



# PIPELINE

## South Gippsland Water are here for you

Our frontline teams have worked around the clock to keep your water flowing and toilets flushing, despite a challenging year with coronavirus (COVID-19).

We responded to over 3,500 calls for assistance from you in 2020, fixing issues immediately as they arose.

We're looking forward to working hard in 2021 to continue providing you with quality water and wastewater services.

We value your feedback. If you'd like to talk to us about our services call us on **1300 851 363**.

### What we fixed for you in 2020

Water valve leak repairs	37
Water hydrant leak repairs	37
Water main repairs	147
Water service line repair	289
Water meter repairs	235
Water stop tap repairs	502
Water pressure issue inspections	73
Sewer main blockages repairs	43
Sewer main repairs	15
Sewer service line repair/blockages	126
Sewer private service inspections	28
Sewer manhole repair/blockages	26
Sewer valve repairs	7
Sewer main repairs	15

## Securing our future

We want to continue to deliver quality and sustainable water and wastewater services to you, our customer.

During 2018/19 South Gippsland Water developed our price, service, future plan for submission to the Essential Services Commission (ESC). The plan documents the services we deliver and prices we charge.

A little over a year ago we advised you that the ESC had approved our plan for the next three years, including a modest 5 per cent price increase for our services from 1 July 2020.

South Gippsland Water has one of the lowest average residential tariffs in the state, and for its size, nationally. For the average customer, this means the triannual bill will rise by about \$16.50 from the January 2021 accounts. For the average tenant customer, the triannual bill will rise by about \$6 from the January 2021 accounts.

As part of our COVID-19 response to help our customers we delayed implementation of this until 1 November 2020.

We understand 2020 was a difficult year for many of our customers. If you have trouble paying your account, we have a range of options to assist you. Simply call our friendly Customer Service Team on **1300 851 636**.

## What we've delivered in 2020

We've invested \$1 million in liners and floating covers at Fish Creek and Toora water storages. These ensure one million litres of treated water we store in these basins remains in a pristine condition. These are the first of six liners and covers being replaced across our network at a cost of \$3.3 million.

We need to meet the needs of our growing regional centres, We've upsized 1,322 metres of Wonthaggi's sewer pipes. Wonthaggi is our region's fastest growing town. We've committed \$9 million over three years to ensure Wonthaggi's wastewater treatment is reliable, provides for economic growth and protects our environment.

To improve our towns, we've invested

\$2.5 million on upgrading the Yarram sewer pump station. The upgrades to the nearly 60-year-old system deliver operational, environmental and safety benefits. Putting it underground has led to the removal of two old buildings from the site, tidying up the area.

Making use of technology, we've upgraded Leongatha's Water Treatment Plant, adding an UV (Ultraviolet Light) system. It will help us effectively treat and disinfect water we supply to our Leongatha customers.

Improving reliability, we've rehabilitated more than 7,000 metres of essential sewer pipelines for Foster, Korumburra and Leongatha using CCTV and a cost-effective, yet long-lasting, relining method.

## Saving water for everyone

While we had some good rain leading into summer, South Gippsland Water encourages customers to be wise with their water-use throughout the entire year.

Permanent Water Saving Rules which are in place across Victoria all year round. The top three rules to remember are:

- 1. Water gardens** between 6pm and 10am.
- 2. Sweep, don't hose** – Hosing hard surfaces such as paths and driveways is not permitted.
- 3. Install trigger nozzles** – All outdoor hoses are required to be leak free and fitted with trigger nozzles.



Fish Creek covers and lining installed

## Check your B-pay before you pay

We've been here, serving our region since 1995, and know many of you have been with us all that time.

While some of you have lived or worked in the same place all that time, some may have moved recently.

If you have moved recently and are used to paying your accounts via Bpay, please take a moment to compare the reference number on your account to the one saved in your banking app.

### HOW TO PAY - See reverse for further details



\*875 1160 0000000101002900 49



#### Credit Cards

For secure online payments go to [www.sgwater.com.au](http://www.sgwater.com.au) or call 1300 301 636



**Customer Reference Number:** 1234567890 1



**Biller Code:** 3442

**Ref:** 1234567890 1

Telephone & Internet Banking - BPAY®  
BPAY View® - View and pay this bill using internet banking  
BPAY View Registration No.: 1234567890 1



For emailed notices:  
[sgwater.enotices.com.au](http://sgwater.enotices.com.au)  
Reference No. B0000001R

**Name:** J & J Citizen

**Property:** 1 Main Street, YourTown, VIC 1234

**\$ 101.01**

You may find it has changed. We would hate for you to be paying someone else's account and not your own.

If you have been in the same property for some time it is possible that we may have out of date details for you such as old landline telephone numbers.

We would be appreciative if you could drop us a line via email to [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au) or give us a call on **5682 0444** to update your phone and email address. This means if we need to contact you regarding your property we can do it quickly and efficiently.

## Experiencing financial hardship?

Whether you're an owner, a tenant or a business, we have a range of customer programs to help customers who may be having trouble paying their accounts. You can apply for a reduced water and wastewater account if you hold an eligible concession card.

We can help through government funded programs such as the Utility Relief Grant Scheme. We offer other support including independent financial counselling. Call our friendly Customer Service Team on **1300 851 636** if you'd like help to pay your account.



## Have You Been Issued With A



## Concession Card?

For those who are new to concession cards, you may not be aware that water and sewerage concessions are available. Eligible concession card holders (owners and tenants) may receive a reduced water and sewerage account. If you hold an eligible card and meet the criteria below, make sure the concession is applied to your bill (shown on the front of your account). If the concession is not shown, simply call our friendly Customer Service Team on **1300 851 636** to have it applied.

### Eligibility Criteria

The property must be your principal place of residence, you must be

responsible for payment of the service account and the name and address on the service should match the name and address on the concession card.

### ELIGIBLE CARDS

Pension Concession Card (PCC) issued by Centrelink or Department of Veterans Affairs (DVA)

Department of Veteran Affairs Gold Repatriation Health Card

Health Care Card (excluding "Commonwealth Seniors Health Card")

- 1 eNotices service** – sign up at [www.sgwater.enotices.com.au](http://www.sgwater.enotices.com.au) to receive your account by email.
- 2 BPAY VIEW** **BPAY View** – an easy way to view, pay and store your bills and statements electronically.