



Weather, Water, Waiting

Rainfall in spring 2016 was confirmed as the region's lowest on record since the late 1930s. This, along with continued dry weather conditions over summer, lessened reservoir inflows even when rain fell.

South Gippsland Water has activated water restrictions for some townships within the region as storage levels have continued to drop.

As we progress into autumn, the Bureau of Meteorology's three-month climate outlook (April – June 2016), forecasts above average rainfall for parts of southern Australia.

According to this outlook, El Niño is steadily declining, with international climate models forecasting a return to a neutral pattern in late autumn to early winter.

Coming into the winter months, South Gippsland Water will continue to monitor storage levels closely and encourages customers to use household water wisely.

For more information regarding Permanent Water Saving Rules, water restrictions and smarter water usage, visit www.sgwater.com.au or contact South Gippsland Water on **1300 851 636**.



Relay For Life

South Gippsland Water's Relay for Life team did themselves proud. Many thanks go to those who organised and participated in this worthy event. Congratulations to the South Gippsland Relay for Life event organisers.



Pricing Review

Consultation like South Gippsland Water has never done before

South Gippsland Water is embarking on a community consultation program that could potentially change the face of the organisation.

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 current plan finishes in June 2018. A new plan needs to be submitted to the Essential Services Commission the economic regulator for the Victorian Water Industry, by June 2017.

This is your chance to have a say

Have you ever had a concern about your water quality, the frequency of restrictions, been frustrated by South Gippsland Water's response to service faults or wondered about South Gippsland Water's strategic direction?

Now is the chance to have your say. Every element of the business is open for discussion and examination; how the business operates, customer service standards, business strategies and major projects, etc.

This process will result in real changes driven by customer opinion and input.

How can I have my say?

South Gippsland Water is committed to providing a range of opportunities to help customers better understand the organisation and its current processes and, importantly, to comment and be involved in helping plan for the future.

Pricing Review Panel

South Gippsland Water is establishing an advisory panel that will meet approximately five times during 2016/17. The panel will focus on developing a more thorough

understanding of the corporation and the Pricing Review Process.

It will be a key voice in driving the Pricing Review; it will act as a direct link between South Gippsland Water customers and the Corporation's Board of Directors.

Online Panel

Involvement as part of the online panel gives you the convenience of contributing online and helps us tap into and understand a broad range of community views. No more than three questionnaires will be forwarded via email during the Pricing Review period and prizes will be drawn for participants, including rebates on your water bill.

One Question Quiz

The one question quiz will operate on social media throughout the Pricing Review period, it's a great way to be involved quickly but effectively. Simply 'like' us on Facebook or Twitter to participate.

Surveys and Community Forums

South Gippsland Water will conduct a more formal survey process and run community consultation forums between September 2016 and February 2017. Further information will be provided on these events in coming months.

Philippe du Plessis, Managing Director commented that, "The Essential Services Commission has confirmed that major change is possible with respect to service delivery and South Gippsland Water's pricing structure in this next review."

"South Gippsland Water is looking for key changes to be driven via community opinion and is seeking feedback from individuals, community and special interest groups, local businesses and industry across all areas of the South Gippsland region".

For further information on the upcoming Pricing Review and to register an expression of interest to be involved in the consultation process visit www.sgwater.com.au

Deadline Nears for Sewerage Subsidy

More than 200 properties in the townships of Poowong, Loch and Nyora have already been connected to the new sewerage scheme, with further planned connections scheduled to be delivered at a rate of 12-15 properties per week up to 30 June 2016.

Many savvy property owners have taken advantage of subsidies available through South Gippsland Water.

Connection to the sewerage scheme in mandatory areas is compulsory. South Gippsland Water is encouraging all eligible mandatory area residents to sign up by the 30 June 2016 deadline and take advantage of the subsidy that will save many thousands of dollars.

Expressions of interest to connect to the scheme for voluntary area customers at the subsidised rate of \$5,000 have now closed for this connection period.

From 1 July 2016 onward, properties within



the Mandatory Scheme Areas in each of the three townships will be charged the full cost of \$10,000 for connection. This consists of an \$800 scheme contribution plus \$9,200 for on-property infrastructure costs.

A South Gippsland Water Connections team member is available to meet with property owners to discuss works, connection and payment plans. Please call **1800 728 256** to make an appointment for an on-site visit or **1300 851 636** for general enquiries.



H4O Grants

Congratulations to the Prom Coast Centres for Children in obtaining two \$500 grants through South Gippsland Water's H4O Community Grants Scheme.

H4O aims to encourage non-profit community organisations and groups in the South Gippsland Water region to incorporate sustainable water use into their projects.

Both the Welshpool and Toora kindergartens will put their grant toward the purchase of small rainwater tanks for each site. The tanks will be positioned to encourage the use of non-drinking water as part of play, providing children with the opportunity to monitor water levels and to understand about using water wisely, particularly in dry times.

For further information visit the Learning Centre section at www.sgwater.com.au



Water Saving Champions – South Gippsland Schools

Through the combined efforts of 19 schools in South Gippsland Water's region, significant savings in water and money have been

achieved as part of the State Government's School Water Efficiency Program (SWEPP).

Participating schools track and analyse their water consumption using water meter data loggers and input data to a central interactive website. Abnormal peaks in water usage are identified and investigated, with particular attention given to those occurring in out-of-school hours.

In doing this, participating schools in South Gippsland have saved 15.3 million litres of water over a four-year period, which

equates to a combined financial saving of over \$41,000.

South Gippsland Water is a proud supporter of local school involvement in the program, and Managing Director Philippe du Plessis is impressed by the work done by students and teachers in championing water conservation measures through their curriculum and in daily practice.

According to data provided by the Department of Environment, Land, Water and Planning, identifying and addressing leaks through the SWEPP program has resulted in an average saving of \$2,100 per participating school within South Gippsland Water's region.

The SWEPP program is available to all Victorian. For further information visit www.myswep.com.au

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 are:

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 May 2016 account.

- ✉ 14-18 Pioneer Street, Foster
PO Box 102, Foster VIC 3960
- ☎ 1300 851 636
- ✉ sgwater@sgwater.com.au
- 📘 South Gippsland Water
- 🐦 @SthGippsWater



24 Hour Emergencies & Faults: 5682 0444

www.sgwater.com.au

FREE Water Efficient Showerhead Program

Around 30% of household water use is in the shower. You can cut that down by installing a free water efficient showerhead.

The South Gippsland Water Showerhead Replacement Program is available to customers who wish to swap their old water guzzler to a new shower head. Water efficient shower heads can reduce water flow from 20L per minute to 9L per minute, a great water and money saver.

South Gippsland Water customers are now able to pick up a new showerhead from:

Foster Office

14 – 18 Pioneer St, Foster (Business hours)

Leongatha Depot

Begg St, Leongatha

1st Tuesday each month (10am – 12)

Wonthaggi Depot

Watt St, Wonthaggi

2nd Wednesday each month (10am – 12)

For further information contact South Gippsland Water on **1300 851 636**.