

## Minimum site requirements for a standard tank empty

1. If we need to drive a tanker onto your property the access needs to be at least 3.5m wide along the route and clear of obstruction and of a gradient not steeper than 1:15. All new customers will be subject to a site visit to see that these conditions are met.
2. We will require a suitable all-weather area that can support the weight of an 18 tonne tanker within 30m of the tank.
3. The all-weather area should not be more than 1.2m above the cover level of the septic tank.
4. Before emptying a tank, we need unobstructed access between the septic tank and the all-weather area where the tanker will park.
5. We require safe working conditions around the tank.
6. The septic tank must only receive domestic sewage.
7. The cover/s must be capable of being removed safely by one person.
8. The tank must be able to be emptied without entering another person's land (written consent is needed otherwise).
9. If the tank has an electrical supply you must be present to isolate the power prior to desludging.
10. We reserve the right to refuse the emptying of a septic tank, cesspool or domestic treatment plant if our service conditions are not met.
11. If you cannot fulfil our conditions or are in any doubt, we may be able to offer you a service using different/ additional equipment at an additional cost.
12. The maintenance of tanks and connecting pipe work is the responsibility of the householder.
13. We are not responsible for clearing blockages in connecting pipework.