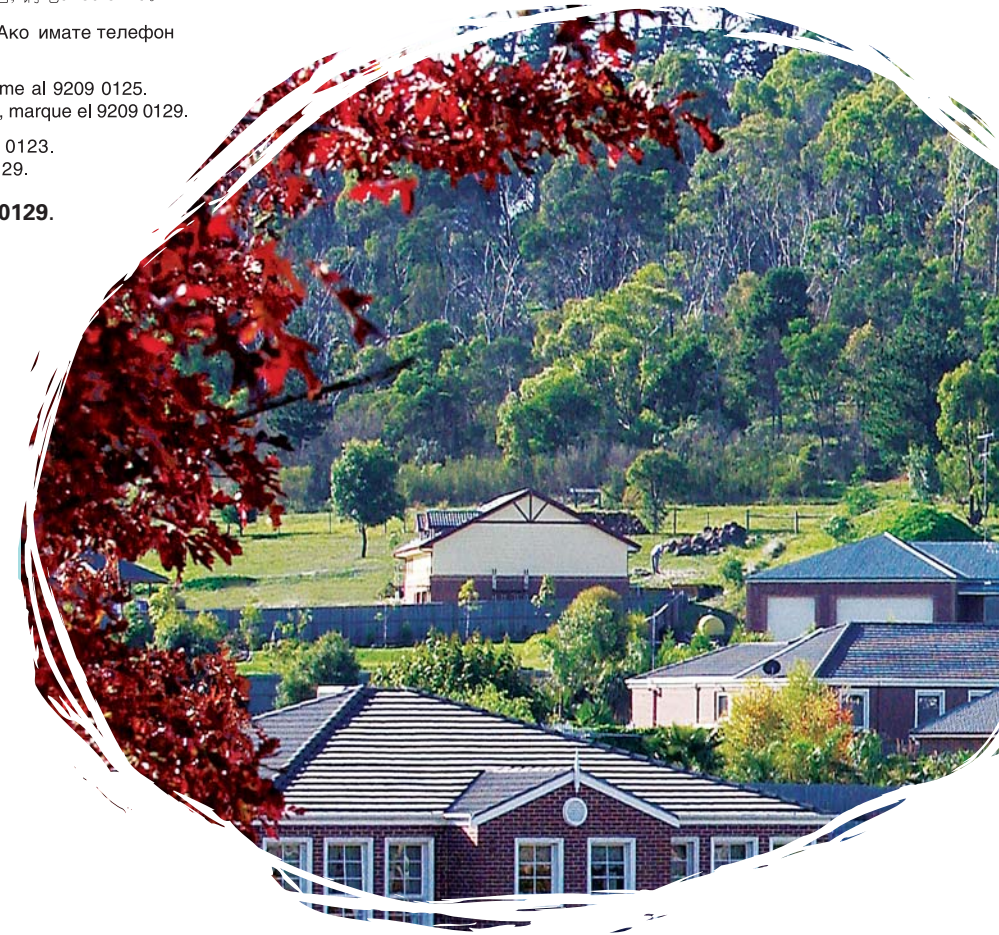


Connecting to the sewerage system



What about plumbing costs?

Each property owner is responsible for arranging and paying for the connection of their property to the sewerage system. This work must be carried out by a registered plumber.

It is difficult to quote costs for connection but typically they can range between \$1500 to \$2500. It is important to note that plumbing costs are estimated on a case-by-case basis and in some circumstances may exceed this range depending on the land type and location of your property.

It is important that you obtain quotes from reputable plumbers. You can contact the **Victorian Master Plumbers Association** on (03) 9329 9622 for a list of their members. It is also important that you receive a certificate of compliance from your plumber once the connection is completed.

When connecting your property to the sewerage system it is recommended that you obtain more than one quote!

Plumbing Industry Commission (PIC) Report

Prior to the sewer becoming available, South East Water will arrange for a representative from the Plumbing Industry Commission to carry out an inspection report on your property. This will help to ensure that all site plumbing costs are minimised.

South East Water provides you with these reports (free of charge) to indicate the extent of work involved with connecting your property to the sewerage system.

The report includes information and a checklist that you can use to obtain quotes from plumbers for connecting your property to the sewerage system.

What happens to my septic tank?

Once connected to the sewerage system, your septic tank should be decommissioned (by your plumber). This will involve having the septic tank pumped out then breaking its concrete base before filling it in.

Alternatively, you may wish to re-use your septic tank to store rainwater for garden watering. In this instance, the tank will need to be pumped out and disinfected before storing water.

You should check with your local Council about the procedures for decommissioning or re-using a septic tank.

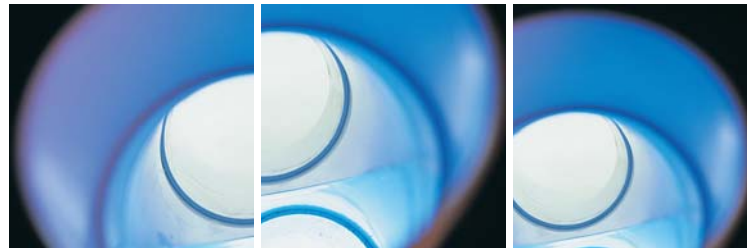
The Hardship Relief Grant Scheme

The Hardship Relief Grant Scheme assists eligible low-income households in meeting the costs of connecting to the sewerage system. To qualify for assistance, for a once-off grant, you need to demonstrate that you are experiencing financial hardship.

For more information, contact the Department of Human Services, Concessions Unit, Hardship Relief Grant Scheme on (03) 9616 7639 or South East Water on 131 694.

