

Elmore & Lockington sewer services

April 2022

Question	Answer
WHAT DOES STED STAND FOR?	Septic Tank Effluent Disposal.
WHAT IS A STED SYSTEM?	A STED system is a sewer system. Sewage from a property flows into a septic tank. Solid waste accumulates in the tank, and liquid waste flows to the treatment plant. The solid waste is called sludge and should be cleaned out every three years.
WHY WERE STED SYSTEMS BUILT?	Customers must contribute to the cost of building a sewer system. The customer contribution is shared across the number of customers serviced by the system. Small systems have fewer customers to share the cost, which makes a full sewer system expensive. STED systems are a cheaper alternative to full sewer systems.
WHEN WAS THE STED SYSTEM BUILT?	STED sewer systems were implemented in Lockington and Elmore with the rollout of sewerage systems across Victoria in the 1990s.
WHY ARE YOU REVIEWING THE DECISION NOW?	Our services, prices, and level of investment are reviewed by the Essential Services Commission (ESC) every five years. The decision to pay for septic cleaning or a quarterly rebate was made in preparation for our current Pricing Submission 2018-2023. We committed to review the decision in five years. We are now preparing our next Pricing Submission 2023-2028 and want you to review your choice.
WHY IS THIS ONLY HAPPENING IN LOCKINGTON AND ELMORE?	This type of sewer system was only built in these townships. Other towns either have a full sewer system or no sewer system.
HOW WILL THE FINAL DECISION BE ANNOUNCED?	We will announce the final decision on Connect Coliban, social media (Facebook and Twitter), and local media. Customers will receive a letter with more information about how the changes will impact them before July 2023.
WHAT HAPPENS IF I SELL MY HOME?	The sewer rebate or septic clean out availability is attached to the property, so eligibility will transfer to the new owner.
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WHAT HAPPENS IF I SELL MY HOME?	The sewer rebate or septic clean out availability is attached to the property. This means the new owner will have the same eligibility as the previous owner.
Ballot Process	
WHY ARE YOU DOING A BALLOT?	We want a simple decision-making process accessible to everyone in the community.
WHERE CAN I VOTE?	You can vote in person at the community meeting, online at connect.coliban.com.au/ps23/ballot or by returning your completed ballot in the envelope provided.
HOW LONG IS VOTING OPEN?	Voting is open from 28 March 2022 to 15 April 2022 to allow everyone time to participate.
HOW WILL THE OUTCOME BE DECIDED?	Customers with a sewer account in Lockington and Elmore are eligible to vote for the option they prefer. The option with the most votes will be implemented in each town.
WHO MAKES THE FINAL DECISION?	Customers will make the final decision. The option with the most votes will be implemented in that township.
WHY CAN'T EACH CUSTOMER HAVE THEIR INDIVIDUAL CHOICE IMPLEMENTED?	Implementing a separate option for each customer would create an additional administrative cost, which would ultimately be paid for by customers. Because of this, we have implemented town by town delivery of the most popular option for efficiency reasons.
WHAT MAKES A VOTE AUTHENTIC?	You will be asked to provide your name, address, and phone number when voting. Information provided will be matched to our database for verification. Some customers may be contacted to clarify if their voting intention is unclear, or the details they provide do not match.
WHAT IF I OWN MORE THAN ONE PROPERTY?	Each sewer account is entitled to one vote. If you own more than one property, you can submit a vote for each property. You can either include multiple addresses on the one ballot form or submit a new ballot for each property.
WHAT IF I DON'T VOTE?	There is no obligation to vote. However, once a choice has been made and verified, it will be implemented.
WHAT IF THE VOTE IS TIED?	If the vote is tied, we will extend voting for one week to allow more customers to vote.
Rebate off your Bill	
HOW MUCH IS THE SEWER REBATE?	The rebate available is \$124 annually. This is calculated daily and applied to your account the same way your sewer charge is.

HOW MUCH ARE MY SEWER CHARGES?	Sewer charges are affected by the cost of inflation and are approved by the Essential Services Commission. The annual sewer fee for 2021/22 is \$675.
WHEN WILL THE REBATES START?	If this option is chosen, the rebate will apply from 1 July 2023.
HOW WILL I RECEIVE MY REBATE?	Sewer rebates will automatically appear on your bill. You will be billed your usual charges and receive a sewer rebate as a credit toward the total bill.
Septic clean out	
WILL YOU AUTOMATICALLY CLEAN MY SEPTIC TANK?	No. To have your septic tank cleaned, you will need to contact our customer support team on 1300 363 200 and make a request.
I JUST HAD MY SEPTIC TANK CLEANED; CAN I GET REIMBURSED?	No. Septic tank cleans organised by customers are not reimbursed through this program. If your town is eligible, you should contact us to arrange for your septic to be cleaned out.
DO I HAVE TO DO ANYTHING BEFORE I REQUEST MY SEPTIC TANK GET CLEANED?	The contractor will need clear access to your septic tank. If you are unsure where the access point is or if it is covered or overgrown, additional steps may be needed. Please locate and inspect your septic tank access point before calling to arrange for a clean and let our customer support team know if there are any access difficulties.
I DON'T KNOW WHERE MY SEPTIC TANK IS. WILL THE CONTRACTOR LOCATE IT?	The Coliban Water agreement with the contractor is limited to cleaning the septic tank and does not include work associated with finding the access point should it be needed. The contractor may be able to complete this task, but any charges associated with this work are the customer's responsibility.
WHO IS THE CONTRACTOR THAT COLIBAN WATER WILL ENGAGE?	A contractor will be engaged under the Coliban Water procurement policy. Customers will be notified in writing once a contractor is appointed.
WHAT IF MY SEPTIC TANK DOESN'T NEED CLEANING OUT EVERY THREE YEARS?	<p>The septic clean by a Coliban Water appointed contractor is optional and can only be requested every three years.</p> <p>The Environmental Protection Agency Victoria (EPAV) recommends desludging septic systems every three to five years. A licensed plumber can assess whether your system needs cleaning.</p>

WHAT IF I AM
HAPPY WITH
THE
CONTRACTOR
THAT I HAVE?

You do not have to use our contractor. If you prefer to use another contractor, you can do so at your own cost.

Further information

HOW CAN I FIND
OUT MORE?

You can visit connect.coliban.com.au, speak to us in person at one of our community meetings or call our customer support team on 1300 363 200.

Disclaimer: Information contained in this document was correct at the time of publication (April 2022). Coliban Water reserves the right to alter or amend these Frequently Asked Questions and Answers at any time.