

TOWNSVILLE CITY COUNCIL



Fees & Charges

Water & Wastewater

2026/27



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TOWNSVILLE CITY COUNCIL

WATER AND WASTEWATER

SCHEDULE 26 - METER AND SERVICE CONNECTIONS

SCHEDULE 26 POLICIES

COMMERCIAL CONTRACTING FLEXIBILITY POLICY

Purpose

This policy establishes the framework under which Council may negotiate, vary, or enter into commercial agreements for the provision of goods, services, or infrastructure access covered by this Schedule, where standard fees and charges are not suitable.

Policy Statement

Notwithstanding the fees and charges outlined within this Schedule, Council reserves the right to enter into negotiated commercial arrangements for the supply of services where it is in the strategic, operational, or financial interests of Council to do so.

This includes any commercial service activity to which this Schedule applies.

Council reserves absolute discretion in determining whether a negotiated commercial arrangement will be entered into.

Exclusions

This policy does not apply to:

- Standard, low-volume, or transactional service use where published fees and charges are appropriate
- Circumstances where legislative or regulatory requirements mandate fixed pricing or processes
- Fees and charges that require a resolution of Council under the *Local Government Act 2009* or *Local Government Regulation 2012*

Interaction with Fees and Charges

Where a negotiated commercial agreement is in place:

- The agreed contract terms override the standard fees and charges in this Schedule for the duration of the agreement
- Standard fees and charges continue to apply where no such agreement exists

CONDITIONS APPLICABLE TO ALL METER AND SERVICE CONNECTION FEES

- Variations apply where concrete paths or other obstructions impede connections;
- All meter connects are GST free;
- Disconnection of water services will not be carried out without the written approval of the property owner;
- A meter and service is required in areas where developers have not installed a service to the property boundary;
- Where developers have preinstalled the service to the property boundary the installation requirements are less and refer to a meter installation only;
- Non-standard disconnections will be charged on a quotation basis;
- All applications for water services connections must be signed by a licensed plumber;
- The location of existing and/or proposed water meters must be indicated on a separate plan;
- Unit developments may require individual metered connections for each registrable parcel and for any body corporate amenities requiring access to water. Specific quotations are required in these instances;
- If a fire service is installed, Townsville Water will complete the detector check. Any backflow requirements are the owner's responsibility and this is enforced by the plumbing certifiers.

SUBSEQUENT METER AND SERVICE CONNECTIONS

- Quotations are required for all additional connections where an established allotment is subdivided or where the connections requested is not the standard service for the premises type.
- This is subject to the water main being of adequate size and/or any Town Planning requirements.

SCHEDULE 26 - METER AND SERVICE CONNECTIONS [continued]**WATER METER SIZE GUIDELINES****STANDARD WATER SERVICES MINIMUM REQUIREMENTS**

Domestic / Commercial / Industrial	Size of Service Connection
Private Dwelling/Individual Unit	20mm
Service Station	25mm
Warehouse	25mm
Shops – 4 Shops/Buildings	25mm
Flats – 2 Flats/Buildings	20mm
Flats – 3 to 4 Flats/Buildings	25mm
Flats – 5 to 8 Flats/Buildings	32mm
Flats – 9 to 10 Flats/Buildings	40mm
Hotels – Up to 21 Rooms	32mm
Caravan Park – Up to 45 Bays	40mm

SCHOOLS

Size of School	Primary	Secondary	Boarding
Up to 200 Pupils	32mm	40mm	50mm
201 to 400 Pupils	40mm	50mm	80mm
401 to 600 Pupils	40mm	50mm	80mm
Over 600 Pupils	50mm	80mm	80mm

FIRE FIGHTING SERVICES

Service	Size of Service
Fire hydrant	100mm
Fire hose reels [one or more reels]	25mm service and meter as per the Building Code of Australia

NOTES TO STANDARD WATER SERVICES REQUIREMENTS:

These sizes are guidelines only and are subject to confirmation on receipt of applications. It is the responsibility of the applicant to determine the required minimum pressure and flow are provided at hose reels and whether the minimum size service will suffice. Any case not covered by the above should be discussed with Infrastructure Development staff and your hydraulic designer prior to the application being lodged.

