or where a wastewater connection is unavailable, an application for a water connection will be charged a water-only infrastructure growth charge.

No further connections are available in **Bombay, Kingseat, Muriwai and Waiwera**.

¹ The Metropolitan network area covers customers supplied by Watercare's contiguous water supply system and/or serviced by any of Watercare's wastewater treatment plants at Māngere, Rosedale, Army Bay or Pukekohe. It includes the Hibiscus Coast, Kumeu, Huapai, Riverhead, Paerata, Clevedon, Pukekohe and Bucklands.

² The Northeast sub-regional IGC applies to Warkworth, Snells Beach and Algies Bay (currently serviced by the Warkworth and Snells Beach wastewater treatment plants). The Northeast sub-regional IGC replaced the Snells Beach IGC from 1 July 2018 and Warkworth IGC from 1 October 2018.

³ The Owhanake (Waiheke) IGC is payable in the case of existing business connections, where that connection first becomes liable for the IGC (for example, where demand increases) under Watercare's infrastructure growth charge terms and conditions included in our customer contract. Connections for new customers are available subject to completion of staged upgrades to the wastewater treatment plant.

⁴ The Southwest sub-regional IGC applies to areas of Franklin where the wastewater treatment plant the property connects to is not the Pukekohe or Māngere wastewater treatment plant. The Southwest sub-regional IGC replaced the Clarks Beach IGC and Franklin IGC from 1 July 2018.

⁵ Helensville and Parakai are areas of low supply and although a price is listed above may not be available at a certain location.

** For more information please visit www.watercare.co.nz and search for 'Infrastructure Growth Charges'. The IGC terms and conditions are on page 16 of our customer contract, which can be found by visiting www.watercare.co.nz and searching for 'Customer Contract'.

Town to tank water supply service charges

Area			
	Setup cost	Annual fixed charge	Volumetric charge per kL
Metropolitan ¹	\$3,913.33	\$203.79	\$4.97
Helensville and Parakai	\$5,012.68	\$203.79	\$4.97
Northeast sub-regional ²	\$3,913.33	\$203.79	\$4.97
Southwest sub-regional ⁴	\$3,913.33	\$203.79	\$4.97
Wellsford	\$4,366.94	\$203.79	\$4.97

Note

Town to tank is subject to availability of supply at each location and adequate supply in a particular geographical location. Helensville and Parakai are areas of low supply and although a price is listed above may not be available at a certain location.

These are standard fees and additional charges may apply depending on the nature of the site. An example of a non-standard installation involves (but is not limited to) one or more of the following: a road crossing, traffic management, arborist services, other utility service providers or hindrance by above-ground structures.

Other charges

new connections, development, administration and other charges

Prices are effective from 1 July 2025. For more information, see clause 3.1 of the customer contract.

All charges apply to residential and business customers unless otherwise stated.

New connections and development charges

All property owners or developers applying for new connections to Watercare's networks are liable for our infrastructure growth charge (IGC). The IGC is applicable to all new developments connecting to our networks, or to existing business customers that increase demand for water services and wastewater services.

Application processing fees and site inspections (per hour, one hour minimum)

	Excluding GST	Including GST
Engineer	\$210.00	\$241.50
Technician	\$187.00	\$215.05

This fee applies in addition to the charges listed below.

New water meters (without backflow prevention, residential only) including installation*

	Excluding GST	Including GST
20mm water meter onto existing service lead	\$802.00	\$922.30
20mm water meter and install new service lead	\$1,659.00	\$1,907.85

New water meters with a backflow prevention device (includes irrigation meters) including installation*

	Excluding GST	Including GST
20mm water meter and backflow device and install new service lead	\$2,144.00	\$2,465.60

Water meter relocation*

	Excluding GST	Including GST
15 to 25mm meter relocated within two metres of an existing service lead	\$524.00	\$602.60
15 to 25mm meter relocated more than two metres of an existing service lead	Price on application	

Water meter disconnection*

	Excluding GST	Including GST
15 to 25mm water meter disconnection	\$554.00	\$637.10

Subdivision and network extension connections

Connection of a water or wastewater network extension to the public network	Price on application
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All other water connections (including non-standard connections)

All other water meter sizes, service lead installations, relocations and disconnections Price on application

* These are standard fees and additional charges may apply depending on the nature of the site. An example of a non-standard installation involves (but is not limited to) one or more of the following: a road crossing, traffic management, arborist services, other utility service providers or hindrance by above-ground structures.

