

# Bruce Rock STED Scheme



## Frequently Asked Questions

### What are the next steps?

Now the Bruce Rock STED Scheme is complete, we encourage customers to get a quote for connection.

Water Corporation has provided a connection point about 1 metre inside each property boundary – customers must now connect their septic tank to this point.

We encourage everyone to get a quote from a licensed plumber to see how much a potential connection will be. Once this is complete, everyone can then contact Water Corporation to discuss their options.

If customers are unable to afford to connect at the moment, or believe it will be out of their means for a while – they are able to call to discuss their options.

To connection first, they must register their intent on Builder Net – this can be done by the property owner, tenant or your registered plumber.

Once a property is connected, sewerage rates will begin to be charged.

### What is Builder Net and why should I use it?

Builder Net is the Water Corporation system for building applications. Customers in Bruce Rock need to log in to Builder Net to inform Water Corporation they plan to connect to the scheme.

This then allows us to provide your plumber with the required information, and prepare for the connection on our systems. This is associated with providing information to Landgate, the Plumbing Licensing Board and our own internal systems.

Information for customers on how to use Builder Net is available on 13 13 95 or the below links contain a lot of information and videos on how to use the system:

<https://www.watercorporation.com.au/Help-and-advice/BuilderNet-help/BuilderNet-help/Using-BuilderNet-as-a-guest>

<https://www.watercorporation.com.au/Help-and-advice/BuilderNet-help/BuilderNet-help/How-to-use-BuilderNet>

### What is the rate deferral?

Water Corporation has taken the decision to defer the charging of sewerage service fees for 12 months.

This means customers won't be charged service fees until they connect, or until July 2021 – whatever is earliest.

If a customer chooses to connect now, or before July 2021, service fees will start from the next billing period.

It is hoped this will allow customers to see what options they have financially before committing to a connection.

### What help is available?

Water Corporation is available to discuss everyone's individual needs. We are happy to discuss people's options going forward and to see if there are any concessions available to them. We encourage everyone to get hold of us on the below numbers.

The Shire of Bruce Rock is offering up to \$1,500 in rebates for connecting. This will be paid directly to the plumber upon a written receipt of STED connection works done who is doing the connection.



The subsidy to be paid will be;

- i. \$1,000 for the owners of residential or commercial properties;
- ii. \$1,250 for the owners of residential properties that are registered '**Seniors**' with the Shire under the Pensioner Rebate Scheme; or
- iii. \$1,500 for the owners of residential properties that are registered '**Pensioners**' (including Seniors with Commonwealth Senior Health Cards) under the Pensioner Rebate Scheme.

Also a supply only of appropriate sand or fill to a property to close off the leach drains or leach wells is also available at no cost on request.

It is a legal requirement that leach drain/s when decommissioned are filled in.

Note: if a person requires the supplied fill to be put into the decommissioned leach drains this will be private works at cost as per the Shire fees and charges, application for such works can be made at the Shire front desk and subject to operational requirements.

### **Should customers connect to the scheme?**

We encourage customers to connect to the scheme if they are able to.

The STED Scheme was introduced to assist in environmental health – septic tanks in the town can often cause an issue if they overflow during wet weather.

This reason is still valid and important for the town. Although we are providing as much assistance as we can for the financial side of connection – the scheme is there to assist the town.

### **Where to send customers for more information**

Information is available on [www.watercorporation.com.au/BruceRockSTED](http://www.watercorporation.com.au/BruceRockSTED)

### **Contact Numbers**

#### **Community Engagement –**

General enquiries regarding the scheme and deferral

Jen Woollard – 08 9420 2651

[jen.woollard@watercorporation.com.au](mailto:jen.woollard@watercorporation.com.au)

#### **Building Services –**

Enquiries regarding Builder Net or for technical information on connection

13 13 95

#### **Customer Centre –**

For customers to speak to Water Corporation regarding their financial options

13 13 85