

Keeping the Community Informed

Effluent Services – Discussion Point

12 December 2016

The level of customer feedback from the survey addressing the information provided with the Christmas Effluent Services about the future of the service has not been high. 37% of the customers using the service have responded to the information and completed the survey thus far. Whilst there remain a few more weeks before the peak holiday period, Shoalhaven Water is hopeful of more returns being submitted so that we have better insight into customer views. Some common questions have been asked however and these have been expanded on below. For some customers who sought specific questions relative to their situation, staff have attempted to follow these up separately.

Q. It's hard to give a view when we don't know how much any price increase will be.

It is unknown how much any price increase will be. If the effluent service continues to be conducted under a Council contract arrangement, this would be done through a competitive tendering process. Charges to customers for effluent removal services are largely driven by the costs tendered in this process and this won't be known until late 2017 if services continue under the current arrangement. Using the last contract process and the level of price increase at that time, increases of between 23 to 70% occurred.

Similar increases are very possible and that is why Shoalhaven Water is posing the option for customers to seek individual servicing arrangements with the commercial market.

Q. When will sewerage services be provided to Bawley Point, Kioloa, Depot Beach and Durras North?

There is no immediate plan to provide reticulated sewer to these unserviced areas and historically there has not been a high community demand for either water supply or sewerage services.

Q. We pay rates the same as other regions provided with reticulated services.

The general rates are levied across all properties in the city and which are based largely on land values. The rates help pay for general Council services provided to the community. Sewerage, water, waste and effluent differ in that they are all pay for use type charges and only apply to those properties provided with those services. The costs of those services are not used from the general rate and this ensures no cross subsidy and only properties pay for the services that are available.

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