Introduction

This procedure outlines the process for creating a Waste Services Account. Waste Services Account Customers are able to dispose of waste at any landfill or transfer station and have the transaction charged to an account. These accounts are generally issued within 21 days of the end of each month.

Principles

A Waste Services Account is only available to holders of an ABN (Australian Business Number).

The fee charged for disposing of waste is determined in accordance with Council’s adopted Fees and Charges, which are approved annually. The Fees and Charges are published on Council’s website.

Procedure

- The customer completes a Waste Account Customer Request Form, which can be downloaded from Council's website.
- Upon receipt at Council, the completed form is recorded in Trim and sent to Accounts Receivable as a CRM for allocation of a debtor number.
- Accounts Receivable advises Waste Services Administration that the account has been created and of the debtor number.
- Waste Services Administration then advises:
  - The customer that the account has been created and the account number
  - ICT to update Access database with account name and debtor number
  - Waste Operations Supervisor to inform field staff of new account