

## Your Invoices

The annual charge in your rates notice covers all scheduled effluent removals for the financial year up to an allowance of 2,500 litres per service. Once the effluent removal exceeds 2,500 litres, a charge is applied for every additional 100 litres. This charge, together with any extra services or emergency services, are rendered on a monthly invoice. As some services result in a small dollar value, invoices will not be issued until a customer account balance exceeds \$5.00.

## Cycle of Service Frequency

Council is committed to providing scheduled services within 3 days of the service due date and endeavours to keep the service frequency consistent between the services (eg. weekly services occurring on the same day each week). This cannot always be guaranteed however owing to environmental factors, emergencies and peak demands imposed on the Contractor.

## Effluent Removal Dockets

The Contractor is required to provide dockets on completion of every service; these dockets provide you with information concerning the amount of effluent removed based on the sight gauge readings. The Contractor is required to leave dockets in letterboxes. The Contractor is not required to leave dockets on or under doors. If a letterbox is unavailable the Contractor will leave the dockets near to the standpipe. The checking of sight gauge readings and providing a facility for stowage of dockets is recommended.

## Extra Services & Peak Periods



Many customers find their regular pumpout schedule is not sufficient to manage the additional wastewater going through the septic system during peak periods.

Council can provide unlimited extra services, which can be booked as required or in advance. An extra service request form will be sent to you prior to Christmas.

Extra services can only be booked by contacting Council on 4429 3214. Council is committed to providing extra services within 3 days of the requested date. To assist with scheduling extra services during peak periods, customers are encouraged to plan ahead and make bookings in the weeks before the extra services are required.

## Emergency Services

Emergency services can be booked with Council on 4429 3343 and will be performed within 24 hours of notification. Emergencies outside of normal working hours services can be arranged directly with the contractor on 4443 4535.

## Septic Tank / Aerated On-Site System Cleanout Service

All cleanout services are pre paid. Bookings can be made at the time of payment or after payment has been received by Council.

## Provision of and Connection to Sewerage Services in Non-Sewered Areas

Please contact Shoalhaven Water direct on 4429 3343.

For more information please contact:

### Shoalhaven Water

Account Enquiries - Telephone: 4429 3343  
effluent@shoalwater.nsw.gov.au

### General Information

www.shoalwater.nsw.gov.au

### Contractor

Weekend Emergencies: 4443 4535



# Effluent Removal Information 2009 – 2010



HANDY HINT:

When using B-Pay to pay your account be sure to use the unique reference number below the biller code on the account.



This brochure has been provided to keep you informed about the services, charges and payment options for effluent removal services provided by Shoalhaven Water.

## PAYMENT OPTIONS

Payments may be made through any of the following methods:



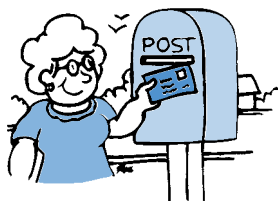
**(a) By using the phone or internet banking system known as B-Pay**

To be able to use B-Pay you must contact your banking institution where they will instruct you on how B-Pay operates.

*Please note the Handy Hint on the front cover... when using B-Pay please ensure that the unique reference number below the biller code on the account is used!*

**(b) By using the direct debit scheme**

The direct debit scheme is a payment option whereby you fill in and return to Council a direct debit application form (available by request from Council's offices).



**(c) By visiting Council's Nowra and Ulladulla Offices**

Cashiers are available between the hours of:

Nowra: 9.00 am to 5.00 pm

Ulladulla: 9.00 am to 4.00 pm

Payments can be made by cash, cheque, credit card or EFTPOS.

**(d) By making payments in person at any Australia Post Office**



# Shoalhaven Water 2009/2010 Effluent Removal Charges

(For the Period: 1st July 2009 to 30th June, 2010)

Service Frequency	No. of Services	Annual Charge (up to 2,500 litres per service)		Additional charge for each 100 litres thereafter	
		Residential \$	Commercial \$	Residential \$	Commercial \$
(Weekly)	(Per Year)				
Bi-weekly	104	4,280.00	4,280.00	0.91	1.45
1	52	2,220.00	2,220.00	0.91	1.45
2	26	1,190.00	1,190.00	0.91	1.45
3	17	835.00	835.00	1.40	1.45
4	13	670.00	670.00	1.40	1.45
5	10	540.00	540.00	1.45	1.45
6	8	455.00	455.00	1.45	1.45
7	7	410.00	410.00	1.45	1.45
8	6	365.00	365.00	1.45	1.45

### Other Charges:

**Extra Pumpout Service:**

\$45.00 minimum charge up to 2,500 litres, plus the applicable charge shown above per 100 litres thereafter.

**Septic Tank Cleanout Service:**

\$265.00 pre-paid charge at time of application up to 6,000 litres.  
\$525.00 pre-paid charge at time of application above 6,000 litres.

**Aerated On-Site Wastewater Treatment System Cleanout:**

\$375.00 pre-paid charge at time of application.

**Emergency Services:**

For services required within 24 hours of application/request. A fee of \$104.00 is payable additional to the standard fees applicable to the service requested, as outlined above.