

## Take2 Climate Change Pledge

South Gippsland Water is committed to tackling climate change by joining thousands of Victorians who have made the TAKE2 pledge.

Delivered by Sustainability Victoria, TAKE2 is the state's collective climate change program supporting individuals, government, business and other organisations to help our state keep temperature rise under two degrees and achieve net zero emissions by 2050.



Victoria's climate change pledge

The Corporation has been implementing energy efficiencies such as changing to LED security lighting at multiple worksites across the region, trialing low energy aeration of wastewater lagoon systems, and investment in solar panels where viable.

South Gippsland Water pledges to reduce its greenhouse gas emissions by 15% by 2025 and to achieve net zero emissions by 2050.

Last year, a 75kW behind-the-meter solar installation at South Gippsland Water's Inverloch sewer pump station was commissioned. The array of 278 solar panels, serviced by 3 inverters, produces 87% of the site's energy, saving 96,707kg of carbon dioxide gases per year, making the site greener and more financially viable into the future.

Additional solar power, purchasing green power and accredited carbon offsets, collaborative renewable energy projects and investing in energy efficiencies are all on the list of priorities for South Gippsland Water to investigate.



Inverloch Solar Array



## Preparing for the Next 25 Years

South Gippsland Water is looking to the future when it comes to business operations, customer service and workplace suitability; a focus on best serving customers, community and the corporation over the coming 25 years.

South Gippsland Water's current accommodation is a legacy of the amalgamation of a number of smaller authorities in 1995 and, as such, is dispersed across multiple sites throughout the region.

Over the years, these facilities have been built upon and modified to meet the changing and growing needs of the business.

The result is that the organisation operates out of many work spaces and depots that are ageing and are not ideal for new technologies, efficient work practices, workplace safety, and the requirements of a modern-day, flexible workforce. It has been clear in recent years that South Gippsland Water depots and offices are in need of major repair and reconfiguration.

It is important for the Corporation to carefully investigate options when it comes to space,

location, building standards, health and safety regulations, logistics, and productivity. It is a priority for South Gippsland Water to ensure that any change generates efficiencies and considers the impact on local communities that bring best value and service to our customers and stakeholders.

The Corporation has been reviewing its required workplace practices and infrastructure in order to establish the best business outcomes to serve the region's townships over the long-term and is committed to ensuring any recommendations under consideration are based on sound data, cost/benefit analysis and future regional growth trends. It is anticipated that the studies will provide direction toward the preferred set up and locality for the Corporation's office and depots.

The corporation is looking to the next 25 years and beyond and careful consideration of all elements of this business will be taken into account. Customers, communities and stakeholders will be kept informed as the project progresses.

## A New Way to Have Your Say

South Gippsland Water now has a new online engagement platform where community can find out more about South Gippsland Water's plans and projects and have their say on a range of issues and ideas. The platform is open 24/7 and new projects and information are being regularly uploaded. Visit today and have your say at [www.oursay.org/lets-talk-water](http://www.oursay.org/lets-talk-water)



## Reviewing Prices and Services



South Gippsland Water are once again preparing a Price Submission to be submitted to the Essential Services Commission for the period 2020 – 2023.

The process sets the future direction of the organisation including the level of services and the amount we charge customers. A key outcome from the previous price submission was Reliability – that the organisation will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers.

To achieve this outcome consideration is given to the trade-off between the level of service delivered, the organisation being sustainable into the future and the price charged to customers.

The right balance between price and service depends on how often and how long our customers are prepared to have

their water/wastewater services off for. Previously our community has told us that they support investment in the network and that a maximum of two hours or so without a service is the right balance between inconvenience and cost.

Over the next few months we will be talking to our customers to gain their view on the direction of the 2020 Price Submission, including what level of spending you would like to see South Gippsland Water adopt over time. Head to [www.oursay.org/lets-talk-water](http://www.oursay.org/lets-talk-water) to provide your input to;

1. *No increase in spending - this means services diminish over time*
2. *Low increase in spending - to keep services the same as they are now*
3. *Higher increased in spending - reduce the number of breaks and time it takes to fix them*



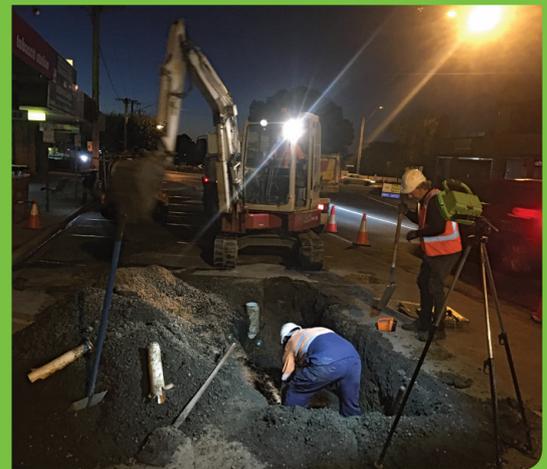
## Is Your Water Meter Easily Accessible?

South Gippsland Water reads meters 3 times per year, prior to accounts being issued. Meter readers are generally out in the field during March, July and November each year. You can help ensure an accurate reading and account. Make sure that your water meter is easily accessible: it's not behind a locked gate, or overgrown with weeds and that pets and animals are safely locked away.

## An Insight Into Water Pipes

South Gippsland Water's water supply system is approximately 725km of end to end water mains. The mains vary in age, condition and size (from 15mm up to 500mm diameter) and, over the years, advances in materials and technology has resulted in a system of pipes ranging from cast iron to high density polyethylene (HDPE).

To ensure the safe, high quality and reliable water supply and service our customers expect, the Corporation has a team of highly skilled and experienced staff who monitor and maintain the system and respond to emergencies and faults. Current data indicates that the average time taken for a supply disruption to be fixed is 83 minutes.



In recent years, however, burst and leak rates have increased; an additional workload keeping crews and the Corporation's dispatch team very busy. This increase is attributable to a number of circumstances including dry weather causing ground dry-out and increased movement, particularly in clay soils; ageing infrastructure; and, the intrusion of tree roots.

To help meet these challenges, the water network renewal team has a program of works to replace infrastructure identified as causing repeat failures and investment in dedicated fault response vehicles will be an additional resource to ensure continued high level customer service and water supply.



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### 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 **2 new ways** to do this at South Gippsland Water:

- 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** – an easy way to view, pay and store your bills and statements electronically.

Find more details enclosed here along with your account