

# Connecting to pressure sewer

Know your costs



If you have the opportunity to connect to the pressure sewer system as a backlog customer you might be wondering how much it will cost. The cost of installation differs slightly for each property due to different ground conditions.

## South East Water pays for installation of:

- A pressure sewer pipe network
- A OneBox<sup>®</sup> control unit
- An inground tank and electrical pump
- A boundary kit inside your property line
- A property service line.

## The Property Owner pays for:

- Backlog sewerage tariff fee (regardless of whether you choose to connect)
- Plumbing costs to connect your existing plumbing to the inground tank and pump unit
- Decommissioning your existing septic tank (e.g. demolishing or backfilling)
- Ongoing sewerage service charges.

## Upgrades to your plumbing or electrical systems

When we connect power to the pump unit via a separate circuit on your switchboard, minor upgrades to the switchboard may be necessary. We'll do these minor upgrades at no cost to you.

However, if your system is considered unsafe and needs a major upgrade, you'll need to upgrade the system prior to any works starting, at your cost.

## Competitive quotes

Our licensed contractors can provide competitive quotes to connect your existing plumbing to the sewer. We encourage you to get quotes from your own licensed plumber and compare them to our contractor.

## Payment options

If you choose to connect to the Backlog Pressure Sewer Scheme using our contracted plumbers, you can pay the cost of connecting interest free over 12 or 24 months. This is only available via direct debit, via fortnightly or monthly payments which would incorporate all your South East Water fees and charges.

## Payment assistance

Payment options are available for customers experiencing financial difficulties. We're able to help eligible customers with the cost of the Backlog Sewerage Tariff Fee and the plumbing costs for the home connection.

Please contact our Customer Care team who will assess your claim and discuss how we can help:

Phone **13 16 94** (Monday to Friday 8am – 6pm)

Email [customercare@sew.com.au](mailto:customercare@sew.com.au)

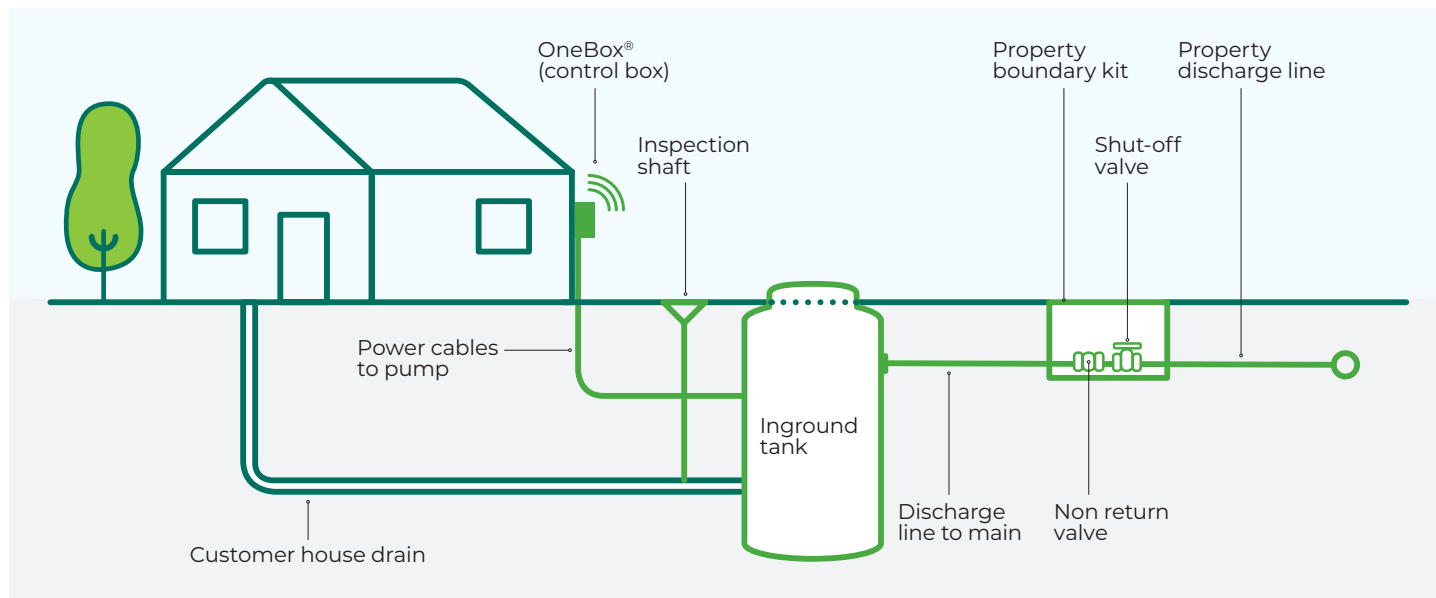


**Find out more**

Scan the QR code or visit [southeastwater.com.au/Harkaway](https://southeastwater.com.au/Harkaway)



## Typical cross-section of a pressure sewer pump unit



### Summary of costs\*

Name	Who pays	Costs
<b>One-off costs</b>		
<b>Backlog Sewerage Tariff Fee</b>	All properties classified as Backlog Sewerage lots within the scheme boundary, regardless of whether you choose to connect.	\$2500 levied over 5 years (\$125 per quarter over 5 years) included in your South East Water bill.
<b>Connection costs to your house plumbing (by your licensed plumber)</b>	The property owner – only if you choose to connect.	Connection of household wastewater pipe to the pressure sewer connection point and decommissioning of the existing septic tank.  Costs will vary depending upon plumbing conditions and is paid to your licensed plumber.
<b>Ongoing costs</b>		
<b>Sewage service charges, which cover access to the sewerage system</b>	The property owner – only if you chose to connect (even if property has tenants).	The sewage service charge is currently \$94.37 per quarter and is payable by the property owner.
<b>Electricity supply for the pump unit</b>	Paid by the person residing in the property (owner/tenant).	The electricity supply for the pump unit is approximately \$30 to \$50 per year, subject to usage and paid to your electricity supplier.

\*Costs are indicative and may be subject to change.

### More information

Find out about our service charges at [southeastwater.com.au](https://southeastwater.com.au)

#### How to get in touch

**Pressure sewer team** 1800 720 613  
peninsulaeco@sew.com.au

**Report a leak or check interruptions**  
mysupport.southeastwater.com.au/LIVE

**Faults and emergencies** 13 28 12 (24hrs)

**Account enquiries** 13 18 51  
(8am – 6pm, Mon – Fri)

**TTY users** 13 36 77 (ask for 13 18 51)

#### Need an interpreter?

**Languages other than English**  
03 9280 0779

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9280 0779

如需口译服务，敬请拨打: 03 9280 0779

Εάν χρειάζεστε διερμηνεία, επικοινωνήστε με το 03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779



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