

## 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 over-estimates 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.

If you would like further information on our accounts and charges, please call our customer service operators on 131 851.

## 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'brzglasà je 9209 0129.

Για διερμηνέα 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**.



## Sewage Disposal Charge for residential customers

### South East Water Limited

ABN 89 066 902 547

Faults & Emergencies: 132 812

General Enquiries: 131 694

Account Enquiries: 131 851

Email: [info@sewl.com.au](mailto:info@sewl.com.au)

[www.southeastwater.com.au](http://www.southeastwater.com.au)

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## 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?

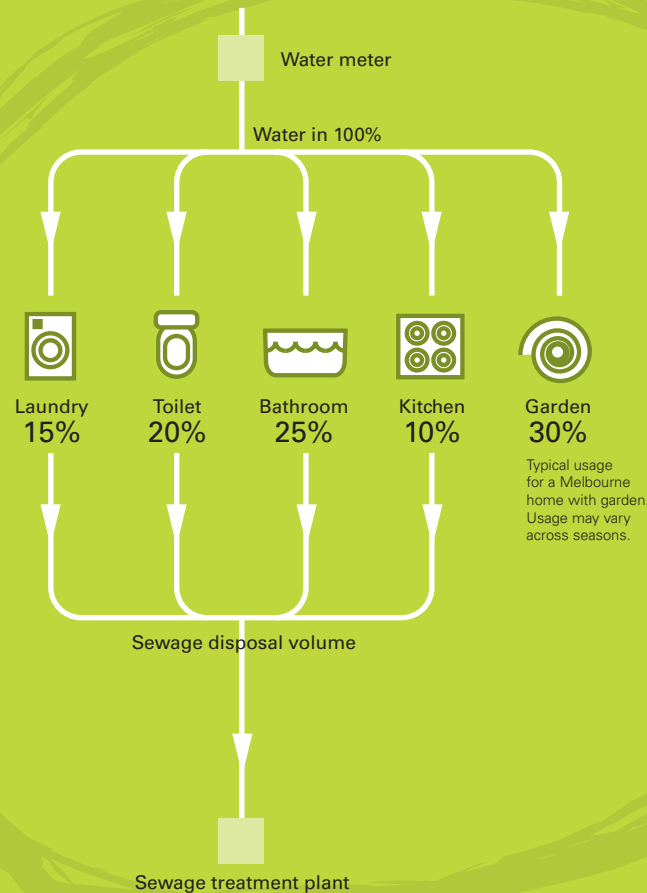
The charge for sewage disposal is based on the total volume of water supplied to your property as measured by your water meter. The volume of sewage disposal is the quantity of water returned to the sewerage system (e.g. the water used in the kitchen, bathroom, laundry and toilet).

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.

$$\text{Sewage Disposal Charge} = \text{Sewage Disposal Volume} \times \text{current price}$$

\* Sewage is the wastewater usually collected from the toilet, kitchen, laundry and bathroom within a home.

## Typical water usage for residential customers



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.