



Residential Price Fact Sheet

Discovery Point

Effective 1 August 2020 - 30 June 2021

Residential customers receive a monthly bill that should be paid monthly in arrears to cover:

- **Drinking water variable usage charge** which reflects the volume of drinking water registered on the water meter at the customer's property
- **Drinking water fixed service charge** which contributes to the cost of providing and maintaining the drinking water system
- **Recycled water variable usage charge** which reflects the volume of recycled water used at the customer's property
- **Recycled water systems fixed service charge** which contributes to the costs of providing and maintaining the recycled water system
- **Wastewater fixed service charge** which contributes to the cost of providing and maintaining the sewer system.

The Independent Pricing and Regulatory Tribunal (**IPART**) determines water and wastewater pricing for Sydney Water, Hunter Water and local council. Whilst IPART does not determine water and wastewater prices for private water and wastewater utilities, changes to Sydney Water and Hunter Water charges throughout the year will impact Flow Systems' fees and charges.

Please be assured that Flow Systems is committed to sustaining a growing business by offering our customers a premium service that is sustainable, with pricing that encourages best practice household behaviour.

We thank you for embracing our recycled water system to ensure Australia's sustainable future.

Variation in Pricing

If we change our pricing, we will give you notice of any variations as soon as practicable and in any event no later than your next bill or in accordance with any applicable laws and codes. Prices for drinking water and recycled water usage will go up as shown in the table below when Sydney Water applies "drought" pricing. Drought pricing is applied if dam levels drop below 60% and will stop applying again after dam levels recover to above 70%. This change can occur during a billing period and will apply from the day that Sydney Water applies "drought" pricing until they stop applying drought pricing.

Fixed Service Charges

Service	Description	Unit	Charge
Drinking Water	Per 20mm meter	Per month	\$ 3.35
Recycled Water	Per 20mm meter	Per month	\$ 1.78
Wastewater		Per month	\$ 51.59

Variable Usage Charges kL = Kilotitre (1000 Litres)

Service	Unit	Charge (Standard)	Charge (when Sydney Water drought prices apply)
Drinking Water	Per kL	\$ 2.35	\$ 3.18
Recycled Water	Per kL	\$ 2.20	\$ 2.57

Credit card and processing fees apply:

- Visa 1%
- Mastercard 1%
- American Express 3%
- Diners Card 1.6%

Concessions

Eligible concession holders can apply for a rebate through Service NSW

Terms and conditions

Please refer to our website for full terms and conditions:

<https://flowsystems.com.au/governance/CustomerContract.pdf>