Service charges on your vacant land

If your property has Western Water’s services available you are required to pay a service availability charge, even on vacant land. Water usage charges will apply once your property is connected, a water meter is fitted and water is used.

Service availability charges
If your property is not yet connected to our water, recycled water and/or sewer services, but is able to access our pipe network, the property is assessed as a serviced property under Sections 144 and 259 of the Water Act 1989. Therefore service availability charges apply for each service available to the property.

Why do I pay for a service I’m not using yet?
Western Water owns and maintains more than 3,000km of water, recycled water and sewer pipelines which are a shared community resource (similar to footpaths and roads). Therefore water and sewer service charges are applied to vacant land to help provide and maintain these high quality resources for our whole community.

Western Water needs to maintain the pipes, valves, pumping systems and other infrastructure to ensure all services are available when a customer wishes to connect.

Having access to Western Water’s services significantly improves the value of your property.

If service charges did not apply to vacant land, the costs of having services available to your vacant land would be borne by other customers. It is fairer to spread the cost across our entire customer base and charge all customers who have access to these services.

Why does Western Water charge for vacant land?
Western Water services a large geographical area with a smaller but growing population. Some of the services we provide must run past vacant land in order to reach more populated areas.

The costs of providing and maintaining infrastructure to these sparsely populated areas are higher compared to more densely populated centres.

What does Western Water charge for its sewer service?
Western Water charges a flat sewage service charge for all properties. No additional sewage disposal charges apply.

This charge takes into account the cost of maintaining sewerage pipe infrastructure and treating raw sewage.

When your property is ready to be connected to Western Water’s water and sewer pipe network, you or your plumber need to complete a Water Tapping / Sewer Application form available on our website or by contacting the Property Services team on 1300 650 422.

For more information call 1300 650 422 or visit us at WesternWater.com.au