Shoalhaven City Council

Fees and Charges Part 1

Delivery program operational plan and budget

2025-26

Acknowledgement *of Country*

Walawaani (welcome),

Shoalhaven City Council recognises the First Peoples of the Shoalhaven and their ongoing connection to culture and country. We acknowledge Aboriginal people as the Traditional Owners, Custodians and Lore Keepers of the world's oldest living culture and pay respects to their Elders past, present and emerging.

Walawaani njindiwan (safe journey to you all)

This acknowledgment includes Dhurga language. We recognise and understand that there are many diverse languages spoken within the Shoalhaven.

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Narrawallee

All Council's Corporate Planning documents can be sourced from **shoalhaven.nsw.gov.au** Published by Shoalhaven City Council 2025

Fees and *charges*

Shoalhaven City Council's Fees and Charges Schedule sets the maximum price payable for any particular activity or service, determined on the basis of the pricing methodologies described below.

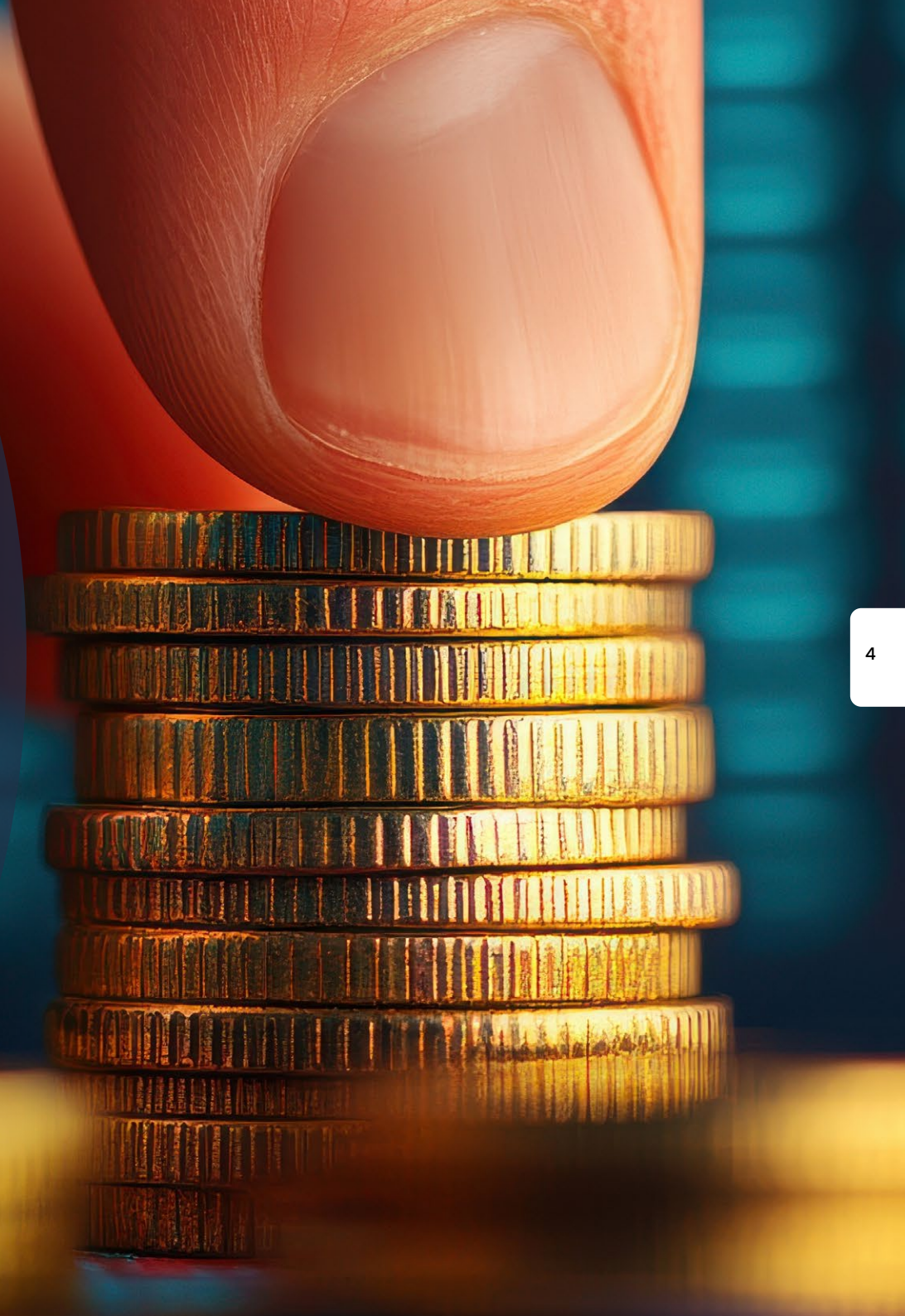
The complete schedule of Fees, Charges & Rentals adopted by Council is provided as Part 2.

The legislative basis for these fees can be found in Section 608 of the Local Government Act 1993 which provides that Council may charge and recover an approved fee for any service it provides, including the following:

- Supplying a service, product or commodity
- Giving information
- Providing a service in connection with the exercise of the council's regulatory functions – including receiving an application for approval, granting an approval, making an inspection and issuing a certificate allowing admission to any building or enclosure

All fees are quoted in "GST Inclusive" terms, as this is the relevant price to the customer. However, within the schedule, there are many fees that do not attract GST because they have either been specifically exempted by the GST legislation or they have been covered by a determination under Division 81, whereby the Australian government has deemed that the customer does not actually receive a taxable supply in consideration for the fee. The latter excludes many fees for regulatory services that are not provided within a competitive environment and other forms of information that are provided on a non- commercial basis.

Fees or Charges less than the maximum listed amount are approved by Council through a resolution or by designated Council Officers under delegated authority.



Waiver or *reduction of fees*

Section 610E of the Local Government Act 1993 allows Council to waive payment of, or reduce, a fee in a particular case if it is satisfied that the case fall within a category of hardship or other category that Council has determined a payment should be so waived or reduced.

Council has determined the following categories:

Hardship

where there is evidence that the payment of the fee or charge will impose unreasonable financial hardship on the applicant given their particular circumstances
Charity where the applicant is a registered charity and the fee is for a service that will enable to provision of charitable services to the community of the Shoalhaven local government area

Not For Profit

where the applicant is an organisation that holds "not for profit" status and the fee is for a service that will enable the achievement of their objectives and betterment for the community of the Shoalhaven local government area and where the payment of the standard fees or charges would cause financial hardship.

Commercial

where the Council, or its contractor, operate a service and reduction of the fee is required to compete in the market.

Non-Provision of Service

where the Council is unable to provide a service or venue that has been previously agreed upon and an appropriate discount, fee waiver or substitution is required as compensation.

The Council will directly, or through delegated authority, assess and make determinations on requests for waiver or reduction of fees in accordance with the adopted policies. The following policies were current at the time of publishing, these may be amended during the year and new policies may be added.

- POL 22/77 Fee Waivers and Subsidies Policy
- POL 22/182 Revenue – Debt Recovery and Hardship Policy
- POL 23/6 Refund of Development Application Fees and Other Fees for Charitable Organisations and Community Groups
- POL 22/126 Community Service Obligations – Water Supply, Wastewater, Effluent, Liquid Trade Waste Services and Section 64 Contributions
- POL 22/130 Payment Assistance Scheme – Water Accounts
- POL 22/16 Fee Waivers – Ranger Services Unit

The applicable fee classifications where waivers or reductions may be applied are identified within the following document. Other fees may also be waived or reduced as new or amended policies and Council Resolutions are adopted during the year.

