

## Lance Creek Water Connection

Lance Creek Water Connection is a \$43 million, three-year project to secure water for the townships of Korumburra, Poowong, Loch and Nyora. The project will provide a dependable environment for community development, economic growth and future investment.

The first step in the project has been completed with the successful commissioning of the Delivery Point 5 (DP5) valve station and the transfer pipeline connections at the Powlett River and Lance Creek Reservoir. These works initially will allow for water stored within the pipeline between Cardinia Reservoir and the delivery point to be transferred to the Lance Creek Reservoir.

The townships of Wonthaggi, Inverloch and Cape Paterson, currently connected to the Lance Creek Reservoir, now have access to a more secure water supply thanks to the Melbourne Supply System, including the Wonthaggi Desalination Plant.

South Gippsland Water was successful in receiving \$30 million from the State Government in May 2016 for the Lance Creek Water Connection. The project is a key component in South Gippsland Water's strategy to secure water supply for the region over the next 50 years.

The next step in this project involves the alignment of the Lance Creek to Korumburra pipeline and then to Poowong.



L to R: James Russell (KBR), Dean DeMenech (SGW Project Supervisor), Colin Kirkland (Bermad Valves), Denis Landron (Westsure), Kelvin Staley (Kelcon).



## Have Your Say

### Pricing Review

South Gippsland Water's Pricing Review community consultation program is underway. The process to be undertaken over the next twelve months will help influence and shape the future of the organisation.

The current pricing plan has been in place since 2013 and finishes in June 2018. A new plan needs to be submitted to the Essential Services Commission, the economic regulator for the Victorian Water Industry.

Customer and community input will be integral to the planning process, and South Gippsland Water is seeking feedback from individuals, groups, local businesses and industry regarding matters of importance to them.

During July 2016, a Pricing Review Advisory Panel was established; its membership drawn from the local community. The group is a key component and driver of the Pricing Review consultation process, it will be a conduit between South Gippsland Water customers and the Board of Directors.

### Listening to our customers and community

Importantly, the first step in understanding what is important to customers is to ask them. With input from the Advisory Panel, a survey has been created to assist the Corporation to be informed of community preferences and concerns regarding water and wastewater service provision and future pricing.

It is important for us to gain an understanding of:

- What really matters to you in the delivery of water and wastewater services
- Which areas of our performance matter most to you
- What are your concerns/ priorities/ preferences
- What is your level of expectation when it comes to South Gippsland Water?

### Tell us what's important to you

We encourage all customers to have their say. Every element of the business is open for discussion and examination including how the business operates, customer service standards, business strategies and major projects.

The enclosed survey will be widely distributed and should only take five minutes to complete. The survey can also be completed online, just scan the QR code on this page of visit our website.



### The next step

The results of this survey will feed into a more in-depth level of consultation throughout October 2016 and to February 2017.

There will be further opportunities to input into the Pricing Review online. To register your interest in being part of this process and/or receiving updates about the review, visit the Projects page at [www.sgwwater.com.au](http://www.sgwwater.com.au).



## Poowong, Loch and Nyora Sewerage Scheme Celebration

Members of the Poowong, Loch and Nyora communities, South Gippsland Shire Council, South East Water, South Gippsland Water and Harriet Shing Member for Eastern Victoria joined together in Loch to celebrate the Poowong, Loch and Nyora Sewerage Scheme.

An industry-first partnership between South Gippsland Water and South East Water has delivered a pressure sewer system for each of the three towns, with treatment of the wastewater at the Lang Lang Waste Water Treatment Plant.

All targeted landholdings are now connected or have committed to connect to the scheme. Reinstatement works are ongoing and will not be fully complete until the summer months when the soil has settled and the grass begins to grow. Customers who have experienced subsidence are encouraged to contact South Gippsland Water to be placed on the maintenance schedule.

This project has been successfully delivered through collaboration with the local communities and the two water corporations to connect some



**L to R – Kevin Hutchings (South East Water), Chris Strong (Loch Community representative), Lorraine Brunt (SG Shire Councillor), Philippe du Plessis (South Gippsland Water), Harriet Shing (Member for Eastern Victoria), Don Garnham (Nyora Community representative), Bob Newton (SG Shire Councillor).**

400 properties. The Sewerage Scheme has been completed on time and budget. The result is improved environmental health by minimising the risk of household sewerage polluting the environment through ageing, failing and poorly maintained septic tanks.

## Drought Relief Partnerships

During 2015 and 2016 the South Gippsland region experienced record low rainfall putting urban and rural water sources under stress.

South Gippsland Water worked with Gipps Dairy and provided assistance to two rural areas. Access



**L to R – Jim Fawcett, Director South Gippsland Water; Minister Lisa Neville; Alex Moon, President Yanakie Progress Association; Chris Hughes, Southern Rural Water.**  
Photo supplied by The Foster Mirror.

was permitted to an unused clear water storage in the Inverloch area to supplement local farmers who had exhausted their on farm supply.

The local farming community at Yanakie were also looking at options for long term water security for the area.

South Gippsland Water, the Victorian Government and stakeholder agencies worked with the Yanakie Progress Association to identify a range of different options that could potentially support the area during times of low rainfall and drought.

As a result of the preliminary works, Minister for Water Lisa Neville announced funding assistance of \$50,000 for a feasibility study to further explore long-term water supply options for Yanakie.

Funding for this feasibility study is key to determine viable options for securing water for both residential and on-farm supply; the study will take into account possible pipeline options and/or improvements to on-farm surface water storages.

## Meet Our Pricing Review Advisory Panel

Established in July this year, the Pricing Review Advisory Panel has met twice already as part of its role in South Gippsland Water's community consultation process.

Importantly, the panel recently put their minds to the development of the Pricing Review survey (enclosed) that provides you with the opportunity to have your say.

**L to R - Clara Mandaletti, Frank Gill, Meg Edwards, Bridget Crowe, Philippe du Plessis, Deidre Griepsma, Brian Hess, Ros Griggs, David Sutt, Peter Hamilton, Chris Howard. Absent, Ron Paice.**



## Help Across the Region

South Gippsland Water is proud to have been able to assist a number of customers and communities during recent dry times.

The Corporation is aware that, from time-to-time, customers also experience times of emotional or financial distress and has a range of programs in place to assist.

We encourage anyone facing difficulties to contact our customer service team to discuss service or payment options. There are a range of payment methods and plans available and the team can provide information about Utility Relief Grants for eligible properties.

### 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](http://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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## SGW is Social

South Gippsland Water now has both a Facebook page and Twitter profile. Follow us on social media for updates on projects and any service disruptions.



South Gippsland Water



@SthGippsWater