

An introduction to the

# Cesspit Emptying Service

## Contact Us

Account Enquiries  
Guernsey Water  
PO Box 30  
Brickfield House  
St Andrew  
Guernsey  
GY1 3AS

Email: [customer.service@water.gg](mailto:customer.service@water.gg)  
Tel: 229500



[water.gg](http://water.gg)    



## Foreword



**Stephen Langlois**  
Managing Director

At Guernsey Water we work hard to ensure we are valued by our customers, with this in mind we have set a new strategic direction for our cesspit emptying service. Our aim is to improve the service by making it more efficient and easier for you to use.

We aim to achieve this by making several changes which include moving the customer contact centre and invoicing facility to Guernsey Water to make it easier for you to contact us and to ensure your

enquiries are dealt with efficiently. We are also working to improve our scheduling to make it much easier for customers to arrange a regular collection.

We appreciate that many cesspit customers would prefer to be connected directly to the Island's main sewer network, this is something we will begin investigating in 2022, it is important to note that major investment will be needed over many decades to come. To help in the intervening period, we will be investigating options for supporting customers who want to install remote emptying points. This would mean less disruption to your household during the cesspit emptying process and would also make our visits more efficient.

For those that can already connect to the main sewer, we will also be looking into options that might make it easier for you to do this.

There is much for us to do in the coming years and we look forward to providing you with updates and improving the service you receive as we move forward.

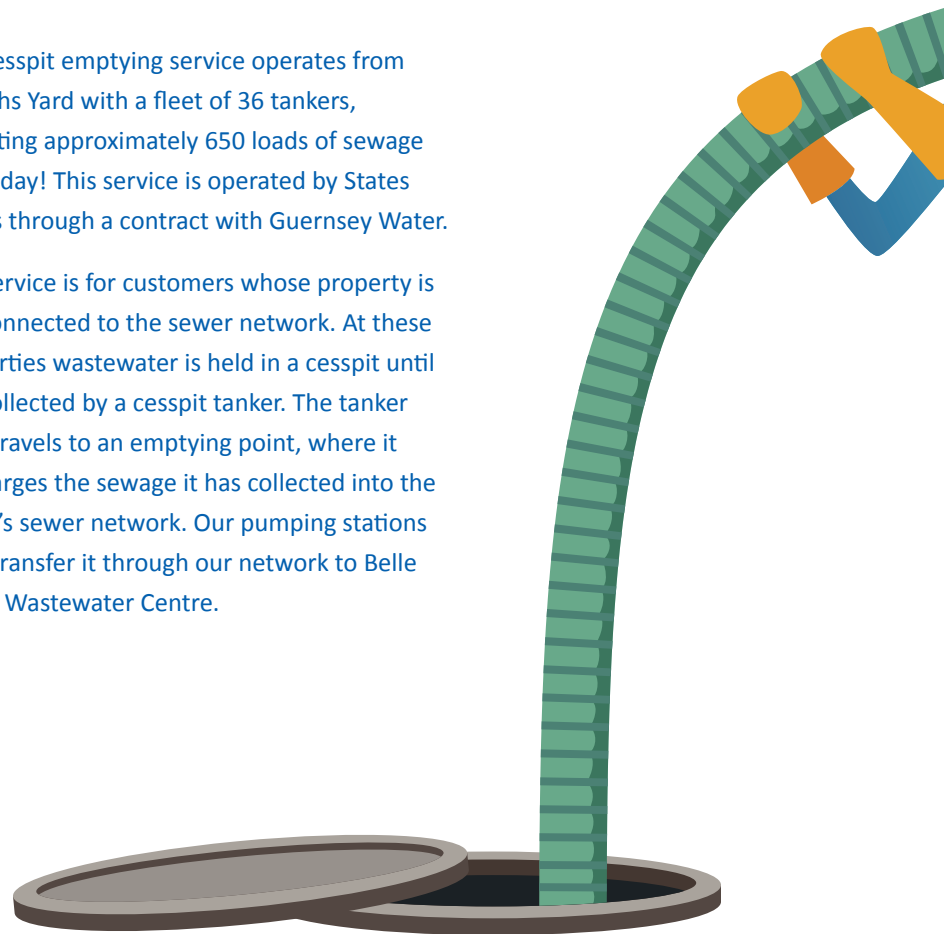
Follow us on social media



## A little about the service

The cesspit emptying service operates from Griffiths Yard with a fleet of 36 tankers, collecting approximately 650 loads of sewage every day! This service is operated by States Works through a contract with Guernsey Water.

