

Elmore & Lockington sewer services

April 2022

OPTION 1: SEWER REBATE

This option provides customers with a sewer rebate of \$124 per annum. A rebate will be applied automatically to all eligible quarterly accounts.

The rebate reflects the additional costs incurred by customers who must maintain a septic system and arrange cleaning of their septic tank at their own expense.

The rebate will be applied to the fixed Sewer Service Fee.

BENEFIT TO CUSTOMER

- Customers will receive a rebate of \$124 per year.
- The rebate will be applied automatically to all eligible accounts quarterly.
- Customers can continue to use their preferred septic tank contractor.

INCONVENIENCE TO CUSTOMER

- Customers will still have to arrange for their septic tanks to be pumped out using a contractor of their choice, at their own cost.

OPTION 2: SEPTIC TANK CLEANOUT

This option offers customers a free clean out of their septic tank every three years.

The clean outs remove the burden on the customer of having to maintain their Septic Tank Effluent Disposal (STED) system at their own expense.

Customers will need to contact our Customer Support Team to arrange for their septic tanks to be cleaned out.

BENEFIT TO CUSTOMER

- Customers can have their septic tanks cleaned out by a Coliban Water contractor every three years.
- Customers will not have to deal with a contractor directly to organise the septic tank to be cleaned out.
- Customers will not have to pay to have their septic tank cleaned.

INCONVENIENCE TO CUSTOMER

- Customers must use the contractor Coliban Water engages.
- Customers will need to liaise with Coliban Water to arrange a time and date for a Coliban Water contractor to access their septic tank
- Customers will continue to pay the normal sewer access charges