

Sewage Disposal Charge - Residential Customers

What is the Sewage Disposal Charge?

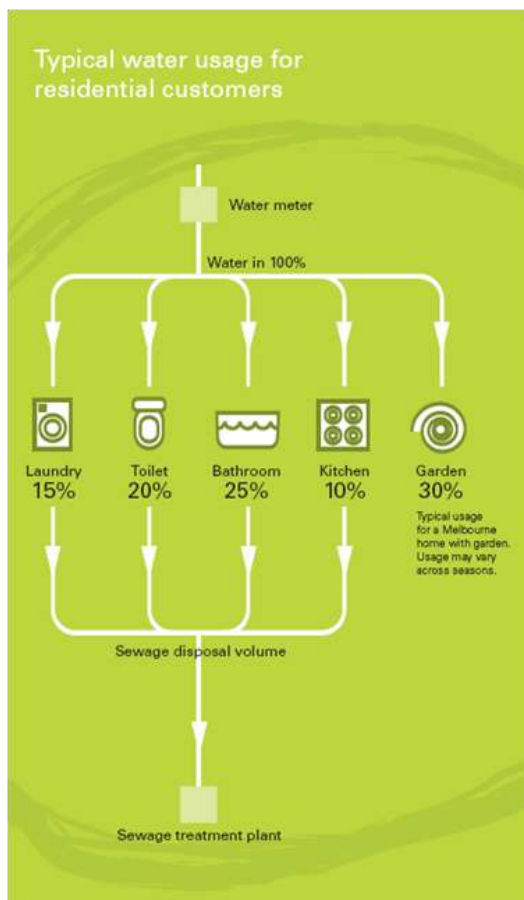
The Sewage Disposal Charge is a user-pays charge that covers the cost of collection, treatment and disposal of sewage, so it may be safely re-used or released back to the environment.

The Sewage Disposal Charge is different from the Sewerage Service Charge.

The Sewerage Service Charge provides access to the sewerage system itself, while the Sewage Disposal Charge is calculated on a price per 1,000 litres (kilolitre).

Please refer to your water bill for the current Sewage Disposal Charge.

How is the Sewage Disposal Charge calculated?



The Sewage Disposal Charge is based on the amount of water supplied to your property, less an allowance for water that is not likely to find its way into the sewerage system (e.g. garden usage).

The charge is calculated by applying a set price to a flat proportion of the water supplied to your property, as measured by your water meter. Visit southeastwater.com.au/residentialprices to see the current rate.

The proportion for houses is 75 per cent and the proportion for apartments is 85 per cent of total water volume supplied to your property.

Previously, volumes were adjusted to account for seasonal variations. From 2013-14, a flat proportion is applied.

Why can't you accurately measure the sewage disposal volume?

Sewage meters are not sufficiently developed to be installed on properties.

An alternative is to install meters on all outside taps to measure the amount of water used on the garden.

However, this option would be too expensive to be of benefit for most customers.

Am I paying for water twice?

No. South East Water generally provides two services to homes. We provide quality drinking water (note: some homes are also provided with recycled water) and removal and treatment of sewage. Each system is operated quite independently and each has its own associated costs.

Why do consumption and service charges vary across the three metropolitan water companies?

Prices will vary between water companies to reflect the different costs of providing water and sewerage services.

Prices will vary between water companies to reflect the different costs of providing water and sewerage services. What if I have difficulty paying my account?

South East Water offers a range of payment options for customers requiring assistance.

Please see southeastwater.com.au/support or call **131 851** for further information.

Is there an alternative method of calculating the Sewage Disposal Charge?

South East Water will consider an alternative method of determining the Sewage Disposal Charge for your property if you can demonstrate that the existing formula systematically and substantially overestimates your Sewage Disposal Charge volume.

Should you wish to discuss alternative methods of measuring the volume of sewage disposed, please contact South East Water on **131 851** for an application form.