The service is for customers whose property is not connected to the sewer network. At these properties wastewater is held in a cesspit until it is collected by a cesspit tanker. The tanker then travels to an emptying point, where it discharges the sewage it has collected into the island's sewer network. Our pumping stations then transfer it through our network to Belle Greve Wastewater Centre.



## What to do as a cesspit customer

If you have a cesspit on your property you are responsible for having it emptied at appropriate intervals to ensure that it does not overflow. Sewage that overflows from a cesspit is not only unpleasant, it can also have an environmental impact if it enters groundwater or streams.

The majority of cesspits on island are emptied on a scheduled basis, this can be based on the number of people in your property or more specifically to the amount of wastewater your household produces. Ad-hoc or emergency emptying also takes place when required. You can arrange a scheduled collection by calling our customer service team on 229500.

You may notice that your cesspit needs regular emptying in wet, wintry weather and less in dry, summery conditions. This could mean that groundwater is leaking into your cesspit, or sewage is leaking out of it. Both cause problems for the environment. Collecting groundwater by tanker and pumping it to Belle Greve via our sewer network increases our carbon footprint and the cost of the emptying service. Sewage leaking into the ground causes environmental pollution. You may need to get your cesspit checked by an expert\*. If a person is found to knowingly let a cesspit cause pollution by overflowing or leaking, legal action could be brought against them.

If your property is vacated or becomes connected to the public sewer you are responsible for the cancellation of scheduled collections in writing.

\*Please note, cesspit checks are not carried out by Guernsey Water or States Works.

If you notice that your collection requirements change for no known reason, it may be an indication of a water leak in your property discharging directly into a drain, for example, a leaking toilet. If you are concerned about changes to your requirements, please contact our customer service team on 229500, who will be able to advise you.

In order to continue improving the efficiency of the service over the coming years, Guernsey Water will be collecting data relating to the Island's cesspits. This will include GPS mapping and photographs, it may also include the metering of your water service. You will not be charged for the installation of a meter, nor will you be transferred to metered charging if you currently pay based on the TRP of your property. You can however request to be switched to metered charging if you prefer.

## Overflowing cesspits

Guernsey Water works with Environmental Health to ensure that overflowing cesspits are quickly identified and remedied. If a person is found to knowingly let a cesspit overflow, legal action could be brought against them. If you believe that a cesspit is overflowing on the Island, or you believe that sewage has entered a stream, please contact Guernsey Water on 229500 as soon as possible.



## Help us to help you

There are times where our staff are unable to empty your cesspit, this could be for a number of reasons. Help us to ensure you don't run the risk of an overflowing cesspit or sewage back up by following the points below.



**Avoid vehicles blocking driveways**



**Prevent hedges becoming overgrown**



**Ensure animals are kept under control**



**Avoid general obstructions**

Although at times there may be room for a cesspit hose to pass, due to the whipping motion which can occur during pumping, a minimum width of 2m is required to safely empty your cesspit.

## Types of collection

**The cesspit emptying service offers three types of collection:**

### 1. Scheduled

Advise us how frequently you would like your cesspit emptied and we will ensure it is emptied on a routine basis. If you are unsure of how frequently your cesspit may need emptying, please contact our customer service team on 229500. Scheduled collections are charged at £7.32 (subsidised 2021 rate) per load. We can also provide you with a secondary schedule, this can be particularly useful if you have children that are students. You can have a primary schedule for term time and a secondary schedule to cover the holidays. With this arrangement you would only have to tell us once, the schedules would automatically change on your requested dates.

### 2. Adhoc

You call us as and when you require your cesspit to be emptied. In order to make the service more efficient we would like to have as many customers as possible on scheduled collections. Please note, adhoc collections will no longer be collected on the same day that they are requested but will be scheduled within three working days of your request. Adhoc collections are charged at £7.32 (subsidised 2021 rate) per load.

### 3. Emergency

There may be times where you require an emergency collection, if, for example, your cesspit is at risk of overflowing as the result of increased water usage. Emergency collections can be arranged by calling 229500 anytime of day. An emergency collection will be collected within 4 hours of being reported. Emergency collections are charged at £37.00 during working hours and £89.00 outside of working hours (2021 rate) per load.

## Charges & how to pay

The subsidised rate for cesspit emptying is £7.32 (2021 rate) per load. If your property is within 30 metres of the sewer network, you pay the unsubsidised rate of £21.56 (2021 rate) per load, the actual cost of collection.