Who can I contact for further information?

For further information contact South East Water on 131 694.



Interpreter service

لخدمات الترجمة الشفهية اتصلوا على الرقم 9209 0126. بالنسبة لأجهزة الهاتف التي لا تعمل بواسطة الضغط على الأزرار اتصلوا على الرقم 9209 0129.

傳譯服務請致電9209 0122。非按鍵音頻電話請致電9209 0129。

Za usluge tumača, nazovite 9209 0127. Za one sa telefonskim aparatom sa brojcanikom, broj brzoglasà je 9209 0129.

Για διερμηνεία τηλεφωνήστε στο 9209 0120. Εάν έχετε παλιά τηλεφωνική συσκευή στο 9209 0129.

Per il servizio interpreti chiamare il 9209 0121. Per i telefoni non a tastiera (non touch phone) chiamare il 9209 0129.

若需传译服务, 请电9209 0124。若使用非按键式电话, 请电9209 0129。

Za prevodilacke usluge nazovite 9209 0128. Ako imate telefon na kojem se okreću brojevi, nazovite 9209 0129.

Para comunicarse con el servicio de intérpretes, llame al 9209 0125. Desde un teléfono que no sea de teclas (*touch-tone*), marque el 9209 0129.

Muốn sử dụng dịch vụ thông dịch xin gọi số 9209 0123. Đối với máy điện thoại quay số xin gọi số 9209 0129.

For all other languages, please call **9209 0129**.

South East Water Limited

ABN 89 066 902 547

Faults & Emergencies: 132 812

General Enquiries: 131 694

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SOUTH EAST WATER

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Planning for the future

South East Water is working to realise the environmental and social health benefits of providing properties reliant on septic treatment systems with access to the reticulated sewerage system.

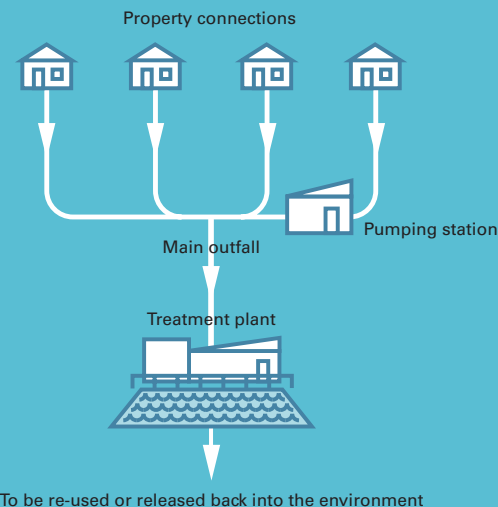
Since 1999, South East Water has brought about the completion of a reticulated sewerage system for the townships of Balnarring, Balnarring Beach, Tooradin, Tyabb and the commercial areas of Rye, Portsea, Sorrento and Blairgowrie.

Over the next 40 years, South East Water will connect a further 25,000 properties, located in outlying areas, to the system. These properties are mainly located in the Mornington Peninsula, Western Port and some areas of the Dandenong Hills.

This brochure is designed to provide you with information and answer your questions about connecting up to the sewerage system, once the service is made available to your property.

What is the sewerage system?

The sewerage system consists of a network of sewer pipelines and pumping stations that carry effluent to a Sewage Treatment Plant. Once the sewage has been processed at the Plant, it is either re-used or released back into the environment.



Why should I connect to the sewerage system?

The majority of properties not connected to the sewerage system are generally serviced by owner operated, on-site treatment systems (mostly septic tanks).

Septic systems do not purify sewage. The effluent from those systems typically contains biological and nutrient loads that need to be carefully managed to minimise environmental and health impacts. Consequently on site systems can cause environmental pollution and can be potentially dangerous to public health through:

poor ground conditions

inadequate maintenance of the on-site treatment system

over-development.

Other disadvantages of septic systems include:

they can fail at any time

they can have a serious affect on bird and fish life by contributing to the growth of algae in waterways and wetlands

they can be a source of odour problems, especially for properties that are unoccupied for extended periods, such as holiday homes.



What are the benefits of connecting?

There are many benefits associated with connecting your property to the sewerage system including:

reduced running costs

no septic tank odours

extra space available for use on your property

removal of potential problems to the environment

protection of public health.

How will I know when I can connect to the system?

South East Water contacts all property owners in any area that is to be provided access to the sewerage system. In addition, 'open days' in your local area are organised to provide you with an opportunity to view all preliminary drawings of the project and to enable you to talk to South East Water staff, regarding any issues that may be a concern.

You will also be notified by a South East Water representative prior to the commencement of any construction works.

What impact will construction works have in my local area?

South East Water takes great efforts to minimise the impact of construction works. However, in some cases construction may be significant and cause some inconvenience.

For example, trenches will be excavated (anywhere between one metre to three metres deep), fences will need to be dismantled, roads blocked and there may be noise from construction machinery during normal working hours. However, once construction has been completed, all affected areas will be reinstated, as close as possible, to their previous condition.

How much will it cost to connect to the sewerage system?

While South East Water will meet the majority of the cost, property owners are also required to make a contribution. The Government has currently set this contribution at \$500.00 per property. In order to reduce the impact of this charge, it is payable over a five year period and is included in your quarterly South East Water account (i.e. \$25 per quarter).

When your property is connected to the sewerage system you will be charged a Sewerage Connection Fee of \$82.00. However, this fee will be waived if you connect to the system within 12 months of the sewer becoming available.

You will also be liable on a quarterly basis, for a Sewerage Service Charge as well as Sewerage Disposal Charges.