

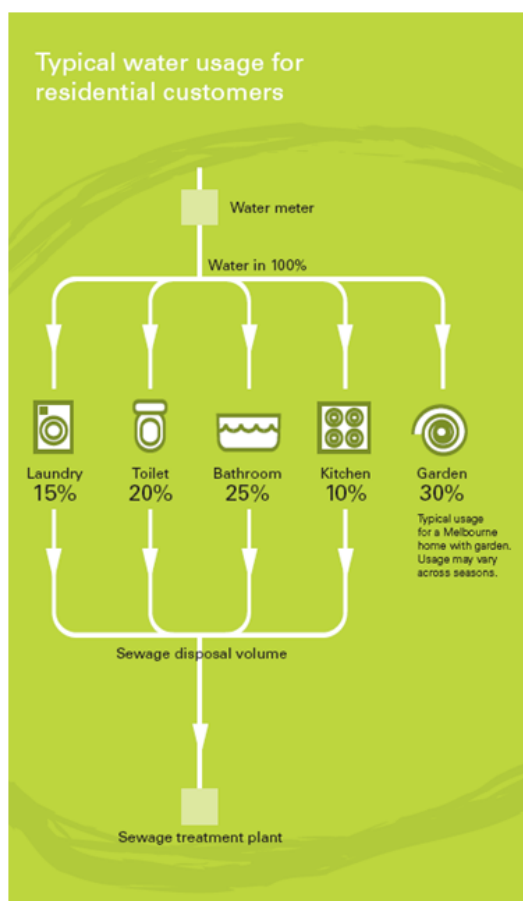
# Sewerage Disposal Charges - Residential Customers

## 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 covers access to the sewerage system itself, while the Sewage Disposal Charge is calculated on a price per 1,000 litre (kilolitre) basis for residential customers. Please refer to your water bill for the current Sewage Disposal Charge.

## How is the Sewage Disposal Charge calculated?



The charge for sewage disposal is based on the total volume of water supplied to your property as measured by your water meter. The volume of sewage disposal is the quantity of water returned to the sewerage system (e.g. the water used in the kitchen, bathroom, laundry and toilet). As it is not technically possible to meter the wastewater returned to the sewer, the following formula is used to estimate the sewage disposal volume.

When estimating the Sewage Disposal Charge, the following assumptions are applied:

- The majority of winter water usage will count for a large proportion of the wastewater discharged to the sewer.
- When calculating your Sewage Disposal Charge throughout the year, water usage levels are reduced to a winter equivalent usage level.
- A further 10% reduction is provided to allow for some external use even in winter, such as garden watering, washing of cars, etc.

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

Sewage meters are not sufficiently developed.

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 prohibitively expensive for most customers.

### **Am I paying for water twice?**

No. South East Water provides two services to homes. We provide quality drinking 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. This is largely due to the proximity of water and storage treatment facilities to your home. Overall, total accounts for the average customer will be around the same across each of the metropolitan water companies.

### **What if I have difficulty paying my account?**

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