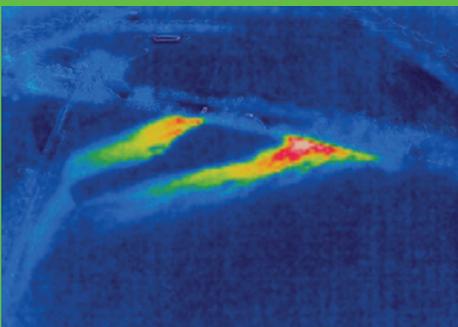


## Drone Technology used to Locate Outfall Break

The South Gippsland Water maintenance and operations crew recently utilised drone footage to locate a leak along the 40km Saline Wastewater Outfall Pipeline.

Locating breaks along the pipe can be quite challenging due to the length of the pipeline and when paddocks are too wet to be accessible. In the past, walking the length of the line to find a leak consumed extra hours of work.

The drone will be a tool that will help save time and resources as it provides a clear indication, via imaging and heat sensing, of the location of a leak (see photos).



## Safety Focused

As part of a drive to keep our staff, customers and community safe, South Gippsland Water have a new 'Safety Mantra' and logo you will see at our work sites and on our fleet.



## Gaining Community Insight – Price Submission



Over two weekends in July, South Gippsland Water completed a process of community engagement to assist in the development of the Corporation's Price Submission.

The review of the Corporation's pricing and services is for the years 2020-2023. The document will be submitted to the Essential Services Commission (ESC) in November 2019 and sets out the services the Corporation delivers and prices charged to customers.

The engagement process provides the opportunity for South Gippsland Water to hear from and work with the community in finding a balance between delivering on customer expectations, the prices it charges and the sustainability of the business into the future.

Recruitment for the forums was completed by consultants who randomly selected the participants from the many applications received from the community throughout the planning process.

Thirty-five community participants, representing townships and demographics from across the region, joined South Gippsland Water management and staff in

key discussions and deliberations during the forum sessions.

The process undertaken highlighted for all involved, the complexities for the organisation when it comes to future planning for financial, service and social sustainability.

The group discussed and voted on key investment priorities in considering the balance between maintaining affordable charges for customers, maintaining quality water and wastewater services, and achieving long-term business sustainability. Indicative results lean towards a preference for maintaining quality services.

Now armed with valuable insight gained from the frank and informative discussions held during the forums, South Gippsland Water will progress the development of its Price Submission to the Essential Services Commission.

This process is one part of a larger engagement program; details and the opportunity to comment can be found at <https://oursay.org/lets-talk-water/price>. Further public programs will be undertaken in September 2019 at the "testing" stage of the submission process.



## New Financial Year - Water Prices Remain Stable

At the beginning of the new financial year, South Gippsland Water was pleased to advise customers that service charges will remain stable for the next twelve months.

The combined annual service fee for water and sewerage will reduce by \$0.75 per annum, whilst the volumetric service charge will increase by \$0.02 to \$1.84 per 1,000 litres of water used.

## Ongoing commitment to quality services and reliable systems.



With aging infrastructure, priority works are being undertaken to ensure quality of services and reliable systems for customers across the region.

### Water Main Replacement - Graham St Wonthaggi

**Timing:** August to November 2019  
**Investment:** \$730,000

A 530m section of the 108 year old water main along Graham Street, (between McKenzie and Billson's Streets) which is prone to bursts and leaks, particularly in times of dry weather, is to be replaced. Given its location and key role in the delivery of water to businesses in Wonthaggi these works are a high priority.

### Water Main Replacement – Watt Street Wonthaggi

**Timing:** August to October 2019  
**Investment:** \$200,000

Works have already commenced to replace the 90 year old main that runs along Loch and Watt Streets in Wonthaggi. A new larger diameter pipe is being installed which will increase water flow and reduce the number of interruptions.

### Water Main Replacement - Bair Street Leongatha

**Timing:** August to November 2019  
**Investment:** \$780,000

A 575m section of pipe along Bair Street and a small section along Church Street will be replaced. To minimise disruption construction will utilise trenchless construction, and horizontal directional drilling.

The current pipeline is over 100 years old, with the oldest section installed in 1908. The new water main is being installed in advance of works by South Gippsland Shire Council to redevelop and rejuvenate Bair Street.

### Sewer Pump Station Upgrade - Lawler Street Yarram

**Timing:** April to November 2019  
**Investment:** \$2.8million

It was identified that the 30-year old pump station in Lawler Street Yarram no longer met capacity for the township nor occupational health and safety requirements.

The project will increase storage and pumping capacity, reduce the risk of sewer spills, and provide greater network efficiencies for South Gippsland Water and for customers.

## Indigenous Connections

A ground breaking partnership agreement with the Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) has been signed by 13 natural resource agencies and organisations working across Gippsland. These include Victorian Government departments, water corporations, catchment management authorities and other non- profit organisations.



The GEA-GLaWAC working group at GLaWAC's Forestec site.

The multi-agency agreement recognises that Traditional Owner groups often do not have the resources or time to negotiate separate agreements with individual agencies.

The GLaWAC management team worked with the alliance to create a common set of objectives and incorporate each organisations initiatives.

South Gippsland Water was also proud to join with GLaWAC, and other members of the Gippsland Environmental Agencies alliance, in events that acknowledged and celebrated Reconciliation Week (May/June) and NAIDOC Week (July).

## How's Your ORG?

All sewer systems are subject to occasional blockages. When it happens, your Overflow Relief Gully (ORG) can prevent sewerage overflow inside your home. Do you know where your ORG is? Make sure it's not damaged, overgrown by vegetation or covered by dirt. In the event of a sewerage overflow, the top of your ORG is designed to pop-off and release outside of your home, so don't be tempted to sit a pot plant or garden ornament on top of it. If your ORG is damaged or needs attending to, contact your local licenced plumber.



Some examples of compliant ORG's



- ✉ 14-18 Pioneer Street, Foster  
PO Box 102, Foster VIC 3960
- ☎ 1300 851 636
- ✉ sgwater@sgwater.com.au
- 📘 South Gippsland Water
- 🐦 @SthGippsWater

### 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