

PIPELINE

How to discard used cooking oils?



Did you know, cooking oils can be re-used a couple of times - although, it is recommended to avoid re-using oils that were used to cook poultry, fish and meat.

When it does come to the point of having to discard used oil, take care to do it properly. Pouring cooking oil down the sink can cause blockages to your pipes. The best way to discard of used cooking oil is pouring it in an empty milk carton or a used takeaway container and

throwing it out in your general waste bin.

Fortunately, vegetable oils, such as canola or olive oil, are compostable in small quantities. Oil can also be used to kill weeds; just place it in a spray bottle and spray those unruly nuisances away!

Do you have any other tips or hacks on what to do with used cooking oil? We would love to hear from you! Contact media@sgwater.com.au

Paying by cheque?

At South Gippsland Water we want to make paying your account as convenient as possible. Therefore, we offer a range of payment options to suit everyone, including:

- Online payment
- By phone
- By mail
- BPay
- Direct debit
- Centrepay
- BPay View

Cheque payments are processed by Australia Post. If you would like to pay your water bill via cheque please go to your local post office rather than sending it directly to South Gippsland Water.

Are you concerned about paying your bill?

At South Gippsland Water we recognise that the past year has been difficult for many, which is why we have 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

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 (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")

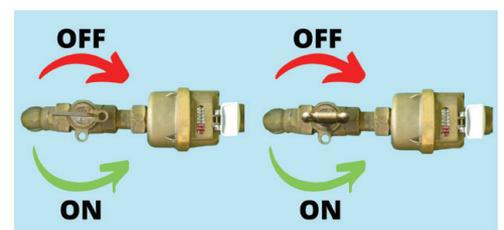
Use your concession card

For eligible concession card holders; owners and tenants, water and sewerage concessions are available

Going away? Burst Pipe? Turn off your stop tap!

Each residential property has a stop tap, which is connected to your water meter. Knowing where your stop tap is located and how to turn it off, could come in handy if you are going away for an extended period, or in an emergency such as a burst pipe.

Turning your stop tap off if you're off on holiday is a great way to prevent major water spills in the case of a burst pipe or a leaking tap in your absence.



Each property has a lever handle or tap handle. Regardless of the type of handle, to turn your stop tap off, turn clockwise fully. To turn stop tap on, turn anti-clockwise fully.

Need a hand locating or turning off your stop tap? Get in contact with our friendly customer service staff on 1300 851 363.

How you can help with your water meter readings

Did you know, at South Gippsland Water our water meter readers look at 22,000 water meters over a four-week period before each billing period, covering around 487 kilometres! Readings occur every July, November and March.

Whilst this is an enormous job, having your meter read before each billing period ensures that your bills are accurate. Meter readings can also detect any potential water leaks at your property.

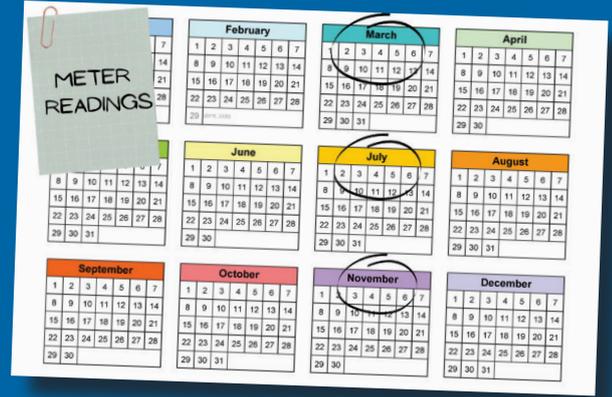
There are simple steps you can take to assist us in completing your meter

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*

If you are concerned about a leak, you too can check your water meter to determine if water is getting used at a

higher rate. Call our friendly Customer Service Team on 1300 851 636 if you are concerned about any leaks.



Give your aquatic pets a safer home

Introducing your fish to our water? There are simple steps you can take to give your aquatic pets a safer and happier home.

For towns of the Lance Creek system (Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch, and Nyora), and connected rural areas (Lance Creek, St Clare, North Wonthaggi, Wattlebank), treat fish tank or pond with a water conditioner that specifically treats chloramine.

For all other towns you can either use a conditioner specific for chlorine or leave the water out in the sun for a couple to several days (depending on volume) to allow the chlorine to evaporate off.

If you have any questions or feel unsure, please visit our website or call our friendly customer service staff on 1300 851 636.

THANK-YOU

We would like to thank everyone who participated in our have your say survey and expressed what they valued. All information gathered has been integral in shaping our draft Urban Water Strategy. The strategy is our 50-year plan for your water and wastewater services. We'd also like to extend a special thank you to everyone who joined our Community Advisory Committee, who met for the first time in Leongatha this month.

You'll have another opportunity to comment on the region's Urban Water



Strategy when we release the draft version later this year.

In the meantime, if you or someone you know, may be interested in contributing, you're welcome to join our Community Advisory Committee. Simply contact the team at media@sgwater.com.au

What does your water bill pay for?

Much like the plumbing in your home, most of what we do you'll never see!

To put it simply, South Gippsland Water looks after our regions' water supply and wastewater services.

The money you pay goes towards maintaining and improving the systems we have in place, such as pipes, pumping stations, water storages and treatment plants needed to deliver these services to you.

Depending on where you live, the charges on your bill relate to water

services, wastewater services, or both.

You will notice that your bill contains up to three separate charges; your water volume used, a water service charge, and sewerage (wastewater) service charge.

These charges fund our annual maintenance, repairs and upgrades so we can continue to provide the level of service you expect from us.

For more information on our tariffs and prices, visit sgwater.com.au/residential/tariffs-pricing

There are **2 ways** to do this at South Gippsland Water:

- 1 eNotices service** – sign up at 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.

Find more details enclosed here along with your account