Waste management *charges 2025-26*

Domestic waste management *waste strategy principles*

Council is committed to promoting waste avoidance, minimisation, reuse and resource recovery, and the reduction of waste disposed of to landfill. In accordance with this commitment, Council has instigated a number of responses involving a combination of collection and disposal options and corresponding pricing structures.

The responses include:

- A weekly kerbside domestic waste collection service with a choice of three domestic red lidded landfill bin sizes (240 litre, 120 litre or 80 litre) to encourage waste avoidance and separation of recyclable materials. A differential domestic waste charging policy applies and is dependent on size of landfill bin.
- A fortnightly kerbside domestic recycling collection service in a 240 litre yellow lidded bin accepting commingled (mixed) recyclable materials for sorting at a materials recovery facility. This service is included in the charge for the weekly landfill bin.
- The recycling collection service frequency increases to weekly for a six-week period during the school holidays, between the Monday before Christmas and the Friday that is on or follows Australia Day, in response to the additional recyclable materials generated in the community during this time.
- All rateable properties categorised as residential for rating purposes and comprising of a building deemed to be a dwelling and located within the area where domestic waste management services are available, are required to pay an annual charge for domestic waste management services, pursuant to Section 496(1) of the Local Government Act). GST is not applicable to domestic waste management services.
- Domestic Waste Management Service means services comprising the periodic collection of domestic waste from individual parcels of rateable land and services that are associated with those services.
    - The standard domestic waste collection service (annual charge of $531) comprises of one 120 litre mobile garbage bin (MGB) for landfill waste and one 240 litre MGB for recycling. The landfill bin is collected weekly and recycling bin is collected fortnightly.
    - For a higher annual charge of $915, the 120 litre landfill bin may be substituted for a large 240 litre landfill bin.
    - For a lower annual charge of $403, the 120 litre landfill bin may be substituted for a small 80 litre landfill bin.
- Properties commencing a service part way through the year (e.g., new houses) will be charged on a pro rata basis.
- The service also includes a subsidised on-call "user pays" collection service for garden organics waste and bulky waste. The service is subsidised by the Domestic Waste Management Service with user charges payable directly to Council.

The service allows free access to the annual household chemical drop off service, the provision of two "no charge" Domestic Waste Vouchers per year and the provision of two "no charge" Green Waste Vouchers per year. The Recycling and Waste Depots are also provided as a service to cater for those domestic wastes that cannot be handled by the collection service.

Properties with residential dwellings outside a nearby domestic waste collection service area may opt to use the service. If this option is selected, the property owner will arrange for the collection container(s) to be placed at an agreed point within the collection area for servicing, and they will be charged the domestic waste management charge for the type of service selected.

Non-Rateable Properties Charge

Non rateable properties (including residential properties owned by the Commonwealth of Australia), within the collection area, within the collection area, with the approval of Council may elect to use the domestic waste management service.
The service conditions are the same as the domestic service, however, charges are levied pursuant to Section 496(2) of the Local Government Act 1993.

Properties commencing a service part way through the year (e.g., new houses) will be charged on a pro rata basis.

Domestic Waste Management Service (Multiple services)

Individual rateable property IDs (e.g., company title) wanting more than one landfill bin (80, 120 or 240 litre) will be charged upon multiples of the applicable Domestic Waste Management Charge in accordance with the number of landfill bins and the bin sizes. Properties may choose to have a combination of bin sizes.

Properties with multiple lots (e.g., bodies corporate and retirement villages) may elect to use a bulk waste bin provided by the private sector in lieu of having individual waste bins for each occupancy. Properties in this category may enter into arrangements with the private sector (to the satisfaction of Council) for the provision of bulk waste and shared recycling bins and shall not be charged the standard domestic waste management charge but will be charged the applicable vacant land waste management availability charge.
Properties with more than one service and properties with multiple lots may elect not to receive all their entitled number of landfill waste and/or recycling bins, however no credit will be given for receiving less than the entitlement.

Commercial and Business Use of the Domestic Waste Management Service

Council does not provide a commercial waste and recycling collection service.
However, with the LGA being largely regional, Council may consider approving a domestic waste collection service for properties of a commercial nature or properties categorised as business for rating purposes, which are located within the collection area (including non-rateable properties used for non-residential purposes, and properties owned by the Commonwealth of Australia). Council reserves the right to withdraw that approval with three months' notice, if necessary.

The service conditions are the same as for the domestic service. However, multiple 240 litre garbage collection services to a single commercial property will have a tiered charge applied for more than one bin service.
The owner of the property is liable for all charges which are levied against the property and billed via the annual Rate Notice through the rates system. Landlords who prefer their tenants to be responsible for waste management should seek alternative private waste service providers.
A tiered charging system is in place to encourage Commercial premises to utilise alternative collections where possible:

- Properties electing to use this service are required to pay an annual charge of $915 for the first 240 litre service (including recycling bin)
- Second 240 litre service (including a second recycling bin) and additional annual charge of $936
- Third and any additional 240 litre services (including the recycling bins), further additional annual charges of $1,180 per service

The services are offered on an annual basis. Properties commencing a service or services part way through the year will be charged on a pro rata basis.

Commercial and Business Use of the Recycling Only Service

Properties of a commercial nature or properties categorised as business for rating purposes, which are located within the collection area may elect to use a fortnightly recycling only collection service. This service excludes the use of a standard landfill waste bin.
The service conditions are the same as the domestic service although they only apply to the recycling bin. The cost of the recycling service is $163 per annum for the first bin.
Commercial or business recycling services are offered on an annual basis. Properties commencing a service part way through the year will be charged on a pro rata basis to the nearest week.

Additional Recycling Service

To encourage the use of recycling by residents and commercial and business operators, an additional recycling bin may be provided, if requested by the ratepayer, in addition to the standard 240 litre yellow lidded recycling bin.
The cost of each additional domestic recycling service is $108 per annum.

Special On-Property Collection

A "wheel out – wheel in" special On-Property Collection service is available to support elderly and sick residents who require assistance to present their bins to the kerbside on collection day.
The subsidised cost of the service for those who are infirm and are able to provide a medical certificate to confirm this, is $17 per bin service per annum. The cost of the service for those who cannot provide a medical certificate is $300 per bin service per annum.
Services commencing part way through the year will be charged on a pro rata basis.

Bin Change Over Process (All collection services)

An administration fee of $47 (incl GST) per bin will apply to all assessments that require an increase in the landfill waste bin size throughout the year.
This charge will not apply where the bin size is being reduced. This fee shall be payable in advance.

Schools

Schools are included as commercial properties and the services are available to schools on the same basis. Schools may elect to use the full domestic service (landfill waste and recycling) or the recycling only service.

