

# Effluent Removal Information

**City Administrative Centre**  
Bridge Road Nowra NSW Australia 2541  
Phone: 02 4429 3214  
Fax: 02 4429 3170  
water@shoalhaven.nsw.gov.au

## General information

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

Properties in areas throughout the Shoalhaven which are not connected to sewerage services can be provided with effluent and/or septic cleanout services as part of a competitive tendering and contracted service arrangement managed by Shoalhaven Water. The service is provided by Shoalhaven Water through our contractor Premier Pumpouts on a full cost recovery basis.

Alternatively commercial providers may be found in the local Yellow Pages.

## Pumpout Services

Properties with an effluent pumpout system will be on a scheduled service with a range of frequency options varying from twice weekly to eight weekly. An annual charge is levied in the Rates Notice and covers all scheduled effluent removals for the financial year up to 2,500 litres per service with an additional volume charge for every 100 litres greater than 2,500 litres. The volume charge over 2,500 litres will be invoiced monthly separate to the annual charge.

## Considerations for effluent pumpout services include:

- **Measurement** – for measuring volume extraction customers are encouraged to attend the pumpout service and check the readings of the volumes extracted. The reading can be obtained from the sight gauges located on the front and rear of the tanker before and after the service.
- **Monitor** – level of contents through the water meter or water tank and regularly use the dip stick in the collection tank to ascertain volume. To avoid overflows and the need for emergency pumpouts/environmental pollution, monitor levels of effluent especially around holiday periods (with extra visitors).
- **Maintenance** - during excessive rain periods rainwater may infiltrate tanks increasing the volume of effluent in the tank. Keep tank lid clear of grass and plants, and repair any cracks.
- **Extra Services** - Shoalhaven Water recommends prior to busy holiday periods that customers arrange an extra pumpout service to help manage the extra wastewater going through the septic system. Additional fees will be charged for any extra service.
- **Emergency Services** – will be performed within 24 hours notification, an additional fee will be charged alongside the standard removal fee.

## Extra services and Emergency Services are a prepaid service and can be booked by calling 02 4429 3214

### Septic Tank / Aerated On-site System Cleanout Services

Cleanout Services are a prepaid service with payment being made at the time of booking. An application is required to ensure adequate information is provided about the system, property and use. Customers are encouraged to be present at these services.

It is important that septic and aerated system tanks are filled with water by the property owner after the service to prevent tanks from “popping”.

### When selling a property

To overcome the problem of estimating what might be in the tank at time of sale, Council advises the owner to request an extra service be performed as close to property settlement as possible.

### Understanding your docket

The contractor is required to provide a docket on completion of every service. The measurement of volumes on the sight gauge will be taken to the nearest 100 litre marking. Dockets will be left in letterboxes if the owner is not attending the pumpout.

### Payment options

Payment of invoices can be made through any of the following methods:

- B-Pay
- Direct Debit Scheme – application forms available online or by request
- Credit Card – ph 1300 651 934 and select option 3. *Note:* a 1% service fee applies to all credit card payments
- Visiting Council’s Offices (Nowra or Ulladulla) – cash, cheque, or eftpos
- Australia Post

#### For more information contact:

##### Shoalhaven Water

Account enquiries  
02 4429 3214  
[water@shoalwater.nsw.gov.au](mailto:water@shoalwater.nsw.gov.au)

##### General Information

[www.shoalwater.nsw.gov.au](http://www.shoalwater.nsw.gov.au)

##### Contractor

Weekend Emergencies  
02 4443 4535

#### On-site Sewerage Management

To find out more about On-Site Sewerage Management visit Shoalhaven City Council’s website [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au) and click on the My Property tab.

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