Wastewater

	Excluding GST	Including GST
Pressure wastewater collection boundary kit	Price on application	
CCTV inspection of wastewater line (per inspection)	\$515.00	\$592.25
Pit connection fee **	\$19,119.00	\$21,986.85

** Per Development Unit Equivalent (DUE) for 1 or 2 connections. Applications for 3 or more DUEs are priced on application.

Administration

	Excluding GST	Including GST
Additional copy of account	\$10.00	\$11.50
Account processing fee	\$26.09	\$30.00
Processing of refunds (first refund no charge)	\$30.44	\$35.00
Special meter reading fee	\$30.44	\$35.00
Rain tank meter application processing, per application	\$56.52	\$65.00
Debt collection fee	Third-party cost	
Legal collection fee	Third-party cost	
New product approval fee (business only)	Price on application	
Paper copy bill	\$2.17	\$2.50
Property transfer fee	\$73.91	\$85.00

Baseline demand and IGC objection fees

Commissioner (per hour)	\$235.00	\$270.25
Administration (per hour)	\$50.00	\$57.50

Other charges

Meter testing

	Excluding GST	Including GST
15 to 25mm (site test)	\$197.00	\$226.55
15 to 25mm (lab test)	\$455.00	\$523.25
Larger than 25mm	Price on application	
Aborted test	\$111.00	\$127.65

Wastewater audit

	Excluding GST	Including GST
Two-hour minimum initial charge	\$419.00	\$481.85
Hourly charge thereafter	\$210.00	\$241.50

Backflow prevention

	Excluding GST	Including GST
Annual backflow prevention device testing (per device, per visit):		
Business hours	\$177.00	\$203.55
After hours	\$322.00	\$370.30
Site inspections and surveying:		
Engineer – per hour	\$210.00	\$241.50
Technician – per hour	\$187.00	\$215.05
Repair of backflow prevention device due to normal wear and deterioration	Price on application	
New backflow prevention device for existing water meters, all sizes and hazard levels	Price on application	

Tanker filling stations

	Excluding GST	Including GST
Annual permit – fixed charge (per year)	\$2,328.00	\$2,677.20
Tanker filling station bond (reimbursable on the termination of the agreement)	\$1,176.00	N/A
Tanker filling station volumetric charge (per kL)	\$5.35	\$6.15

Trade-waste agreements

	Excluding GST	Including GST
Processing, monitoring and attendance (per hour)	\$210.00	\$241.50
Sampling (per sampling visit)	Price on application	
Analysis	Price on application	

Septage

	Excluding GST	Including GST
Septage charges (Rosedale and Pukekohe wastewater treatment plants) (per m ³)	\$45.00	\$51.75

General site inspections, surveying and other activities (per hour, one hour minimum)

	Excluding GST	Including GST
Engineer	\$210.00	\$241.50
Technician	\$187.00	\$215.05

Land development fees (Clevedon only)

	Excluding GST	Including GST
Water	\$15,080.00	\$17,342.00
Wastewater	\$20,196.00	\$23,225.40

*New water and wastewater assets have been developed in Clevedon to enable subdivision. Additional fees are payable by land developers who wish to connect to this network. These charges are payable prior to issuance of certificate of compliance and paid in addition to an IGC. Note, a metropolitan IGC will be payable at the time of connection to the required services.

Non-potable water

	Excluding GST	Including GST
Non-potable water (per kL)	\$4.30	\$4.95

Invoicing and payment

We will send you a bill for your water, wastewater and other associated charges every month via email or post. Your bill will include a breakdown of how these charges are calculated. Charges associated with connections will be billed separately.

If you have trouble paying your bill please contact us. We will ensure that any customer unable to pay their bill can discuss options with us before we try to recover any outstanding payment.

Payment due date

Payment of your monthly bill is due within 21 days of the bill date.
Payment of charges associated with connections is due within 14 days

of the bill date. Please allow a minimum of two working days for the payment to appear on your account.

Terms

This leaflet is subject to any changes that we are entitled to make in accordance with our customer contract which is available upon request or can be viewed online at www.watercare.co.nz.

Watercare Services Limited, Private Bag 94010, Manukau City, Auckland 2241
Customer service line: (09) 442 2222