Service Conditions (All collection services)

Conditions apply to all collection services for the purposes of:

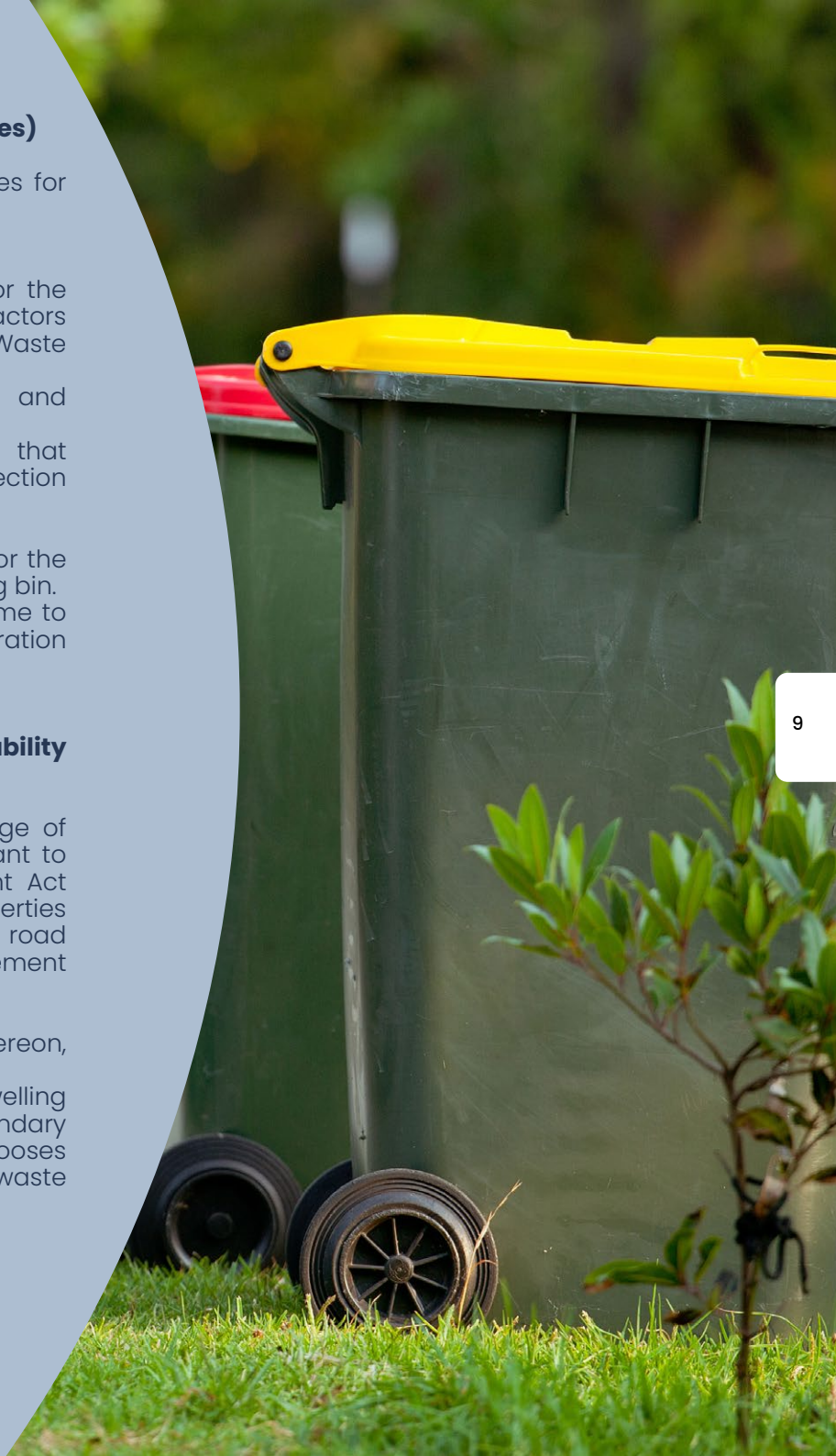
- Protecting the environment
- Maintaining health and safety for the collection and processing contractors and staff at the Recycling and Waste Depots
- Promoting waste minimisation and maximising recycling
- Minimising servicing problems that may be experienced by the collection vehicles

A penalty fee of $100 may be charged for the presentation of a contaminated recycling bin.
Specific conditions may change from time to time in accordance with the detailed operation plan approved by Council.

New Works Waste Management Availability Charge (Vacant Land)

A waste management availability charge of $115 is the annual charge, levied pursuant to Section 496(1) of the Local Government Act 1993, that applies to any domestic properties which have any boundary adjacent to a road for which domestic waste management services are available and:

- do not have a dwelling situated thereon, or
- have the closest point of the dwelling 100 metres or more from the boundary of the road and the ratepayer chooses not to receive a domestic waste management service.



No Charge Domestic Waste Vouchers and No Charge Green Waste *Vouchers*

Two Domestic Waste Vouchers and two Green Waste Vouchers are issued per year to owners for each property owned on a domestic waste management charge and for each rural property owned that is not on a domestic service.
Each voucher entitles the property owner to dispose of waste at Council's Recycling and Waste Depots, or to redeem the equivalent through the Domestic Garden Organics or Bulky Waste on-call clean up collection service (see next section), subject to the following conditions:

- The waste must be generated from domestic sources and, where possible, should be separated into reusable, recyclable and recoverable components
- If the voucher is redeemed for an on-call clean up collection service, the approximate waste volume applicable to each voucher is up to 1m3 (or the equivalent of a 6ft (1.8m) x 4ft (1.2m) x 1.5ft (0.5m) trailer load)
- The approximate waste volume applicable to each voucher at depots that do not have a weighbridge is up to 1m3 (or the equivalent of a 6ft (1.8m) x 4ft (1.2m) x 1.5ft (0.5m) trailer load)
- The load does not exceed 300kg at depots that are equipped with a weighbridge

Vouchers within the validity period are redeemable at any of Council's Recycling and Waste Depots, at any time of the year within normal depot operating times, or as payment for the equivalent domestic garden organics or bulky waste clean up service.
The voucher is valid only during the voucher period for the year of issue, commencing on 1 August and expiring on 31 July in the following year.
Vouchers are issued together with the rates notice.

Domestic Garden Organics and Bulky Waste On-Call Clean-up Collection *Service*

An on-call clean up collection service is provided at a nominal fee (or by redeeming a voucher*) for domestically sourced garden organics or bulky waste.

1. Bulky waste at $121 per pick-up - equivalent to 1m³ or a 6ft x 4ft x 1.5ft (1.8m x 1.2m x 0.5m) box trailer.

2. Garden Organics waste at $55 per pick-up - equivalent to 1m³ or a 6ft x 4ft x 1.5ft (1.8m x 1.2m x 0.5m) box trailer.

*Note that one voucher is redeemable for each 1m³, or part thereof, to be collected during an on-call clean up collection service.

Waste disposal *charges*

Waste disposal charges have been calculated to encourage separation and minimisation of waste going to landfill and to minimise dumped waste. Some recyclable materials are accepted without charge even though there is an overhead cost to accept these wastes. Charges are levied pursuant to Section 502 of the Local Government Act 1993.

Charges include for the applicable waste levy per tonne, payable to the NSW Government (Section 88 of the Protection of the Environment Operations Act 1997), as well as GST.

Recycling and Waste Depots are provided at West Nowra, Huskisson, Ulladulla, Bendalong, Berry, Callala, Kangaroo Valley, Kioloa, Lake Conjola and Sussex Inlet, and offer the following.

- Community Recycling Centres (CRCs), provided in collaboration with NSW EPA, for the no-charge disposal of problem household wastes, such as paints, oils, batteries, smoke detectors and fluorescent globes, are located at each of the ten recycling and waste depots. Household chemical clean-out drop off events are held at alternative locations, in collaboration with NSW EPA, at no charge to householders.

- Access to all Recycling and Waste Depots for the disposal of specific separated recyclable materials (e.g., bottles, paper, cardboard, plastics, most scrap metals and whitegoods, textiles, cans, electronic waste, expanded polystyrene, fluorescent light globes, gas cylinders and domestic quantities of motor oils, and car and cell batteries) at no charge to householders.

- Reduced disposal fees for some specific clean and separated materials suitable for beneficial re-use or recycling; e.g., bricks and concrete or clean fill (only at specified depots).

