



Staff gaining customer opinion for the SGW pricing review

South Gippsland Water Pricing Review

The survey results are in – South Gippsland Water customers say planning is key.

Every five years the Corporation develops a plan that sets out proposed service standards, capital and operating expenditure, and the required prices charged to customers for the delivery of water and wastewater services.

The First Step - Listening to our customers and community

The new plan will be submitted to the Essential Services Commission by September 2017, and crucial to its development is purposeful and robust community engagement.

Two key components of South Gippsland Water's first stage of engagement have been:

- thorough consultation with the Corporation's community-based Pricing Review Advisory Panel
- a broad-reaching customer survey conducted throughout the month of September 2016.

What's Important To You

The survey results clearly indicated that, when it comes to the delivery and cost of water and wastewater services, the areas of importance to customers are:

- Planning for future pressures and threats to our water and waste water supplies
- Offering programs to support customers who are struggling to pay their bills
- Going above and beyond to avoid leaks and interruptions

- Doing more than the minimum required to protect our natural environment
- Keeping customers informed about the progress in fixing leaks and interruptions.

The standard of South Gippsland Water services and associated prices are top of mind to customers and the Corporation and a common focus throughout the pricing review process.

The Second Step - Focusing on the detail

The Corporation has taken guidance from the survey results when it comes to gathering more in-depth input from the community for the development of its plan.

To support this, Stage 2 of the community consultation process will now delve into detail. A range of opportunities for customers and community to gain extra information, and provide further comment and input can be found at www.sgwater.com.au, including:

- Discussion sheets providing information on key areas of focus and options for improvement including indicative costings
- Quick online and social media feedback mechanisms by customers

Other ways to be involved in shaping the direction of South Gippsland Water are to:

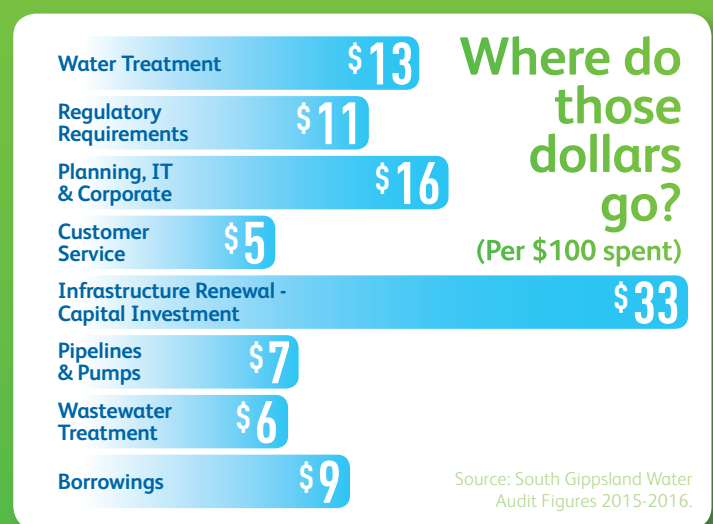
- Follow us on social media
- Register as an interested person via the Projects page of the website
- Contact South Gippsland Water to secure a speaker at your next community group meeting.

South Gippsland Water Prices - amongst the lowest in Victoria

Based on annual average water consumption for each of the State's 18 water corporations, the Essential Services Commission's 2015 Performance Report places South Gippsland Water prices (at \$957.00) the fourth lowest in Victoria.

Keeping tariffs as low as possible is important to help reduce financial pressures on customers. It is a key consideration in South Gippsland Water's current community consultation process for its Pricing Review submission to the Essential Services Commission in September 2017.

The adjacent graph provides a broad breakdown of where each \$100 is spent.



Lance Creek Water Connection

Planning

The planning process for the delivery of the Lance Creek Water Connection project continues, with many finer details being now completed.

Elements of design relating to pipeline infrastructure and alignment have been completed following consultation with affected land owners, additional survey work, and detailed reviews and inspections. In particular, further Giant Gippsland Earthworm and Cultural Heritage assessments along the amended alignment path have been finalised.

Easements

Production of easement diagrams for the pipeline alignment are complete and have been issued to the Valuer General of Victoria. The Valuer General Victoria has appointed independent Land Valuers to assist in the easement process. Land owners should expect to receive a phone call and a site visit from the Valuer General's nominated Land Valuer during December 2016 to February 2017.

Construction, Tenders and Timing

Tenders for the supply of the pipeline materials and the construction of the pipelines, pump stations



and associated works have been advertised. The project team expect that a number of pipe suppliers and construction contractors will be attending pre-tender site meetings to be held in December 2016 and January 2017.

At this stage, construction of pump stations and associated works are planned to commence after April 2017. Some pipeline associated works may occur on private properties in the first half of 2017, however, the majority of pipeline construction is planned to commence in the second half of 2017.

The level of construction activity will reduce during the wetter months in order to minimise disruption to land owners.



National Water Week Winners

Congratulations to the schools, teachers and students who dedicated time, effort and a whole lot of talent to South Gippsland Water's National Water Week poster competition.

Calendars showcasing this regional talent have been provided to participating schools and are available at the South Gippsland Water Foster office.

REGIONAL GRAND PRIZE WINNERS

- 5-6 Tess – St Joseph's Wonthaggi
- 3-4 Oscar – St Joseph's Wonthaggi
- 1-2 Lucy – St Joseph's Korumburra
- Prep Toby – Welshpool Primary School

Keep wipes out of pipes

Even though many brands of wet wipes are marketed as 'flushable', 'safe for septic', or 'biodegradable', unlike toilet paper, they are slow to break down and notorious for causing costly blockages at your end of the pipe and ours.

Concerned about what gets flushed down the toilet, and the hazard blocked pipes and septic tanks can cause to public health and the environment, South Gippsland Shire Council has joined forces with South Gippsland Water in the 'Keep Wipes Out Of Pipes' campaign.

Wipe-related blockages, often referred to as wipe balls or fat bergs, cost South Gippsland Water more than \$50,000 a year. They cause damage to pipe networks and pumps, and impact on wastewater treatment at the treatment plant.

Blockages at the household end of the pipe, including those in septic systems, can cause raw sewage to flow back into the house and out of the toilet and shower, posing a health risk to residents and costly repair bills.

The solution is simple though. Put the wipe product to good use but, no matter what it says on the packaging, bin it, don't flush it.



Photo courtesy of Sydney Water



Bushfire and Water Supply

As fire season approaches, we are preparing our people and pipe networks to cope with potential extreme conditions.

However, it is important to remember **South Gippsland Water cannot guarantee that water pressure or an uninterrupted water supply will be maintained in the event of a bushfire.**

Extreme increased demand for water from residents and the CFA during a bushfire may cause a reduction in pressure or total loss of water. Loss of electricity may cause loss of power to the network of pumps, which transfer water across the region.

We recommend you consult the CFA about preparing your family and home for a bushfire. Visit the CFA website www.cfa.vic.gov.au or call 1800 240 667 for more information.

ACCOUNTS

There are many ways to receive your account, pay your bill and track your account information – it's all about convenience, security and choice.

There are **two new ways** to do this at South Gippsland Water:

eAccount service - sign up at www.sgwater.formsport.com.au to receive your account by email.



BPAY View – an easy way to view, pay and store your bills and statements electronically.

Find more details enclosed here along with your account.



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