

## Harkaway Pressure Sewer Scheme

### Backlog Sewerage Tariff Fee – hardship policy

The Harkaway Pressure Sewer Scheme will connect the township of Harkaway to the South East Water sewerage network. Construction of this Scheme commenced on 1 March 2023 with connections to sewer anticipated to be available from September 2023.

Once construction and commissioning are finished, the Scheme will be declared, and sewer connections offered to customers. At declaration, a Backlog Sewerage Tariff Fee of \$2500, payable over five years at \$125 per quarter, will be added to the accounts of all customers eligible to connect under this Scheme (properties within the Scheme boundary under 0.4 hectares). Customers may also pay this fee in one amount, if preferred.

All eligible properties within this Scheme must pay the Backlog Sewerage Tariff Fee, regardless of whether the customer chooses to connect to the sewer.

If the customer chooses to connect, the customer will also need to pay for the cost of plumbing works to connect the property to the sewer. Regardless of when connection is made, all customers will have the same interest free options of 12 and 24 months if using South East Water plumbers to undertake the connection process.

Payment assistance options are available for customers experiencing financial difficulties. Please contact our Customer Care team who will assess your claim:

Phone: 13 16 94 (Monday to Friday 8am – 6pm)

Email: [customercare@sew.com.au](mailto:customercare@sew.com.au)

#### Deferring the Backlog Sewerage Tariff Fee

In addition to the payment support options available to all residential customers, the Customer Care team may, depending on the customer's circumstances, offer a customer experiencing payment difficulty the option to defer the payment of the Backlog Sewerage Tariff Fee until the customer applies to connect the property to sewer, or the property is sold.

In addition to any other conditions specified by South East Water, if payment of the Backlog Sewerage Tariff Fee is deferred:

- If the customer connects to the sewer within 5 years from the declaration date, the customer will be able to pay the Backlog Sewerage Tariff Fee over 5 years in quarterly instalments of \$125.
- If the customer connects to the sewer 5 or more years after the declaration date, the Backlog Sewerage Tariff Fee must be paid in full as a lump sum.
- If the property is sold before the Backlog Sewerage Tariff Fee is paid, the Backlog Sewerage Tariff Fee (or the residual balance) will be collected at property settlement.