- Access to all Recycling and Waste Depots for disposal of separated green waste at a nominal charge.

- Charges at all Recycling and Waste Depots to divert specific priority waste materials from landfill and/or to cover the costs of their recovery; e.g., mattresses, tyres, and refrigerants from fridges, freezers and air conditioning units.

- Access to buy-back centres at some Recycling and Waste Depots to purchase reusable items for a low price.

Recycling and Waste Depot Charging Protocols

The following charging requirements apply at the West Nowra Landfill Weighbridge Site:

- Dead animals shall be included as commercial waste.

- Clean fill or VENM (Virgin Excavated Natural Material) is accepted at a charge equivalent to the applicable state government waste levy amount (Section 88 of the Protection of the Environment Operations Act 1997) including GST.

- Bonded asbestos or suspected bonded asbestos waste sealed in plastic bags will be accepted at the same charge as mixed commercial waste, in accordance with WHS legislation and SafeWork NSW codes of practice and guidelines. A 24-hour notice period is required to ensure sound burial of the asbestos containing waste. Unfavourable weather conditions and site operational needs may preclude tipping of asbestos materials for short periods.

The following charging requirements apply at the Ulladulla and Huskisson Weighbridge Transfer Sites:

- Large quantities of clean fill and topsoil may only be accepted by prior arrangement and subject to depot rehabilitation requirements. Charges apply.

- Semi tipper loads and loads unable to be handled by the hook-lift or other transfer systems in place, will not be accepted.

- Only small quantities of asbestos, able to be manually handled, will be accepted for placement in the designated asbestos transfer bin (Ulladulla only).

The following charging requirements apply at the Non-Weighbridge Transfer Sites (Bendalong, Berry, Callala, Kangaroo Valley, Kioloa, Lake Conjola and Sussex Inlet):

- A tonnage rate cannot apply. The size of the load is related to the vehicle or trailer type and size.

- A fraction of a trailer load is as determined by the gate operator. Three quarter, half and one quarter loads will be charged the applicable portion of the full charge.

- A single axle trailer with sides greater than 500mm high will be charged at the <4 tonne truck/trailer rate.

- Large loads unable to be handled by the operating equipment at the transfer depot (for example an item that cannot fit into the transfer bin) will not be accepted.

- Waste conversion factors are applied to load contents as follows:

  - a full car boot = 60kg
  - a full 6ft x 4ft trailer or ute = 300kg

The following charging requirements apply at All Depots:

- Green waste that is defined as "requiring additional reprocessing" includes stumps and large diameter logs of greater than 150mm and timber with nails or other foreign objects. Note that manufactured timber products and treated and painted timber is classified as mixed waste.

- Self-loaded processed and pasteurised garden waste, if available, is provided to residents and community groups (subject to conditions) at no charge, and to commercial operators at a low charge. A mechanical loading fee will be applied at West Nowra, Huskisson and Ulladulla, if required.

- Recyclables contaminated with waste may be rejected or charged at the applicable waste rate.

- Recyclables mixed with polystyrene will not be weighed at the weighbridge depots but will be charged on a mixed waste load basis. Note that clean separated polystyrene is accepted at no charge.

- A maximum of 5 car or light truck tyres will be accepted in each trailer load. Loads greater than 5 tyres will be charged at the bulk tyre rate at weighbridge depots. Truck and tractor tyres are charged at the individual rate.

- Separated green waste and grass clippings disposed of in small vehicles shall be accepted at a nominal charge of $10 (other charges apply for utilities, trailers and large vehicles).

- Less than 1m3 of separated recyclables from small business or domestic sources, such as paper, cardboard, glass, cans, PET plastic, HDPE plastic, clean polystyrene, scrap metal and anything that is reusable shall be accepted without charge, subject to the discretion of the depot attendant.

- Commercial quantities of recyclables (greater than 1m3) will be charged a fee.

- Refrigerators and air-conditioning units require careful removal and destruction of refrigerants in accordance with the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995. A degassing fee will be applied to each of these units to recover the cost of refrigerant removal.

- Untreated and unpainted construction timber will be accepted at the same rate as recyclable green waste.

Waste Fee Relief (Environmental Enhancement Projects)

Council has established a protocol to allow community groups undertaking voluntary environmental enhancement work to dispose of waste for nil charge at Council's waste facilities, without applying for a Council donation in each case.
Disposal of waste for nil charge will apply provided the following criteria are satisfied on all points:

- The waste is directly generated by work undertaken as part of an environment improvement project to land or facilities under the control of Council.

- The work is undertaken by a non-profit community organisation or group working on a voluntary basis.

- The total waste disposal fee does not exceed an amount of $500 for any one event or program.

- The total fee relief approved in any one financial year does not exceed $1,500 unless Council has resolved an additional amount.

Groups wishing to take advantage of this protocol should notify and gain approval from Council for the activity to be undertaken, well in advance of the proposed activity date.

Opportunity Shops

Registered charitable organisations shall be charged the nominal scale of rates for waste disposal charges arising from opportunity shops with a reduction to their annual waste disposal account of an amount equivalent to 50% of the total charge up to a maximum of $3,000 unless Council has resolved to reduce the charge by an additional amount.
Opportunity shops are encouraged to approach the NSW EPA to request an exemption from paying the Section 88 waste levy.

Community use of Waste/Recyclable Materials

Community and volunteer groups may, from time to time, request that Council either provide them with waste or recyclable materials for their use or to loan materials which will be returned to the Council waste facility after use. Council's Waste Services Manager will consider these applications on a case-by-case basis, subject to the following conditions:

- The group is a non-profit community organisation or group working on a voluntary basis.

- The group must provide details of how the activity will benefit the community.
- The financial impact on Council does not exceed $500 for each application.

