

Keeping the Community Informed

Effluent Services – Discussion Point

2 February 2017

Council will consider a report by Shoalhaven Water at the Strategy & Assets Committee meeting on 21 February 2017. A link to the report will be provided in the additional information section under once it becomes publically available. Customers who use the human waste removal service are encouraged to read the document which will be available shortly at the following link.

www.shoalhaven.nsw.gov.au/My-Council/Council-meetings

Shoalhaven Water have received a 40% response to the survey and a summary of that survey is contained in the report. Whilst there is a commercial market available for customers to use for their property servicing needs, 72% of the respondents to the survey were in favour of a continued Shoalhaven Water contracted arrangement even when the charges increase (Question 2 of the survey).

In addition to the survey responses a number of customers and a community association provided individual submissions on the review. Some feedback from customers also indicated a belief that Council has a responsibility under the Local Government Act to provide a removal service for human waste at unsewered properties. This is not correct. Council's obligation under the Local Government Act is to approve the operation of systems of sewage management upon properties.

This includes matters relating to plans, specifications, sites, operation and maintenance on applications to install or construct sewage waste systems. Shoalhaven is one of only two Councils that actually provide an ongoing effluent removal service with most areas (including the neighbouring Councils Eurobodalla and Wingecarribee) relying on commercial operators to perform this task.

Council is aware of the concerns that customers have about the future of effluent services and the recommendation by Shoalhaven Water is to continue with a contracted option on the basis of full cost recovery from customers that utilise the service.

Shoalhaven Water

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