If you are within 30 metres of a sewer, and would like to be connected, please contact our customer service team.

**Cesspit charges are included on your water bill. Payments can be made using any of the following methods:**

- 💧 Online, by visiting [water.gg](http://water.gg) or [gov.gg](http://gov.gg)
- 💧 Direct Debit, please contact Guernsey Water's customer service team to set up an instruction
- 💧 Debit/Credit Card, by calling 229500
- 💧 Cheque, made out and posted to Guernsey Water
- 💧 By visiting Edward T Wheadon House, please ensure you have your invoice with you
- 💧 By visiting a Guernsey Post Office branch, please ensure you have your invoice with you

**Please note, cash payments cannot be accepted at Brickfield House.**

## Why is there a wastewater charge and a charge for cesspit emptying?

Your cesspit emptying charge contributes towards the cost of the service provided to empty your cesspit and discharge the contents into the sewer network. The wastewater charge contributes towards operating and maintaining the Island's sewer network as a whole.

Although your property is not directly connected to the network, it is still required and used when your sewage is discharged following each emptying of your cesspit.

### The cesspit charge covers



- The Carts
- The Drivers
- Fuel for the Carts
- Office Staffing
- Office Building

### The wastewater charge covers



- The Network across the Island
- 50+ Pumping Stations
  - Belle Greve Wastewater Centre
- Routine Maintenance and Repairs
  - Staffing

# What to expect from your bill

## A Water Charges

This section shows your quarterly water usage if you are a metered customer, or your TRP based charged if you are an unmetered customer, it also shows your fixed quarterly standing charge for water.

## B Wastewater Charges

This section shows your quarterly usage charge for wastewater, this is based on 90% of your quarterly water usage if you are a metered customer, or a TRP based charge if you are an unmetered customer. It also shows your fixed quarterly standing charge for wastewater.

## C Cesspit Charges

This section shows your quarterly cesspit emptying charge, this charge is calculated on the number of collections over the time period noted.

# Example bill

GuernseyWater

Mon - Fri 9am - 5pm  
Tel: 01481 239500  
Fax: 01481 234649  
Web: www.water.gg  
Email: customer.service@water.gg

Account Enquiries  
Guernsey Water  
P.O. Box 30  
Brookfield House  
St Andrew  
GY1 3AS

MR A N OTHER  
HIGH STREET  
ST PETER PORT  
GY1 XXX

Customer No: C12345  
Account No: A12345  
Invoice No: XX12345  
Invoice Date: 29/06/21

Usage History (in cubic metres)

	30	31	30	30
Total	30	31	30	30
Only average	3.36	3.36	3.36	3.36
Meter reading: 6 Mar 20	4 Jun 20	10 Sep 20	6 Dec 20	
period	01 Jun 20	01 Sep 20	01 Dec 20	01 Mar 21

Number of Loads collected

Loads	2	2	2	2
Date	Feb 21	March 21	April 21	

HIGH STREET, ST PETER PORT, GY1 XXX

WATER CHARGES

Reading on 05/06/21	210		
Previous reading on 06/03/21	180		
Usage in cubic metres @£1.01	30	30.30	
Quarterly Standing Charge (01/04/21-30/06/21)		14.40	44.70

WASTEWATER CHARGES

90% of water usage @£1.91	27	51.57	
Quarterly Standing Charge (01/04/21-30/06/21)		24.77	76.34

CESSPIT EMPTYING CHARGES

Loads @ £7.32	6		43.92
Quarterly Billing Range (01/04/21-30/06/21)			

Total Amount

NEWS: Please visit our website at www.water.gg. We are also on Twitter and Facebook.

Payment Method: Direct Debit  
Customer No: C12345

Statement of Account  
30/03/21 Brought forward  
05/04/21 Direct Debit payment  
05/05/21 Direct Debit payment  
05/06/21 Direct Debit payment  
29/06/21 Account Rendered

Customer No: C12345  
Account No: A12345  
Invoice No: XX12345  
Invoice Date: 29/06/21

A

HIGH STREET, ST PETER PORT, GY1 XXX

WATER CHARGES

Reading on 05/06/21	210		
Previous reading on 06/03/21	180		
Usage in cubic metres @£1.01	30	30.30	
Quarterly Standing Charge (01/04/21-30/06/21)		14.40	44.70

B

WASTEWATER CHARGES

90% of water usage @£1.91	27	51.57	
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C

CESSPIT EMPTYING CHARGES

Loads @ £7.32	6		43.92
Quarterly Billing Range (01/04/21-30/06/21)			

# LET'S BE CLEAR



Ensuring we are able to empty your cesspit on the first visit enables us to run the service as efficiently as possible, helping us to keep customer bills low.