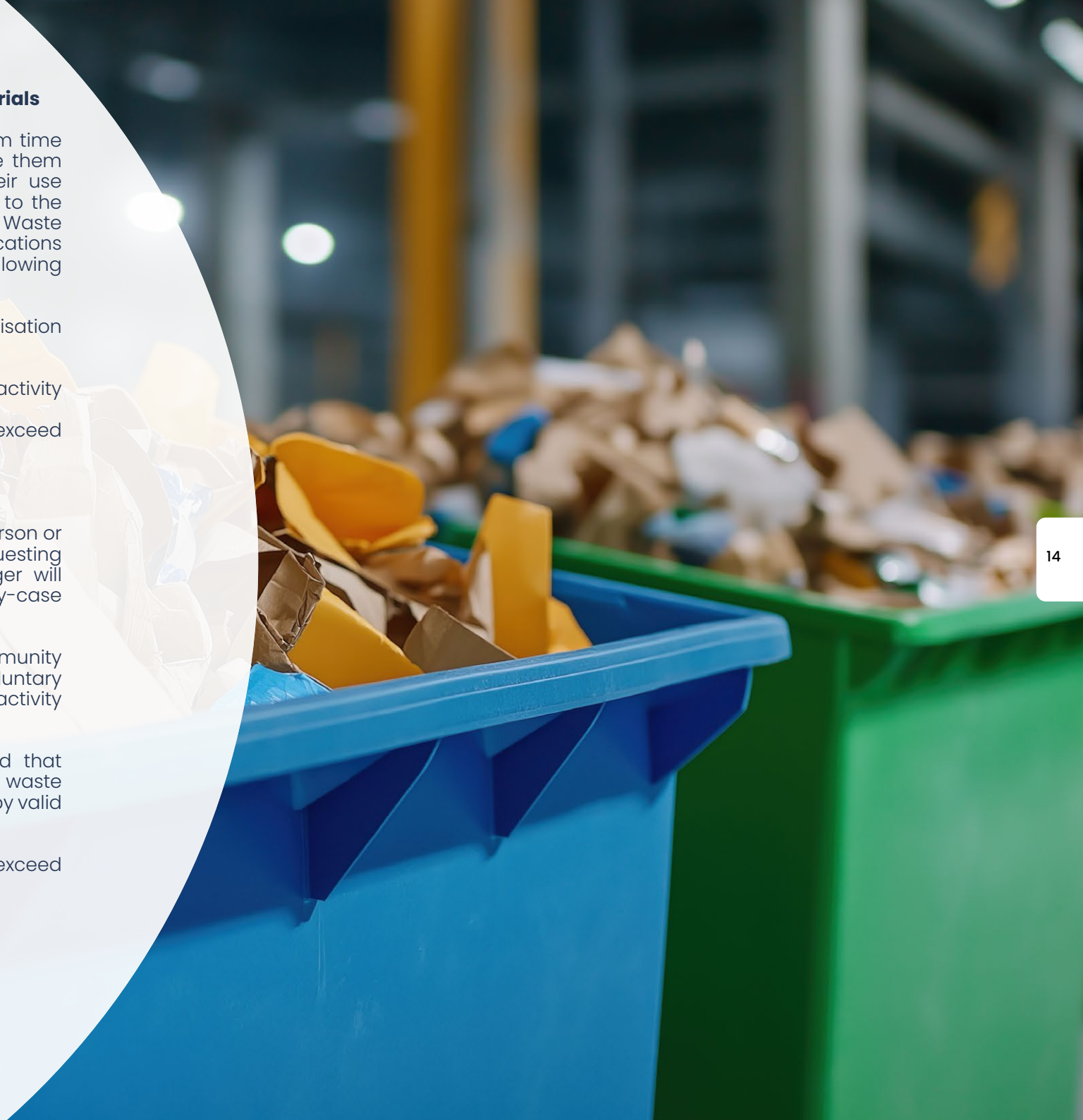
Other Special Circumstances

There are special circumstances where a person or community group has a valid reason for requesting fee relief. Council's Waste Services Manager will consider these applications on a case-by-case basis, subject to the following conditions:

- Either the group is a non-profit community organisation or group working on a voluntary basis, and has provided details of how the activity will benefit the community, or

- The person has a specific medical need that produces significant additional domestic waste disposal needs, and the need is supported by valid medical certification; and

- The financial impact on Council does not exceed $500 for each application.



Shoalhaven Water *charges 2025-26*

Shoalhaven City Council has responsibility for water and sewerage services for the Shoalhaven Local Government area. Shoalhaven Water is Council's Local Water Utlility that delivers water and sewerage services.

Shoalhaven Water develops long term capital works and financial plans to ensure the continued viability of the business and provision of essential services to the community. Asset management of water and sewer systems, together with major capital works, are the key elements of the 20-year financial plans.

The 2025/26 water and sewer (wastewater) pricing is derived in accordance with the Local Government Act 1993; in compliance with the NSW Government Water Supply, Sewerage and Liquid Trade Waste Pricing Guidelines and Council Policy 25/13. These documents are publicly available.

For new developments, access to water supply or sewerage services is provided following the payment of Section 64 Contributions and (where applicable) a separate system connection fee. An explanation of Section 64 charges with equivalent tenement classifications is provided later in this section.

The water and sewer availability charges are levied on properties in accordance with Sections 501 and 552 of the Local Government Act, to provide access to facilities for the supply of water and sewerage services. In 2025/26, the water availability charge for a residential connection (20mm) has increased to $160 ($15 increase) per annum, the sewer availability charge will increase to $1,110 ($82 increase) per annum.

The two-part tariff for water charges will continue (usage and availability). In 2025/26 the treated water usage charge will increase from $2.50 to $2.75/kl as per Section 502 of the Local Government Act.

The impact of these price increases on customers have been modelled using a residential customer's average water consumption of 155KL per year. Based on the average water consumption the total increase in this customer's annual water and sewer

Impact of price increase

Charge	Usage P.A kL	2024/25	2025/26	$ Increase p.a
Water Access Charge		$145	$160	**$15**
Water Usage Charge		$2.5	$2.75	
	155	$387.50	$426.25	**$38.75**
Sewerage Access Charged		$1,028	$1,110	**$82.00**
Total		$1,560.50	$1,696.25	**$135.75**

Water Account charges continue to be discounted on application for eligible pensioners, in accordance with Section 575 of the Act. The water and sewer funds also apply an additional concession of up to $10 each, based upon a 100% pension entitlement. This additional $20 (maximum) annual concession is a voluntary commitment by Council, which is applied quarterly against the Water Account.

Shoalhaven Water continues to provide a range of assistance measures including financial assistance through the Payment Assistance Scheme (PAS), to assist those eligible customers experiencing financial hardship. A budget is provided for the operation of the PAS, which is managed through a number of independent Support Agencies located across the Shoalhaven.

Further targeted relief is available to customers, subject to qualifying conditions, as follows:

- Assistance through the undetected leak policy where a significant water leak is discovered within the property,
- A rainwater tank rebate of $500,
- A range of Community Service Obligation (CSO) measures, and
- A tap re-washer program to eligible customers.

In accordance with Section 566 of the Local Government Act 1993, interest accrues on overdue Water Account charges including:

- Water availability
- Water usage
- Sewer availability
- Sewer usage and trade waste

The policy concerning the interest rate on overdue rates and charges is contained within the Statement of Revenue Policy component of the Delivery Program Operational Plan.
A process of managing unpaid Water Accounts is adopted, consistent with Office of Local Government direction. Shoalhaven Water uses a mercantile recovery agent (different to that used by Council for general rates), to ensure essential services are clearly identified for debt recovery proceedings. Debt management and recovery is undertaken in accordance with Shoalhaven Water Debt Management Policy (POL22/138), which is publicly available.

To ensure the continuation of essential services, the use of water flow restriction devices is not undertaken on vulnerable sections of the community in respect of unpaid water charges. The restriction of water to tenanted properties is only an option of last resort.

Shoalhaven Water manages customer information in accordance with the Council's Privacy Management Plan. Council does not act as a credit provider. Should a customer engage a credit or any other agency to manage their account with Shoalhaven Water, information about the customer will not be provided to the third party without their express written consent. Shoalhaven Water has provided for customers at no cost, access to the Energy and Water Ombudsman NSW (EWON). EWON is an independent body established to investigate a wide range of water related issues. Decisions made by EWON are binding upon Council.

The level of CSO is outlined in the relevant water and sewer charge sections below and a city-wide audit is intended to ensure compliance with Council Policy.

Dividend Payment from Water & Sewer Funds

Pursuant to section 409 (5) of the Local Government Act (1993), a dividend may be paid after the end of each financial year from the Water and Sewer Funds operating surplus. As a pre-requisite to the payment of a dividend, Shoalhaven Water is required to meet the requirements of the NSW Regulatory and Assurance Framework for Local Water Utilities July 2022, demonstrating that the business meets the expectations set out in Section 3 – Strategic Planning Assurance and Section 4- Guidelines for council dividend payments for water supply or sewerage services.

For 2025/26 a dividend will be declared from the surplus (if achieved) for payment from the Water and Sewer Funds to Council's General Fund in the following financial year.

