

New, simpler water tariff begins 1 October, with Government-funded free allocation for households

To Tatou Vai (TTV) will introduce a new water tariff from 1 October 2025 that is simple, fair and based on evidence. The change moves all customers to a single tariff charged by actual volume used, while continuing the Government's commitment to fund an allocation for households.

Under the updated tariff, water will be charged at \$1.40 per 1,000 litres (1 m³) plus VAT. For eligible households, Government will pay invoices up to a subsidised allocation of 38,000 litres per month. This figure is informed by new meter data and consumption studies, which show that most families use less than this amount with normal, leak-free water use. Only usage above this subsidised allocation will be billed to the customer. For households not yet metered, a temporary set fee of \$53.20 per month will apply until meters are installed. This is also underwritten by the Government.

TTV Chair Brian Mason said the new approach is grounded in fairness, conservation and transparency.

"There has been criticism the current tariff is arbitrary and unfair. Customers want a system that is simple and fair. With one tariff for everyone and volume-based billing, you pay only for what you use. The Government will fund for registered domestic consumers for their own use a 38,000-litre monthly allocation for households. That setting is based on meter data gathered over the last 12 months and ensures a reasonable allocation of water without charge for households. It is also the amount the Deputy Prime Minister promised in public meetings around the island held last year before the introduction of the first tariff.

TTV has found high domestic water usage is primarily caused by leaks rather than a failure to be prudent with the use of water. CEO Apii Timoti said, "We are working with customers to help identify and fix these leaks so families can be within their allocation".

How it works

- One tariff for all customers, charged by volume
- Price: \$1.40 per 1,000 litres + VAT
- Government pays eligible household invoices up to the subsidised allocation of 38,000 litres per month; only usage above that is billed to the customer
- Start date: 1 October 2025

The move to a single volume-based tariff removes step charges from the previous system and ensures people only pay for what they use. It also reflects updated data that gives greater confidence in setting allocations that balance household needs with conservation. It means that while an assessment still has to be made whether a property is eligible for a subsidy the complications which arise from having two different rates are eliminated. Where higher volumes have occurred, the cause is often undetected leaks. TTV encourages all customers to check for leaks and use water wisely.

Full tariff details will be available at: www.totatouvai.co.ck/tariffs-charge. Customers needing assistance with leak detection or repairs can contact To Tatou Vai directly.

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