NOTES TO METERED STANDPIPE CHARGES

A metered standpipe permit application must be lodged and approved and a security deposit is payable before a metered standpipe can be issued. The security deposit will be refunded upon the return of the standpipe as per the Standpipe Hire Permit Terms and Conditions.

Name	Year 26/27 Fee (incl. GST)	GST
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PART 26.A - METERS

Refer to notes on meter and service connections.

20mm meter	\$450.00	N
20mm meter and service	\$1,800.00	N
25mm meter and service	\$2,350.00	N
32mm meter and service	\$3,550.00	N
40mm meter and service	\$4,000.00	N
50mm meter and service	\$6,230.00	N
80mm to 150mm	By quotation	N
Fire hydrants	By quotation	N
Standard disconnection	\$250.00	N
Smart meter upgrade (from existing connection 20mm only)	\$450.00	N
Smart meter and service	Price on application	N

PART 26.B - METERED STANDPIPE CHARGES

Refer to notes on metered standpipe charges.

Daily hire charge	\$41.60	N
Monthly hire charge	\$208.00	N
Annual hire rate	\$2,485.00	N

PART 26.C - WATER METER TESTING FEES (INCLUDING FREIGHT AND REPLACEMENT)

Refer to notes on meter and service connections.

20mm	\$473.50	N
25mm	\$601.00	N
32mm - offsite	\$896.00	N
40mm - offsite	\$968.00	N
50mm - offsite	\$1,065.00	N
80mm - offsite	\$1,205.00	N
100mm - offsite	\$1,405.00	N
150mm - offsite	By quotation	N

All water meters greater than 100mm are on a quotation basis.

SCHEDULE 27 - BLOCKAGES, MANHOLES, LOCATIONS AND TRUCK HIRE

SCHEDULE 27 POLICIES

COMMERCIAL CONTRACTING FLEXIBILITY POLICY

Purpose

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Policy Statement

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This includes any commercial service activity to which this Schedule applies.

Council reserves absolute discretion in determining whether a negotiated commercial arrangement will be entered into.

Exclusions

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- Standard, low-volume, or transactional service use where published fees and charges are appropriate
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- Fees and charges that require a resolution of Council under the *Local Government Act 2009* or *Local Government Regulation 2012*

Interaction with Fees and Charges

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PART 27.A - BLOCKAGES, MANHOLES, LOCATIONS, AND TRUCK HIRE

1. SEWER AND WATER MAIN LOCATIONS

By diagram only	\$97.60	Y
Onsite	\$275.50	Y
Fee for time in excess of 1 hour [per 15 minutes]	By quotation	Y

2. SEWERAGE BLOCKAGE FEE

Sewerage blockage - normal hours	\$633.00	Y
Sewerage blockage - after-hours	\$801.00	Y

3. PENSIONER SEWERAGE BLOCKAGE FEE

Sewerage blockage - normal hours (pensioner)	\$402.00	Y
Sewerage blockage - after-hours (pensioner)	\$417.50	Y

4. SUCKER TRUCK HIRE

Hourly hire fee	\$384.50	Y
Hourly - after-hours	\$475.50	Y

Name	Year 26/27 Fee (incl. GST)	GST
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5. SEWER CONNECTIONS

100mm x 1 sewer manhole cutin	\$1,840.00	N
100mm x 2 sewer manhole cutins (1 work shift)	\$2,450.00	N
150mm x 1 sewer manhole cutin	\$2,090.00	N
150mm x 2 sewer manhole cutins (1 work shift)	\$3,070.00	N
150mm x 3 sewer manhole cutins (1 work shift)	\$3,680.00	N
150mm x 100mm x 1 sewer main cutin	\$1,475.00	N
150mm x 100mm x 2 sewer main cutins (1 work shift)	\$2,830.00	N
150mm x 100mm x 3 sewer main cutins (1 work shift)	\$3,935.00	N
150mm x 150mm x 1 sewer main cutin	\$1,715.00	N
150mm x 150mm x 2 sewer main cutins (1 work shift)	\$3,190.00	N
225mm x 100mm x 1 sewer main cutin	\$3,070.00	N
Rebench new manhole	\$2,450.00	N
Seal off property connection x 1 inside sewer manhole	\$1,080.00	N
Seal off property connection x 2 inside sewer manhole (1 work shift)	\$1,715.00	N
150mm seal off property connection in main line sewer	\$2,450.00	N
225mm seal off property connection in main line sewer	\$2,580.00	N