Water Charges

Pricing strategies and water tariffs are modelled to:

- Generate sufficient income to ensure full cost recovery and maintain the long-term financial viability of the business, and aim to recover at least 75% of revenue from customers from the water usage charge.

A two-part tariff which encompasses a usage charge, and a fixed availability charge is applied as applicable. This pricing tariff accords with the NSW Regulatory and Assurance Framework for Local Water Utilities

Water availability *charge*

The water availability charge is based on the proportional size of the water meter service connection. The forecast charges over the next three years are as follows:

Water Availability	Charge 2025/26 ($)	Charge 2026/27 ($)	Charge 2027/28 ($)
Water Availability Charge (non-residential) - 20mm	160.00	176.00	194.00
Water Availability Charge (non-residential) - 25mm	267.00	294.00	323.00
Water Availability Charge (non-residential) - 32mm	430.00	473.00	520.00
Water Availability Charge (non-residential) - 40mm	675.00	743.00	817.00
Water Availability Charge (non-residential) - 50mm	1,060.00	1,166.00	1,283.00
Water Availability Charge (non-residential) - 80mm	2,701.00	2,971.00	3,268.00
Water Availability Charge (non-residential) - 100mm	4,224.00	4,646.00	5,111.00
Water Availability Charge (non-residential) - 150mm	9,493.00	10,442.00	11,486.00
Water Availability Charge (non-residential) - 200mm	16,882.00	18,570.00	20,427.00

Properties with multiple water meter service connections will be levied an availability charge for each connection.
Vacant land where the service is available (in accordance with Section 552 of the Act) will be levied an availability charge.

The availability charges for residential properties (including strata-title and vacant land) will be assumed to be a 20mm water meter service connection. The responsibility for replacement of residential water meters by Council is limited to 20mm sized service unless lower pressures determine that larger connection sizes should apply.

Water availability and usage charges also apply to properties owned by the Commonwealth of Australia.

Water usage *charge*

Water Availability	Charge 2025/26	Charge 2026/27	Charge 2027/28
Residential, commercial & CSO categorised properties per kilolitre	$2.75	$3.03	$3.33

Water meters will continue to be read on a quarterly basis with more frequent readings undertaken for high usage properties.
It is proposed to continue the levying of a lower charge for those accounts with untreated water (raw) for usage and availability charges, as recognition of no treatment and reticulation.

A bulk supply tariff for treated and untreated water is applied to Manildra through formal agreement, in respect of water usage charges. Assistance to dialysis patients will continue with water usage charges levied at 50% of the applicable charge.

Water standpipe charges are levied quarterly. Standpipes not surrendered within the billing cycle are levied consumption based on the current financial year charges. Formal hire agreements for standpipes are in place, failure to comply with the requirements of the hire agreement will result in termination of the hire agreement.

Water usage charges for volumes extracted from the Shoalhaven Water fixed bulk water stations are charged at a reduced rate to encourage use of those facilities.
The annual charge (invoiced quarterly) for the registration of backflow devices is included on Water Accounts, to those properties with devices installed.

Properties with water available will be classified according to (for water/sewer):

- Residential Commercial (includes bulk supply and non-strata)
- Community Service Obligation (CSO) Level 1
- Community Service Obligation (CSO) Level 2
- Community Service Obligation (CSO) Level 3 (sporting fields, excluding facilities)

A table listing all the classifications and usage allowances, as applicable, is shown within the wastewater charges section below.

The NSW Government Water Supply, Sewerage and Trade Waste Pricing Guidelines specify the decision to provide a Community Service Obligation, which is a matter for determination by each Local Government Water Utility.

Consistent with IPART rationales and Section 610e of the Local Government Act, CSOs should be reported publicly. Policy guidelines (POL 24/148) determine the criteria for recognition of a CSO, the charging policy in respect of Water Supply, Wastewater, Effluent, Trade Waste services and Section 64 Contributions.

The amount of CSO and other assistance measures from the water fund is estimated as follows:

Availability Charges Foregone (CSO);	$330,000
Pensioner Water Availability Charges Foregone; (forecast estimate and includes additional concession)	$175,000
Water Usage Charges Foregone (CSO)	$25,000
Events Sponsorship Funding	$235,000
Pensioner Water Usage Charges Foregone	$30,000
Payment Assistance Scheme	$25,000
Undetected water leak reduction and Tank rebates	$30,000
Adjustments, e.g. incorrect metering transactions, operational use of services, and payment transaction delays	$250,000
Development Contribution Concessions	$550,000

Sewer *charge*

The base charge for a sewer connection will continue to increase as required to support ongoing capital works programs.

The Sewer availability charge for a residential premise is based on a common service connection and discharge to the system, regardless of the size of the connection.

The Sewer availability charge for commercial and non-strata properties is based on the proportional size of the water meter service connection and discharge to the system.

Sewer charges include a two-part tariff structure (availability and usage) for commercial customers together with trade waste charges, if applicable.

Sewer Availability Charge

Availability charge based on the proportional size of the water meter service connection:

Sewer Availability	Charge 2025/26 ($)	Charge 2026/27 ($)	Charge 2027/28 ($)
Sewer Availability Charge (non-residential) - 20mm	1,110.00	1,177.00	1,248.00
Sewer Availability Charge (non-residential) - 25mm	1,547.00	1,640.00	1,738.00
Sewer Availability Charge (non-residential) - 32mm	2,363.00	2,505.00	2,655.00
Sewer Availability Charge (non-residential) - 40mm	3,133.00	3,321.00	3,520.00
Sewer Availability Charge (non-residential) - 50mm	4,431.00	4,697.00	4,979.00
Sewer Availability Charge (non-residential) - 80mm	9,142.00	9,691.00	10,272.00
Sewer Availability Charge (non-residential) - 100mm	13,107.00	13,893.00	14,727.00
Sewer Availability Charge (non-residential) - 150mm	22,585.00	23,940.00	25,376.00
Sewer Availability Charge (non-residential) - 200mm	35,041.00	37,143.00	39,372.00

- Properties with multiple water meter service connections will be levied a Sewer availability charge for each connection. This reflects the load that a discharger may place on the sewerage system and accords with best practice guidelines (adopted by Council resolution 1196 of 1 September 2003).
- Vacant land where the service is available (in accordance with Section 552 of the Act) will be levied availability charge.
- Sewer availability and usage charges apply to properties owned by the Commonwealth of Australia.

Sewer usage *charge*

The sewer usage charge as per Section 502 of the Local Government Act, will be levied on all premises classified as commercial or CSO (connected to sewer), based upon a percentage of water usage. The per kilolitre charge will continue to increase at a level greater than inflation in future years until the charge reflects the long run marginal cost and any cross subsidy across customer categories is removed.

Charge 2025/26	Charge 2026/27	Charge 2027/28
$2.44 per kl	$2.58 per kl	$2.71 per kl

A discharge percentage factor based on the classification of the property will apply to convert metered water to sewage. The charge is apportioned on a daily basis with the non-rounded metered volume applied against the per kl rate as shown above.

