

## Sewerage usage charges for non-residential customers

### 1. Overview

#### 1.1 At a glance

Our policy explains how we apply sewerage usage charges to non-residential customers' bills.

#### 1.2 Scope

Our policy covers all non-residential customers (including exempt properties) who discharge to our wastewater (sewerage) system.

#### 1.3 Objective

Our policy explains when and how sewerage usage charges are applied.

## 2. Policy in detail

### 2.1 Background

We provide a wastewater acceptance service to residential and non-residential customers.

Sewerage service charges are allocated to non-residential customers based on:

- the water meter size
- use of the service as calculated by the sewerage usage discharge factor.

Sewerage usage charges are applied based on the customer's measured or assessed use of the systems.

### 2.2 Sewerage usage charges

The sewerage usage charge is calculated as follows:

$$\text{Sewerage usage charge} = [(W \times DF) - DA] \times UC$$

Where:

W = the water used (in kilolitres) by the non-residential property for the meter reading period (as recorded through all our water meters, including both drinking and recycled meters).

DF = the sewerage usage discharge factor (SUDF) for that non-residential property.

DA = the discharge allowance for the meter reading period.

UC = the sewerage usage charging rate for the meter reading period.

### 2.3 Discharge allowance

All non-residential and exempt properties that are individually metered receive a daily discharge allowance.

Customers who share a common meter or are on a joint meter service will only receive one discharge allowance on the common meter or metered property.

The daily discharge allowance for each year is:

- 1 July 2016 to 30 June 2017 – 0.685 kL/day
- 1 July 2017 to 30 June 2018 – 0.548 kL/day
- 1 July 2018 to 30 June 2019 – 0.411 kL/day
- 1 July 2019 to 30 June 2020 – 0.410 kL/day

### 2.4 Discharge factor

A sewerage usage discharge factor (SUDF) is used to determine the volume of wastewater discharged to our wastewater system from a non-residential property.

The discharge factor compares the volume you discharge to the sewer, to the volume of water we deliver to your site (as recorded by your water meter(s)).

$$\text{SUDF} = \frac{\text{Volume of wastewater discharged}}{\text{total water use (as measured by Sydney Water's meters)}} \times 100$$

We determine discharge factors based on:

- an industry standard
- our determined site-specific calculation
- site-specific calculations provided by the customer's representative and agreed by us
- a discharge meter reading.

We apply a default discharge factor of 78% to all new non-residential properties. It's the calculated average discharge factor for all non-residential properties in our area of operations.

The discharge factor that applies to a particular non-residential property is displayed on the bill.

In certain circumstances, we'll ask a customer to install a discharge meter to measure the volume of wastewater being discharged.

Where there are seasonal fluctuations or no fixed correlation between the volume discharged to the wastewater system and the water supplied to the site, the customer must install and maintain a discharge meter. In such situations, the discharge factor may exceed 100%. Examples include:

- onsite reuse
- stormwater harvesting
- sewer mining
- importing liquids from other sites
- use of bore water.

$$\text{Sewerage usage charge} = (V - DA) \times UC$$

Where:

V = the volume discharged through the discharge meter plus an estimated volume for any discharge from toilets and showers.

DA = the discharge allowance for the meter reading period.

UC = the sewerage usage charging rate for the meter reading period.

## 2.5 Adjustments

Customers may request a review of their discharge factor once a year. The customer is required to provide sufficient data to support their claim for a variation. Where a customer demonstrates a lower discharge factor to be appropriate, we'll refund overpayments from the date the customer demonstrated a lower factor.

We may vary a discharge factor for an individual customer or a customer segment at any time. We'll inform the customer in writing (by letter or email) of the change and the effective date.

If we vary the discharge factor by 10% or more for a particular industry group, we'll inform affected customers at least three months before the amended charges are implemented.

## 2.6 Disputes

If a customer wishes to dispute the discharge factor after a site assessment, they should advise us in writing. We'll treat this as a customer complaint.

If a customer is not satisfied with our response, they can contact the Energy and Water Ombudsman (EWON) on 1800 246 545 for external dispute resolution.

## 2.7 Exclusions

The following customers are not subject to sewerage usage charges:

- residential customers
- non-residential customers that don't exceed the discharge allowance over the billing period
- mixed multi premises
- unmetered non-residential properties (unless they attract a measured sewer usage charge).

## 3. Definitions

Term	Definition
Customer segment	A group of customers that share a common business activity e.g. shopping centres, accommodation hotels, public schools and commercial laundries.
Daily discharge allowance	All non-residential and exempt properties that are individually metered receive a daily discharge allowance. Customers who share a common meter or are in a joint meter service will only receive one discharge allowance on the common meter or metered property.
Default discharge factor	A default discharge factor of 78% is the calculated average discharge factor for all non-residential properties in our area of operations. The default discharge applies where an industry standard factor or site-specific discharge factor has not been established.
Exempt land (properties)	Land described in part 1, schedule 2 (and not described in part 2, schedule 2) of the <a href="#">Sydney Water Act 1994</a> .
Filtered water	Water that has been treated at a water filtration plant or a desalination plant.
Multi premises	A premises with two or more properties.
Mixed multi premises	A multi premises with both residential and non-residential properties.
Recycled water	Water that has been treated to enable its use for certain industrial, commercial and/or household applications, but isn't intended to meet the standards for drinking water required by the National Health and Medical Research Council's <i>Australian Drinking Water Guidelines</i> .
Sewerage service charge	A charge applies to all properties that are connected to our wastewater system.
Sewerage usage charge	The calculated charge for discharging a measured or estimated volume of wastewater to our wastewater system.
Sewerage usage discharge factor	Compares the volume you discharge to the sewer, to the volume of water we deliver to your site (as recorded by your water meter(s)).
Unfiltered water	Water that has been chemically treated, but not treated at a water filtration plant.