

PIPELINE

Dial Before You Dig



The Essential First Step.

Your safety is our priority. Before you do any excavation or digging it's important to know where underground utilities such as water and sewer lines exist.

South Gippsland Water partners with *Dial Before You Dig*, who can provide information regarding the location of underground assets. Details for *Dial before you Dig* are: www.1100.com.au or dial 1100 for their national service.

How you can help with your water meter readings

Did you know our water meter readers look at 22,000 water meters over a four-week period before each billing period, covering around 487 kilometres?

Having your meter read before each billing period ensures that your bills are accurate. Meter readings can also determine if there are any water leaks at properties, which in the long term decreases your water bill and saves water.

There are simple steps you can take to assist us in completing your meter reading as quickly and safely as possible.

- **Make sure the meter isn't buried**
- **Make it safe –keep dogs away**
- **Make it accessible –clear long grass, blackberries, bush or debris**
- **Provide access to the meter**

Meeniyán Bird Hide

The Meeniyán Bird Hide officially opened in May, all thanks to a community partnership between the Meeniyán Progress Association and South Gippsland Water.

Completed mid-February by Toora construction company Hilder Homes Construction, the hide provides shelter, benches and information about our local birds and the treatment lagoons and process. The hide has ramp access.

Clive Hope, Secretary of the Meeniyán Progress Association, and former Rail Trail committee member Kerry Baggally helped bring this project to life.

SGW officially opened the \$6.2 million Meeniyán Wastewater Treatment Plant in 2012. Driven by another local partnership, the Sewer Meeniyán Action Committee, the plant is a series of lagoons that filter waste before returning water



for reuse in suitable places nearby such as the racecourse, golf club and recreation reserve.

In keeping with the Rail Trail as a pedestrian and cycling experience, for people's safety and to make the most of the quiet and contemplative nature of the site, please note there is no vehicle access to the area. The hide is accessible by walking or riding along the Rail Trail.

Visit the Meeniyán Bird Hide and tag us [#sgwater](https://twitter.com/sgwater) [#meeniyánbirdhide](https://twitter.com/sgwater)



Concerned about paying your bill?

We've extended our hardship programs to help our customers who may be having trouble paying their accounts.

Our staff can:

- Assist you with setting up the Centrepay process
- Check eligibility for any grants that may assist and help with the application process
- Apply a time extension of up to 12 weeks on your account balance
- Work out an instalment plan for the next two years to help ease the financial pressure

Concession?

For eligible concession card holders; owners and tenants, water and sewerage concessions are available on their principal place of residence and may be eligible to 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).

Call our friendly Customer Service Team on 1300 851 636 for more information on payment options and concession.

ELIGIBLE CARDS

Pension Concession Card issued by Centrelink or Department of Veterans Affairs

Department of Veteran Affairs Gold Repatriation Health Card

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

Korumburra Wastewater Treatment Plant

In early February, the Korumburra Wastewater Treatment Plan received unusual amounts of waste discharge which caused the plant to malfunction. Due to the unusual nature of the discharge, effluent outside normal licence parameters went through our plant and into Foster Creek.

Wastewater treatment is largely a natural process, completed by micro bugs. Actions taken to remove wastewater from the plant, to better aerate it, and to reseed the plant with healthy micro bugs worked.

Thanks to the hard work of South Gippsland Water staff, the plant returned to normal operations consistent with our EPA licence parameters in late February.

We're currently working on an environmental plan for Foster Creek, alongside the West Gippsland Catchment Management Authority and the Department of Environment, Land, Water and Planning. For more go to www.sgwater.com.au/environment-sustainability/environment/



Urban Water Strategy

The Urban Water Strategy is a 50-year plan that outlines the actions required to manage demand for, and ensure enough supplies of, drinking water across our service region.

The Urban Water Strategy is revisited every five years in response to the constantly changing outlook in the supply of, and demand for water. For the first time, the Urban Water Strategy will also include analysis and planning for wastewater systems.

We're establishing a Community Advisory Committee made up of representatives of each of our towns, to help us understand the services you want, and what as a community we would be willing to pay for those services.

We're also running a *have your say* process, where you can give us your feedback.

For more go to www.sgwater.com.au/haveyoursay

Delivering on our commitments

Thanks to your feedback, we received a great result in the latest Essential Services Commission's 'How customers rate their water business' survey.

South Gippsland Water sits in the top five for most areas when rated with other Victorian utilities and scored above average in all categories.

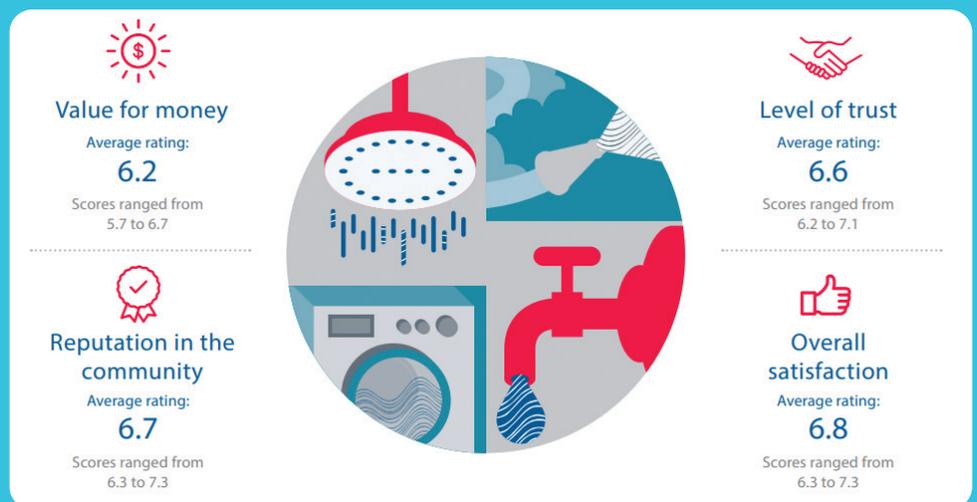
The findings were as follow (each rating being out of 10):

- Value for money – Rated as fourth, with a rating of 6.4* (average was 6.2)
- Reputation in community – Rated as fifth, with a rating of 6.9* (average 6.7)
- Level of trust – Rated as sixth, with a rating of 6.8* (average was 6.6)

• Overall satisfaction – Rated as second, with a rating of 7.1* (average was 6.8)

The Essential Services Commission surveys 5,800 water customers every 12 months, across 16 state-owned urban and regional water corporations on four key areas: value for money, reputation in community, level of trust and overall satisfaction. This latest survey included results from June 2020 to February 2021.

Your feedback is an essential part of our business. If you'd like to make a suggestion on how we could improve our business, please get in touch.



- eNotices service** – sign up at www.sgwater.enotices.com.au to receive your account by email.
- BPAY View** **BPAY View** – an easy way to view, pay and store your bills and statements electronically.