Where individual customers can demonstrate the actual discharge to sewer, the actual discharge will apply. Where sewer flow monitoring is installed by Shoalhaven Water or calibrated meters accepted by Shoalhaven Water, the actual discharge will be used. The formula for determining the sewer usage charges is:

D = A x B x C

Where:

A = Metered water usage

B = The sewer usage charge

C = Sewer discharge factor

D = The sewer usage charge levied on the Water Account

The land use classification as they apply to the Water and Sewer Availability, usage allowances if applicable and discharge factors for all classifications shown as a percentage are within the table on the next page:

✓ Applies

Land use	Classification	Water and sewer availability charge	Water usage charge allowances		Sewer usage charges discharge factor %
			Water		Sewer
			Level 1 300kl Allowance	Level 3 300kl Allowance Plus special rate $1.38c per KL thereafter	% ✓ to all unless specified
Charity	CSO Level 1		✓		90
Church	CSO Level 1		✓		90
Public Amenities	CSO Level 1		✓		90
Public Reserve	CSO Level 1		✓		N/A
Public Reserve with Amenities	CSO Level 1		✓		90
Other	CSO Level 1		✓		90
Bushfire Station	CSO Level 2a				90
Church Hall	CSO Level 2a				90
Community Centre	CSO Level 2a				90
Halls/Library	CSO Level 2a				90
Public Museum	CSO Level 2a				90
Swimming Pools	CSO Level2b				80
Sporting Oval	CSO Level 3			✓	N/A
Ambulance Station	Commercial	✓			90
Car Sales & Service	Commercial	✓			60
Caravan parks	Commercial	✓			60
Child Care Centre	Commercial	✓			90
Church School	Commercial	✓			90
Commercial (gardens)	Commercial	✓			70
Commercial (without gardens)	Commercial	✓			90

Applies

Land use	Classification	Water and sewer availability charge	Water usage charge allow-ances		Sewer usage charges discharge factor %
Concrete batching plant	Commercial	✓			10
Fire Station	Commercial	✓			80
Food preparation	Commercial	✓			90
Government Department	Commercial	✓			90
Guest House	Commercial	✓			70
Hospital	Commercial	✓			90
Hotel with accommodation	Commercial	✓			70
Hotel without accommodation	Commercial	✓			85
B & B (more than 2 rooms)	Commercial	✓			70
Industry (Dry)	Commercial	✓			70
Laundry	Commercial	✓			90
Motel/Resort	Commercial	✓			70
Non Strata Residential Flat	Commercial	✓			90
Nursing Home	Commercial	✓			90
Other	Commercial	✓			90
Police Station	Commercial	✓			90
Railway Station	Commercial	✓			80
Registered Club	Commercial	✓			90
Registered Club (sporting facilities)	Commercial	✓			50
Restaurant	Commercial	✓			90
School	Commercial	✓			90
Shopping Centre	Commercial	✓			90

Applies

Land use	Classification	Water and sewer availability charge	Water usage charge allow-ances		Sewer usage charges discharge factor %
Office	Commercial	✓			90
Factory	Commercial	✓			70
Multi-Premise (Strata Plan) Parent Commercial	Commercial				90
Nursery	Commercial	✓			70
Animal Boarding	Commercial	✓			90
Multi-Premise (Non Strata) Dual Occ.					
>25mm	Commercial	✓			90
Commercial/Farm Raw Water	Commercial	✓			N/A
Strata Assessment					
(Unit) Commercial – Child within Strata	Commercial	✓			90
Commercial Community Association - Common Property - Parent	Commercial				N/A
Commercial Community Association					
– Individual Unit –					
Child	Commercial	✓			90
Standpipe	Commercial				N/A
Standpipe – Rural Fire Service	Commercial				N/A
Standpipe – Raw Water	Commercial				N/A
Farm	Rural/Agricultural	✓			N/A
Market Garden	Rural/Agricultural	✓			N/A
Sewerage Treatment Works/Pump Station	Commercial	Water Availability Only			No Sewer Usage Charges apply
Water Pump Station/Treatment Works	Commercial	Sewer Availability Only	No Water/Sewer Usage Charges apply		

Council will continue to classify sewerage accounts with sewer available according to:

- Residential
- Commercial (includes non-strata)
- Community Service Obligation (CSO) Level 1
- Community Service Obligation (CSO) Level 2
- Community Service Obligation (CSO) Level 3

Community Service Obligation (CSO) Level 3

The amount of Community Service Obligations and other assistance measures from the sewer fund is anticipated to be:

Availability Charges Foregone (CSO)	$477,360
Pensioner Availability Charges Foregone; (forecast estimate and includes additional concession)	$537,200
Adjustments e.g. payment transaction delays	$15,000
Development Contribution Concessions	0

Liquid Trade Waste Charges

The discharge of liquid trade waste to Council sewerage systems will incur fees and charges which are applied according to the category into which the liquid trade waste discharger is classified. Council's Local Approvals Policy for Liquid Trade Waste Discharge to the Sewerage System provides information on the approval process, classification of liquid trade waste dischargers and the relevant formula to be used in calculating liquid trade waste usage and liquid trade waste "non-compliance usage" charges.

Council will invoice the owner of the land from which liquid trade waste is discharged in respect of fees and charges.

The annual fee to recover the costs associated with the administration and monitoring of liquid waste dischargers are invoiced as a quarterly component upon Water Accounts.

Effluent and Septic Removal Charges

Council provides a human waste removal services for properties not connected to sewerage through a contracted arrangement. Consequent to the reduction in demand for the effluent and associated services, a review of this arrangement was conducted and this included community consultation. Council resolved to continue providing a contracted service but on the basis of full cost recovery to eliminate any cross-subsidy to the sewer fund.

Council provides this service to support the community, but this is not an exclusive service. Customers can request this service or alternatively can engage any contractor that is approved to collect, transport and discharge at our designated sewer treatment plants to provide the services they need.

Septic tank and aerated system cleanouts are conducted on a "pay for service" basis.

The allowance of effluent removed per service will remain at 2,500 litres before an additional charge per 100 litres is incurred.

Development Contributions (Section 64 Charges)

Section 64 Contributions (also known as Headworks Contributions or Developer Charges) are up-front charges levied to recover part of the infrastructure costs incurred in servicing new developments. Developments are assessed on their relative load on water and/or sewerage systems, compared to a single residential dwelling, and an "equivalent tenement" (ET) is calculated.

The cost per ET has been set through a Developer Servicing Plan (DSP) which has been developed in accordance with State Government 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater.

The current developer charges are calculated for new, additional or "change of use" developments, based on the following equivalent tenement classifications.

Equivalent Tenement (ET) Classifications

Developer charges are calculated for new, additional or "change of use" developments based on the following criteria:

Item	Description	Note	Unit	Ets
Subdivided Lots	Each subdivided lot with separate connection	V	per Lot	1.00
	Residential Development Only -Community Title/Neighbourhood Title/Strata Title (where development approval for the dwellings granted)	V	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.80
			4 Bedroom	1.00
	Residential Development Only -Community Title/Neighbourhood Title/Strata Title (where development approval for the dwellings NOT approved) – LAND SIZE	V	≤200m2	0.40
			>200m2 & ≤300m2	0.60
			>300m2 & ≤450m2	0.80
			>450m2	1.00
Residential	Single House on single lot	V	per house	1.00
Residential Development	Flats & Medium Density Development, Dual Occupancy & "Granny Flat"	V, VI	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.80
			4 Bedroom	1.00
Caravan Parks	per licensed site – tent sites & mobile caravan sites (excluding Manager's Residence)	I, III, V	Short Term Site	0.15
			Long Term Site	0.30
	per licensed site – Cabin/mobile home (short or long term sites) (excluding Manager's Residence)	I, III, V	1 Bedroom	0.25
			2 Bedroom	0.40
			3 Bedroom	0.60

