WaterFix® Residential

Schedule of services and charges, July 2026

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
Callout fee for water efficiency audit 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.	$44 Pension card holders $16.50 (first pensioner appointment only)
Missed appointment charge 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	$44 Pension card holders $16.50 for missed initial callout only
Call back fee 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.	$44
After-hours surcharge This surcharge is in addition to the call out fee or call back fee if you request an appointment from 6pm on weekdays.	$55
Saturday surcharge This surcharge is in addition to the call out fee if you request a Saturday appointment.	$44
Deferred payment administration fee 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.	$44
Materials charge	As quoted
Hourly labour charge	$99

Contact us
Visit WaterFix Residential (sydneywater.com.au)
WaterFix Residential enquiries Call 1800 807 475
Email waterfix@sydneywater.com.au

Service description	Charge including GST
Toilets 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).	
Stylus: 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.	$400 $200 single flush toilet only replacement
Caroma: 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.	$440 $240 single flush toilet only replacement
Caroma: 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.	$660 $460 single flush toilet only replacement
Caroma: 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.	$700 $500 single flush toilet only replacement
Caroma: Back to Wall toilet replacement Remove and dispose of existing toilet. Supply and install a premium dual flush back to wall toilet suite (pan and cistern) with a hidden trap.	$880 $680 single flush toilet only replacement
Caroma: 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.	$1,100 $900 single flush toilet only replacement
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

Service description	Charge including GST
Standard model 2 cistern replacement Remove and dispose of existing cistern. Supply and install a budget plastic dual flush cistern.	$275
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	
Hand-held 4-star WELS rated showerhead. Supply and install hand-held showerhead	$0
Wall mounted 4-star WELS rated showerhead. Supply and install wall-mounted showerhead.	$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

Leak repairs and installation of water efficient fittings	
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. A minor toilet leak repair does not include repair of cracked or leaking cisterns or toilet pans.	$0
Replacement of standard outdoor taps (each tap) (non-leaking) Leaking outdoor tap replacement	$44 $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) Toilet inlet valve replacement (non-standard)	$0 As quoted
Toilet outlet valve replacement	$220
Backflow prevention valve (handheld shower)	$55
Mini stop tap replacement	$11
Mini stop tap replacement, installation only (customer supplied mini stop tap)	$33
Laundry Spout	$80
Bath Spout	$80
Tap extensions - pair	$88
Flexi hose - single	$22
Flexi hose - pair	$33
Pressure reduction valve (at the water meter)	$220
Pipe freezing	$286