

Lance Creek Water Connection

The region's most significant water security project is on schedule, with alignment planning firmed-up, easement acquisition progressing, and contracts for construction awarded.

The Lance Creek Water Connection will link Korumburra, Nyora, Loch and Poowong to Victoria's water grid, providing water security and quality water in South Gippsland.

Construction Contracts

Following a thorough tender evaluation process, Minister for Water Lisa Neville announced the contracts for the Lance Creek Water Connection project on 12 July 2017. Successful companies are:

- Jaydo Construction Pty Ltd, construction of pipeline from Lance Creek to Korumburra, and Korumburra to Poowong
- Simpson Construction Pty Ltd, construction of pump stations and dosing facilities
- Steel Mains Pty Ltd and Iplex Pipelines Pty Ltd, supply of materials and components for pipeline construction.

Timing

Pump stations will be built at the Lance Creek and Korumburra Water Treatment Plants, with construction scheduled to begin in October 2017. Some preliminary pipeline work will commence shortly, with pipeline construction on private property scheduled to begin late this year. Current estimates indicate the project will be completed around February 2019.



South Gippsland Water signs-off on contractor agreements. L-R: Mark Lynch (General Manager Infrastructure and Planning), Chris Hindle (Senior Project Engineer), David Schultz (Board Chair) and Philippe du Plessis (Managing Director).



URBAN WATER STRATEGY

Planning for our water needs now and into the future

The Urban Water Strategy is a 50 year strategy that considers water demand and supply across the region. The strategy underpins future expansion, upgrade and renewal projects and balances water availability with forecast demand, so that South Gippsland Water can support our region's residential, business and community water needs.

The strategy used detailed analysis of water demand and regional growth to forecast future water needs. This analysis included consideration of past and predicted future population growth and regional development. Water demand forecasts were balanced with the available supply from the region's catchments and storages and the impact of possible climate change scenarios were modelled.

Water security and its impact on the frequency of water restrictions

The demand and supply forecasts were used to predict the frequency that customers may be subjected to water restrictions. Customer feedback regarding the frequency of different levels of restrictions indicated that current frequency is acceptable and the strategy aims for:

- Stage 1 & 2 restrictions are imposed one year in ten or less frequently
- Stage 3 & 4 restrictions are imposed one year in fifteen or less frequently.

The strategy identified that a number of the region's systems do not meet or will not meet this level of restriction frequency, including:

- Leongatha and Koonwarra - Ruby Creek system
- Fish Creek - Battery Creek system
- Toora - Agnes River system

Additional water supplies for Leongatha and Koonwarra are needed and detailed planning and design work will be carried out in the next five years. For Fish Creek, it is highly likely that essential renewal work on the treated water main between the reservoir and town will reduce leakage sufficiently to balance future supply and demand. This work is planned to occur in the next five years.

The Urban Water Strategy was published following noting by the State Government regarding elements of the strategy supporting state wide programs such as Integrated Water Management forums, the Schools Water Efficiency program and the Corporation's continued focus on stakeholder and customer engagement programs.

You can find the full strategy on our website: www.sgwater.com.au/about-us/water-supply-demand-strategy



Members of the Leongatha Probus Group tour the Waste Water Treatment Plant at Leongatha.

Caring For Sewers

Even though many of us start each day making good use of the region's domestic wastewater services (toilet, shower, sink), the health of our sewerage system is not always top-of-mind until something goes wrong.

Go With the Flow

Maintaining a healthy and effective sewerage system is the responsibility of South Gippsland Water and each household connected to the domestic wastewater system.

Customers are responsible for any repair, replacement or maintenance for the pipes and fittings within their property up to the connection point to South Gippsland Water's pipes (usually near your property boundary).

South Gippsland Water keeps things flowing from that point on by repairing and maintaining pipes, blockage removal, pump maintenance and treatment plant operations. However, there's a lot you can do at your end to keep the system healthy and blockage-free.

Is it Drain Safe?

Everything you flush down the toilet or wash down the plug-hole ends up in our sewer network. Items that aren't bio-degradable or are slow to break down cause blockages that

can impact on the environment and human health, and cause costly (sometimes smelly) damage.

We all play a part in helping the treatment process by being aware of our own actions and by realising the kind of sewage we generate has a real effect on the treatment process and the environment. Only the 3-*P*s should go down the toilet – poo, pee and (toilet) paper.

Keep Wipes Out of Pipes

So called "flushable wipes" are slow to breakdown, block pipes and can cause expensive problems both at our and your end of the pipe.

These types of blockages cost South Gippsland Water around \$50,000 a year to remove from pipes and equipment. Put the wipe to good use but, no matter what it says on the packaging, don't flush it, bin it.

RUM Project (Return Unwanted Medicines national scheme)

Medicines of all kinds should not be flushed down the sink or toilet, nor thrown into the household bin. Instead, bag up your unwanted and expired items and take them into your local pharmacy.

For more information visit www.sgwater.com.au

Community Grants

Over a number of years, many community groups have benefitted through grants, through South Gippsland Water, for water efficiency or catchment improvement projects.

Hills 2 Ocean

Community groups can apply for funds of up to \$500 for catchment and river health improvement activities through the Hills 2 Ocean [H2O] program. For example:

- Prevention of erosion and land slippage
- Fencing to protect water courses and remnant vegetation
- Rehabilitation of river and stream-side habitats
- Educational and promotional displays.



Help 4 Water Efficient Organisations

Applications for grants of up to \$500 can be made by community organisations to the Help 4 Water Efficient Organisations [H4O] program to assist in small water efficiency projects. Funds can be directed towards:

- Rainwater tanks and irrigation systems
- Tap meters and installation of water efficient fittings
- Dual flush toilets
- Community education.

Community groups are encouraged to visit the Learning Centre section of our website for further information and application forms.

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:

eAccount service - sign up at www.sgwater.formsport.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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Meter Readers



Spring is upon us and everything is growing fast. In November, our meter readers will be out and about and will need clear access to your meter.

You can help them by making sure that spring growth hasn't engulfed your water meter and that it is easy to locate and easy to read. Prune or remove overgrown plants, clear mulch or soil to ensure the meter is above ground and remove obstacles to ensure the meter is safe and easy to access. These simple actions will make the reading of meters quick and easy and help keep your accounts as accurate as possible.