Item	Description	Note	Unit	Ets
Retirement Villages	- Nursing Homes and Hostel Single occupant - No separate kitchen facilities - Occupants require support includes other supporting facilities - Excludes Manager's residence	I, V	per single bed	0.25
	Self-Care	V	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.60
			4 Bedroom	0.80
Motels/Hotels/ Resorts	- Excludes Manager's residence - Excludes restaurants, clubs, reception centres, etc (see commercial wet trade or licensed premises or other commercial activities (refer to appropriate item/description)	I, V	1 Bedroom	0.20
			2 Bedroom	0.40
			3 Bedroom or greater	0.60
Backpacker Accommodation/ Hostel	- Communal cooking facilities - Small communal laundry	V	per bed	0.125
Bedsitter / Guest House	No cooking - ensuite facilities available	V	per Bedroom	0.20
	House based with communal kitchen/laundry	V	1 Bedroom	0.25
			2 Bedroom	0.40
			3 Bedroom	0.60
Bed & Breakfast	Accommodation (New)	V	per bedroom	0.25
	Accommodation (Amendment to existing building with no building additions)	V	per bedroom in excess of 4 bedrooms (or possible bedrooms)	0.25
Industrial	Large open building which may/are further developed (divided) and where future use is unknown.	II, V	per 1,000m^2 gross floor area	1.00

Item	Description	Note	Unit	Ets
Offices	Commercial Activity	V	per 250m² gross floor area	1.00
Commercial Development	General Merchandise Type Shops (excludes Commercial Dry Trade & Commercial Wet Trade)	V	per 250m² gross floor area	1.00
Commercial: Multi-Premise Development	Multi-premise commercial development (allowance made for small commercial wet trade)	V, IX	Per 210m² gross floor area	1.00
Commercial Dry Trade	Bulky Goods Type Shops (excluding food and wet trade), Museum, Showroom, Galleries, etc – water used only for domestic purposes (other than in or part of shopping complexes)	V	per 500m² gross floor area	1.00
Commercial Wet Trade	Shops – Food preparation and sales and where water is used for business activity other than domestic purposes (unless otherwise stated), e.g., café, butcher, milk bar, bakery, fish shop, restaurant	V	per 100m² gross floor area	1.00
Shopping Complex/ Retail Super Store	Food Preparation (e.g., café, butcher), Shops and Offices (for Supermarket refer below)	V	per 210m² gross floor area	1.00
Supermarket	Food Preparation	V	per 100m² gross floor area	1.00
	Offices	V	per 250m² gross floor area	1.00
	Supermarket (customer area)	V	per 1,000m² gross floor area	1.00
Licensed Premises	Clubs, Restaurants, Reception Centres, etc.	V	per 100m² gross floor area	1.00
Hospital		V	per bed	1.00
School	Day	V	per 25 pupils	1.00
	Boarding	V	per 6 pupils	1.00
Child Minding Facilities	Day Care (short and long)	V, VIII, XII	Water (per person)	0.06
		V, VIII, XII	Sewer (per person)	0.10

Item	Description	Note	Unit	Ets
Theatres, Churches		V	per 100 occupants	1.00
Sporting Complex	Potential maximum number of persons (for seating 1 person per 500 mm wide)	V	per 100 persons	1.00
Animal Boarding	Dogs, Cats, etc	V	Per 500m^2 floor area (including the play area)	1.00
Green Trade,	Nursery, Sporting Fields (eg. Oval/fields/bowling greens for irrigation purposes with no stand or amenities block/s), Parks, Gardens, Market gardens (excluding primary residence)/Garden Centres/ Nurseries. Meter sizes larger than 50mm subject to written application.	V, X	To be individually assessed or in accordance with Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines", or specific Council resolution.	To be determined on application
Public Amenity Blocks	Public facilities	V, XI	Per fixture (eg WC, shower)	0.50
Commercial Laundry	Laundrette, etc	V	To be individually assessed or in accordance with Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines", or specific Council resolution.	To be determined on application
Other developments not specified:		V	To be individually assessed or in accordance with specific Council resolution or Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines or specific Council resolution. ".	To be determined on application

Notes

ET – Equivalent Tenement

III. Manager's residence to be based on number of bedrooms (see Residential Development)

IV. Area of Portal frame (Industrial) building to be determined by measuring to external cladding.

V. Caravan Parks: Short Term Site- includes camping site, caravan sites – as per licence approval Long Term Site- includes caravan sites, mobile home sites, and cabins – as per licence approval

VI. Deleted as a result of MIN13.864.

VII. Council resolution MIN13.864 applies.

VIII. Medium Density and Residential Flat Developments – ETs are set by Council Resolution 93/2899 – resolved at Council meeting on 16 Nov 1993 as follows:

93/2899 Developer Charges for Water Supply and Sewerage - Medium Density and Residential Flat Development Files 90/2499, 90/2500

+ RECOMMENDED that, for the proposal of calculating developer contributions for water supply and sewerage, the following

+ 'equivalent tenement' (ET) factors be used in respect of medium density and residential flat development:-

+ Small residential flat or unit -
1 bedroom = 0.4 ET
Medium residential flat or unit -
2 bedrooms = 0.6 ET
Large residential flat or unit -
3 bedrooms = 0.8 ET

+ and that rooms capable of being used as separate bedrooms be included in the number of bedrooms.

IX. As per NSW Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines". Persons include children and staff.

X. As per Council report and resolution (Minute No. 06/184), February 2006.

184. Section 64 Contributions – 'First Occupancy' or 'Change of Use' of Commercial Buildings File 15513

RECOMMENDED that Council levy a Section 64 contribution charge for commercial small shopping complexes at the initial DA stage to cover 'first occupancy' or 'change of use' where impact is minor on the water and/or sewerage systems, as follows:

a. The rate of one (1) equivalent tenement (ET) for a proposed or existing multi premise commercial development on commercial zoned land shall be per 210m2 of gross floor area; and

b. A business which occupies one of the premises (as a first occupancy or a change of use) may be granted a concession towards payment of water and sewer developer charges if:

   i. it is less than 100m2;

   ii. its calculated loading on a system is less than or equal to 1.0 ET;

   iii. it is not a large water user or sewer discharger (eg. commercial laundries, or licensed premises, etc.);

c. A development/business which occupies one of the premises (as a first occupancy or a change of use) and is determined as having a loading on a system that is greater than 1.0 ET, then the development/business shall pay water and sewer developer charges as follows: Net ET's = development /business loading in ET's – credit for area occupied at rate of 1ET/210m2.

d. The above rate and calculations be included in the Annual Management Plan.

X. Fairways on golf courses are not provided with town water supply for irrigation purposes.

XI. Minute 2008.663 refers to specific public amenity buildings

663.Disposal of Assets - Public Amenities File 35799, 30449, 9738, 36685, 36684 RECOMMENDED that

a. the report on the disposal of assets - public amenities buildings at Pillipai Ring Reserve - Erowal Bay, Bens Walk Reserve - Depot Farm - West Nowra and Falls Creek Picnic Area be received for information.

b. Council adopt the 3 Year (2008/11) Public Amenities Capital Program as attached to this report.

c. Council determine to demolish the public amenities at Falls Creek and Depot Farm.

d. Council waiver the water and sewer headworks charges as a Community Service Obligation – Level 4, 100% reduction.

e. Council undertake works to remove underscrub around the amenity building at Pillipai Ring Reserve, Erowal Bay to improve security and visibility.

XII. NSW Government – Education Department
https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/regulation-assessment-and-rating/regulatory-framework/staff-ratios-and-adequate-supervision

Shoalhaven City Council

Address all correspondence to:
The Chief Executive Officer
PO Box 42, Nowra NSW 2541
shoalhaven.nsw.gov.au/contact
1300 293 111

shoalhaven.nsw.gov.au