

Permanent Water Saving Rules

Did you know that permanent restrictions apply all year round regarding the use of drinking water around the home and garden? Called Permanent Water Saving Rules, the rules are in place all year and are separate to any staged water restrictions should they be required. They are a set of common sense rules regarding using our precious drinking water. The top 3 rules to remember are;

Water during the cool. Water your lawns and gardens outside of the heat of the day between the hours of 6pm to 10am.



Install trigger nozzles. All outdoor garden hoses must have a trigger nozzle installed and be leak free.



Sweep, don't hose. Water should not be used to hose down driveways and footpaths. Save our precious drinking water for just that, drinking. Water must not be used to clean outdoor hard surfaces such as footpaths, driveways and buildings. Exceptions apply for building and renovation or for health and safety hazards. If staining has occurred hard surfaces may be washed once a season. The use of a pressure washer is preferred if available.



Meter Readers

Spare a thought for the meter readers who are out and about in all weather conditions to read customer's water meters. You can help by keeping gardens and access clear of the meter. South Gippsland Water only bills three times per year (not quarterly) with meters being read in March, July and November.



New Water Supplies - New Water Characteristics



Some of the large pipe junctions being installed as part of the Lance Creek Water Connection.

The Lance Creek Water Connection will link Korumburra, Nyora, Loch and Poowong to Victoria's water grid, providing a higher level of water security and water quality for customers.

The region's most significant water security project is on schedule, with much of the pipeline installed and works well underway for the new plant and equipment required, such as the pump station at Lance Creek Water Treatment Plant which will be capable of pumping water at 140 litres per second and lift the water 209 meters up and over the hills between Lance Creek and Korumburra. Work has also recently begun on the pipeline and pump station to pump water between Korumburra and Poowong.

The project is on track for water to start flowing to Korumburra later this year and as a result, South Gippsland Water is preparing for changes in water sources.

This project will see South Gippsland Water commission and start to use water from the state water grid. From May, South Gippsland Water will be commissioning its access point to the Melbourne Water Supply System. The two way pipeline operates regardless of whether the Victorian Desalination Plant is operational, so South Gippsland Water is always assured access to water and this water may be from Cardinia Reservoir or the Victorian Desalination Plant.

Changing Water Sources & Securing Supply for the Future

South Gippsland Water has access to a Bulk Entitlement of 1GL (1,000 ML) of water from the Melbourne Supply System and once commissioned customers connected to South

Gippsland Water's Lance Creek Water Supply System will be able to receive water from a number of different sources:

- Lance Creek Reservoir
- Melbourne Supply System (Cardinia Reservoir or Desalinated Water)

Or a combination of the above.

The range of options for the Lance Creek Water Supply System provides South Gippsland Water flexibility with regards to water supplies and strategically utilising water from the state water grid. For example should there be an algae bloom at the Lance Creek Reservoir, the Corporation will have the option of utilising water sourced from the Melbourne Supply System.

South Gippsland Water will test the new system utilising a combination of Lance Creek Water and Melbourne Water Supply at varying degrees.

Customers of Wonthaggi, Inverloch and Cape Paterson may notice that the taste of their water changes gradually over time as the varying water supplies and blends of water are used and tested. Testing of the new water system is scheduled to occur from March to August 2018. Customers in Korumburra, Poowong, Loch and Nyora may notice a similar change later this year, when new water supplies are introduced to these towns.

This process should cause no service disruptions. Whilst the source of water will be changing, water supplied will, as always, remain safe to drink and be treated to national drinking water standards. Customers who have queries or concerns regarding their water supply are encouraged to contact South Gippsland Water on 1300 851 636.



South Gippsland Water's Lance Creek Reservoir, February 2018.

Customer Research & Satisfaction

In November 2017 South Gippsland Water undertook its annual customer research which involved some 400 telephone surveys with South Gippsland Water's customers. Some positive results were received which highlighted that generally, South Gippsland Water is delivering to its obligations as a service provider and customers are satisfied. 86% of customers were satisfied and 75% of customers believe South Gippsland Water provides 'Value for Money' services.

Tap water consumption

However, despite satisfaction with water quality remaining stable at 83% satisfied, over time, a larger proportion of customers are choosing to filter their tap water (24%) with 64% drinking straight from the tap, down from 67% in 2016. Thankfully for our environment, customers buying bottled water has remained low at 9%. South Gippsland Water will continue to promote the drinking of tap water through the 'Be Smart, Choose Tap' program which promotes the benefits of tap water for health, wellbeing and the environment.

Permanent Water Saving Rules

87% of customers know that South Gippsland Water provides their water services, yet only 59% are aware of the Permanent Water Saving Rules – which essentially act as permanent low

level water restrictions. By requiring customers to water between the hours of 6pm and 10am, install trigger nozzles on outdoor hoses and to sweep paving and hard surfaces instead of using water.

Wastewater Services

Whilst 87% of customers are aware we supply their water services, only 65% could name South Gippsland Water as providing their wastewater/sewerage services, this is despite wastewater accounting for around half of most customers total bill. 11% of customers also don't know what can't be put down the toilet or sink, so South Gippsland Water will continue to promote messages about only flushing the 3 P's: **P**ee, **P**oo and (toilet) **P**aper. Nothing else should go down the loo including wet wipes of any kind.

South Gippsland Water – State Owned Corporation

Lastly, other water industry research suggests that only 8% of customers are aware that South Gippsland Water is a State Owned Corporation and 11% thought the Corporation was privately owned. As a state owned Corporation money is re-invested into infrastructure in our local communities and profits are not generated for private investors. Rather, South Gippsland Water is working for South Gippsland.

Difficulty paying your account?

South Gippsland Water bills 3 times per year and recognises that sometimes customers may be having difficulty paying their water or sewerage account. Difficulties may come about due to an unexpected expense or change in financial circumstance.

A telephone call is all it takes to discuss your options. Payment assistance can be provided through:

- *Regular repayment plans*
- *Concession Card holder discounts*
- *An individual payment plan*
- *CentrePAY payments*
- *Payment extensions*

South Gippsland Water is a scheme participant with the Energy & Water Ombudsman Victoria which offers customers a dispute resolution service 1800 500 509.

Paying by BPAY?



Have you moved house? Your customer reference number for BPAY may have changed. Always check the correct customer reference number (CRN) is entered ensuring your payment is processed correctly.

An incorrect Customer Reference Number will lead to the wrong bill being paid. Look for your BPAY Biller Code and Customer Reference Number in the bottom left hand side of your bill under 'How to Pay'.

Renting? Advise us when you move



Do you rent? If so, don't forget to tell us when you move so that we can arrange for your meter to be read and you don't get stung with water usage charges from the new tenants. *Please note, it is the tenant's responsibility to advise South Gippsland Water when vacating a property.*

Call 1300 851 636 and talk to our friendly Customer Service Team at least 2 days ahead of your vacating date.

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:

eNotices service - sign up at www.sgwater.enotices.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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