SCHEDULE 28 - TRADE WASTE

SCHEDULE 28 POLICIES

COMMERCIAL CONTRACTING FLEXIBILITY POLICY

Purpose

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Interaction with Fees and Charges

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CREDIT CARD SURCHARGE

A non-refundable credit card surcharge fee applies to all payments by credit card. The fee is 0.5% of the amount paid by MasterCard or Visa. American Express and Diners Club cards are not accepted.

Credit card surcharges apply only to the extent permitted under the Reserve Bank of Australia's Payments System Standards. Consistent with the RBA's announced reforms, card surcharging will cease from 1 October 2026.

REFUND OF FEES

Requests for a refund of fees is to be made in writing to developmentassessment@townsville.qld.gov.au. The refunded amount (if any) will be determined by council, at its absolute discretion. Any credit card surcharges applied at payment cannot be refunded.

OTHER SERVICES/INFORMATION

Applications and or requests made to Planning and Development for services or information other than specifically listed will be deemed "Price on Application" and supplied at the sole discretion of Council.

AFTER-HOURS INSPECTIONS

Council's water section operates on business days from 7.30am to 4.00pm. Inspections outside of these hours will attract an after-hours inspection fee. The fee is to be paid prior to council accepting the booking and is subject to staff availability.

PART 28.A - TRADE WASTE APPLICATION FEES

Category two customers are classed as an industrial trade waste customer. Category one customers are classed as commercial operators.

Name	Year 26/27 Fee (incl. GST)	GST
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PART 28.A - TRADE WASTE APPLICATION FEES [continued]

Administrative charges for initial application approval or an amendment to existing approval - Category 2 customers only	By quotation	N
Administration officer [per hour] - category 2 customers only	\$90.30	N
Plumbing inspector [per hour] - category 2 customers only	\$111.00	N
Senior plumbing inspector [per hour] - category 2 customers only	\$118.00	N
Administrative charges for initial application approval or an amendment to existing approval - Category 1 customers only	\$246.00	N

PART 28.B - NON-COMPLIANCE INSPECTION AND ANALYSIS FEES

Inspections	\$218.00	N
After-hours inspection fee	\$529.00	N
2 hours or part thereof (subject to availability).		
Analytical tests	Full cost of laboratory charges. Refer to Schedule 29 Laboratory Services	N

PART 28.C - ANNUAL SEWER LOADING CHARGES

This fee will be levied annually on a pro-rata basis against a liquid trade waste discharge with inadequate or no pre-treatment device installed.

1000L grease trap - 8 week service frequency	\$3,110.00	N
1000L grease trap - 13 week service frequency	\$1,910.00	N
2000L grease trap - 8 week service frequency	\$6,210.00	N
2000L grease trap - 13 week service frequency	\$3,820.00	N
1000L hold tank - 8 week service frequency	\$4,950.00	N
1000L hold tank - 13 week service frequency	\$3,050.00	N
2000L hold tank - 8 week service frequency	\$8,060.00	N
2000L hold tank - 13 week service frequency	\$4,955.00	N

PART 28.D - SERVICE FREQUENCY EXTENSION REQUEST CHARGE (PER SAMPLE)

Grease trap [per sample]	\$396.50	N
Oil separator [per sample]	\$345.00	N

PART 28.E - SEPTAGE DISPOSAL (SELECTED TREATMENT PLANTS ONLY)

Prices are for quotes on normal terrain and do not include variations due to difficulties on site.

Septage disposal - each 6,000 litres or part thereof	\$1,190.00	N
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