



Our Plan 2023 - 2028  
**Price | Services | Future**



## A FAIRER COMMERCIAL WASTEWATER TARIFF MODEL

Currently South Gippsland Water's commercial wastewater fee is charged on how many toilets a customer has, not what is going down the drain.

Both small businesses and community groups have consistently raised issues about what they perceive as the unfairness of the current non-residential wastewater tariff system (cistern charges).

### A New Way to Charge

We are looking at how we might address these concerns and develop a new way to charge non-residential properties for wastewater services, based on the load and costs these customers place on the system.

### Key Principles

- A fairer way to charge non-residential properties for wastewater
- Easily understood by customers
- Cost neutral to South Gippsland Water, that it doesn't re-coup more or less money from customers as a whole.

### Current Cistern Tariff Structure

A fixed Cistern Access Fee that ranges from \$174 p.a. for 1-2 cisterns up to \$4,757p.a. for 36+ cisterns. A volumetric charge of \$2.03 per kL is added based on a percentage of metered water use:

- 80% - Business, community services, education
- 55% - Tourism, hospitals
- 30% - Sporting grounds/clubs

The current cistern charge meant that during the pandemic properties such as motels, caravan parks, hotels and community sports clubs were paying high fixed cistern fees and had low occupancy or water usage.



### What Do You Think?

Do our quick 3 question poll and tell us if we should make changes to the cistern tariff structure? We want to include our customer's feedback and understand what principles are most important to consider when we develop a new tariff?

Visit: [www.surveymonkey.com/r/Cisterntariffs](https://www.surveymonkey.com/r/Cisterntariffs)

1300 851 636 | [media@sgwater.com.au](mailto:media@sgwater.com.au) | [www.sgwater.com.au](http://www.sgwater.com.au)



South  
 Gippsland Water