You can also help us, yourself and the environment by ensuring you flush only the three Ps: Pee, Poo and (toilet) Paper. The flushing of wipes and sanitary products can cause blockages in your own pipework as well as in tanker pumps and the Island's sewer network, potentially leading to sewer flooding and the back up of sewage into people's homes. Please also avoid putting fat, oil, or grease down the drain or toilet.

## FAQs

**Q. If a full load hasn't been collected from my cesspit, why am I being charged for one?**

**A.** We currently charge per load as this is the only measure that is available. If we attend on several occasions and find that there is half a load or less, we will contact you and suggest you change your collection frequency.

**Q. My cesspit is overflowing, what do I do?**

**A.** Call 229500 and an emergency collection will be arranged.

**Q. I have seen an overflowing cesspit, what do I do?**

**A.** Call 229500 and an emergency collection will be arranged.

**Q. Can I email in my collection request?**

**A.** Yes, please use [customer.service@water.gg](mailto:customer.service@water.gg)

**Q. Why hasn't my cesspit been emptied?**

**A.** The main reasons for non-collection are; Parked cars, a dog loose in the garden, or a blockage causing the tanker to be unable to pump.

**Q. Who do I call for an emergency collection?**

**A.** Call 229500 and an emergency collection will be arranged.

**Q. I need to arrange an additional collection or change my schedule, who do I contact?**

**A.** Contact Guernsey Water on 229500 or [customer.service@water.gg](mailto:customer.service@water.gg)

**Q. Why isn't my cesspit waste measured like water is?**

**A.** If sewage was put through a water meter, it would clog up immediately. However, we will be trialling technologies for measuring changes to the weight of our tankers. If found to be reliable this would enable us to check whether a full load had been collected.



## FAQs (continued)

**Q. When will my property be connected to the main sewer?**

**A.** Unfortunately we cannot say as it will take many decades to extend the network.

**Q. Is the mains extension programme going to begin again?**

**A.** This is something we will begin investigating in 2022, it is important to note that major investment will be needed over many decades to come.

**Q. Am I able to connect to the main drain?**

**A.** Guernsey Water holds information on properties that currently could connect to the main sewer. You can have further confirmation of this by contacting Guernsey Water by emailing [customer.service@water.gg](mailto:customer.service@water.gg)

**Q. How will I know when my cesspit has been emptied?**

**A.** You will know when your cesspit has been emptied as you will be left a card detailing the number of loads collected. If you do not wish to receive a paper card, or would prefer to receive notification via email, you can sign up for email notifications by visiting [water.gg/cesspitservice](http://water.gg/cesspitservice) and completing the e-notification form.

## Billing and Accounts

**Q. I am on a cesspit, so why am I paying a wastewater charge?**

**A.** The wastewater charge covers the cost of maintaining the foul sewer network. All sewage passes through this network, including sewage collected from cesspits.

**Q. I believe I am being incorrectly charged, what do I do?**

**A.** Contact Guernsey Water by telephone on 229500 or by emailing [customer.service@water.gg](mailto:customer.service@water.gg) and your charges will be investigated further.

**Q. I am moving into a property with a cesspit, what do I need to do?**

**A.** Please complete the online form which is available at [water.gg/moving-home](http://water.gg/moving-home), an account will then be created. If you do not have access to the internet, please call Guernsey Water on 229500.

**Q. The amount of water I am using is less than the amount being collected from my cesspit, why is this?**

**A.** The most common reason for your usage not matching what is collected is that your cesspit is not watertight. This means that rain water or ground water could be getting into your cesspit making it fill quicker. Please see page 3 for more information.

**Q. Why am I not paying a subsidised rate? Is this going to change?**

**A.** Your property is able to connect to the sewer network however, you or the previous resident have chosen not to connect to it. If you would like to connect, please contact our customer service team.

## Cesspits

**Q. I believe I need a new cesspit, what do I do?**

**A.** You would need to contact a local drainage company who will help you with your query.

**Q. I believe my cesspit is leaking, what do I do?**

**A.** Your cesspit will need to be emptied and then inspected; a local drainage company will be able to do this for you.

**Q. I am on a shared cesspit, who is responsible for paying the bill?**

**A.** If you are on a shared cesspit, the bill is divided equally between the properties sharing the cesspit in question.