



murray river  
council

# Houseboat Pump Out Key Procedure

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**Murray River Council**

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Pump out facilities are available to private and commercial houseboat owners/operators to pump sewage and waste from vessels.

Murray River Council have two pump out stations, one at Deep Creek Marina and one at Riverside Caravan Park. Both stations have instructions for use posted at the site.

The following process has now been implemented for the ordering and distribution of pump out keys for private and commercial houseboat owners.

## 1. Ordering a key

A customer may call, email or attend our office to organise a houseboat pump out key. An application form, REQUEST FOR AN ACCESS KEY and the DEBTOR REQUEST will need to be completed including the following:

- Full name or business name
- Residential address
- Postal address
- Contact phone number
- Email address
- Boat name
- Boat registration number

A DEBTOR REQUEST form must be completed and will be sent to the relevant finance officer for invoicing. The annual fee charge is payable prior to the collection of the key. If the request for a key is part way through the financial year, the annual fee will be at a pro rata rate.

REQUEST FOR AN ACCESS KEY application will be processed by a relevant officer, activated and passed on to Customer Service for collection.

Customer Service will notify the customer that the key is available for collection. If the customer is unable to attend during office hours, payment can be made over the phone and Customer Service can send the key via registered mail.

## 2. Replacement key

If a customer advises that they have lost their key, a replacement key can be ordered. There is a fee applicable and this must be paid for at the time of ordering. The fees and charges can be found listed below and on our website.

A customer will be required to complete a REQUEST FOR AN ACCESS KEY form to arrange a new key.

Customer service will advise the customer when the key is available for collection. If the customer is unable to attend during office hours, payment can be made over the phone and Customer Service can send the key via registered mail.

## 3. Key return

If a customer no longer requires a key it must be returned. If ownership of a vessel changes, the key **is not transferable**, and the owner must return the key to ensure no ongoing charges. The new owner of the vessel must apply and pay for a new key.