

Customers will notice a number of changes to their waste charges for 2019/2020. Some common questions and answers are provided below to assist you with understanding these changes. Please contact 1300 ASK SVC (1300 275 782), should you require any further information or assistance.

1. WHY HAVE THE WASTE CHARGES CHANGED?

- It is critical for SVC residents to reduce waste as soon as possible to meet the EPA's goals. To do this we must invest in new services and education programs. We are currently producing more waste every year. This means we need more capacity, more recycling options and more efficient waste management operations.
- By creating more recycling and efficient waste services we will be able to meet EPA's goal to reduce 70% of waste going into landfill and Council can then consider a decrease in waste charges.
- Many critical waste management projects can be completed in the next four years with the fees harmonised in a logical, yet affordable manner. All income will return to the community through improved facilities, recycling options and operations.
- SVC's draft Zero Waste Strategy informs the new waste action plan. This includes initiatives to increase recycling and organics reduction to reduce Council's waste to landfill and reduce costs of service.

2. HOW HAS DOMESTIC WASTE GENERATION CHANGED?

From July 2013 to June 2019 the amount of waste generated by residents and businesses in the Snowy Valleys has increased by over 40%. As a result, the annual cost to manage this garbage has increased considerably.

3. WHAT ARE WE DOING TO MANAGE OUR WASTES COST?

- We have improved the efficiency in our Community Recycling Centres in Tumbarumba and Tumut.
- We have reduced the recycling bin contamination with public and school education, bin inspections and community support.
- We have provided efficiencies in managing transfer stations with the introduction of the new larger bins in Adelong and Batlow, new collection runs, training to transfer stations staff and better pre-sorting. And we have improved the transport of recyclables from Tumbarumba to the Gilmore recycling plant.
- We have improved our operational efficiency. Our new garbage trucks will save significant time and money in garbage and recycling collection. A GPS device "Pinpoint" has been installed in the new trucks to improve the collection runs and to help with data analyse.
- We have reduced the costs of recycling with the introduction of the Container Deposit Scheme in Tumut and a new sorting machine.
- We are ensuring value for money by:
 - Looking at alternatives for disposal of our waste into the future
 - Evaluating more efficient ways to deliver services
 - Delivering the services to meet community needs

4. HOW IS THE WASTE CHARGE CALCULATED?

Domestic Waste Management Charges

The Local Government Act 1993 requires that Domestic Waste Management Charges (DWMC's) reflect the "reasonable cost" of providing the services. The DWMC you pay covers the cost for your waste and recycling services and is separate from your property rates.

The table below outlines the expenses used to calculate the DWMC to comply with "reasonable cost" requirements of the *Local Government Act 1993*.

Service	Service Level	Total Cost components
Garbage Collection	<ul style="list-style-type: none"> • Kerbside weekly collection • 120 Litre bins • 140 Litre bins • Business 	<ul style="list-style-type: none"> • Fleet vehicle costs, including running, capital and depreciation costs • Garbage bin costs • Disposal fees • Communication costs • Compliance costs • Staff costs and overheads
Recycling Collection	<ul style="list-style-type: none"> • Kerbside fortnightly collection • 240 Litre bins • Special events 	<ul style="list-style-type: none"> • Contract costs, which includes collection, processing and disposal • Bin replacement costs • Staff costs and overheads for contract • management, customer service, insurance and administration • Communication costs • Compliance Costs
Special Events	Drop off service at Waste Management Facilities on scheduled dates	<ul style="list-style-type: none"> • Communication costs • Contract costs including specialist staff, transport & disposal
Community Engagement and Education	Community engagement and education for Resource Recovery and Waste Management Services	<ul style="list-style-type: none"> • Communication costs • Resources • Consultancies • Staff costs and overheads
Strategic Planning and Advocacy	Strategy planning and advocacy for waste management services	<ul style="list-style-type: none"> • Communication costs • Resources • Consultancies • Staff costs and overheads
Domestic Waste Reserve	Capital, infrastructure and contract costs that relate to domestic waste service provision.	<ul style="list-style-type: none"> • Capital requirements for future infrastructure and plant replacement costs and development costs • Anticipated changes in contract costs • Short-term recurrent and operational costs

Domestic Waste Reserve

The Domestic Waste Reserve is funded by your DWMC and will only be used to fund the Domestic Waste Management Services. The Domestic Waste Reserve balance is based on:

- an expected level of service delivery for the year;
- accumulated surplus or deficit depletion; and
- Provision for the cost of planned future services.