



New Water Supplies – New Water Treatment Processes & Fluoride

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.

Supply System provides South Gippsland Water flexibility with regards to water supplies and strategically utilising water from the state water grid.

The region's most significant water security project is on schedule, with final components of construction nearing completion and the project on track for water to start flowing to Korumburra in the coming months. As a result, South Gippsland Water is preparing for changes in water sources, supply and treatment processes for Korumburra, Poowong, Loch & Nyora.

Fluoride for Korumburra, Poowong, Loch & Nyora

Once the new Lance Creek Water Connection is activated, customers in Korumburra, Poowong, Loch and Nyora will start to receive a fluoridated water supply. The Lance Creek Water Supply System has been fluoridated since 2012 and connecting new towns to this system means that more customers will now receive the health benefits of fluoridated water.

This project will see South Gippsland Water commission and start to use water from the state water grid. South Gippsland Water has access to the Melbourne Water Supply System via a pipeline linking Wonthaggi to the Cardinia Reservoir. The two way pipeline can be used regardless of whether the Victorian Desalination Plant is operational, so South Gippsland Water is always assured access to water which may be from Cardinia Reservoir or the Victorian Desalination Plant.

Customers who wish to find out more about water fluoridation are encouraged to call the Department of Health and Human Services Water Fluoridation hotline 1800 651 723 or visit the health website: <https://www2.health.vic.gov.au/public-health/water/water-fluoridation>

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. Customers connected to South Gippsland Water's Lance Creek Water Supply System may 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

Disinfection of Water – Chloramination

The Lance Creek Water Treatment Plant uses a disinfection process called Chloramination. A combination of both chlorine and ammonia gas disinfects the water. Whilst this disinfection process makes the water safe to drink, it is not compatible with fish tanks. Speak to your aquarium supplier about neutralising water before use in fish tanks and aquariums.

The change-over to new water supplies should cause no service disruptions, however, customers who have queries or concerns regarding their water supply are encouraged to contact South Gippsland Water on 1300 851 636.

Receive up to \$750 of Plumbing Works for FREE*

You may be eligible for the Victorian Government's Community Rebate Program.

- Do you have a Concession Card?
- Are you on a payment plan?
- Do you have high water usage?

Eligible customers will receive a free water efficiency audit from a licensed plumber, contracted by South Gippsland Water, to assist in reducing their water use. Eligible customers may then receive assistance of up to \$750 from the program for approved products or services.

* The program does not provide subsidies for bills, but assists customers on a concession or payment arrangement to reduce water use and utility costs.

If this is of interest, we invite you to contact us on 1300 851 636 to determine if you are eligible for an initial water audit.



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 payment plan
- Payment extensions

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



Delivering on your feedback, we will:



Water

“Provide safe, clean drinking water for the benefit of our customers and communities”

- 100% compliance with the Australian Drinking Water Guidelines (the health/safety standards for drinking water)
- 73% or more of customers will choose to drink our tap water



Environment

“Be environmentally responsible, sustainable and adapt to a future impacted by climate variability”

- Our carbon emissions will reduce by 15% by 2025
- We will have programs in place to assist our customers to save water



Planning

“Partner with community, local government and business to plan for future years”

- We will always have a long term water security strategy in place that is regularly updated, in consultation with key stakeholders
- The Corporation will participate with local organisations to plan for future growth

Committed to Customers - Holding Prices Steady

From 1 July 2018 a new pricing period commenced in which South Gippsland Water has committed to holding prices steady whilst focusing on delivering on the feedback we've received from our customers.

Over the next 2 years South Gippsland Water's prices will only rise by inflation and no more. For 2018/19 this equates to a 1.9% increase or around \$18 for the year. As a result, the average residential water customer in South Gippsland will continue to pay some of the lowest rates in the country for water and sewerage services. For an owner occupier receiving water and sewerage services and using an average of 118kL of water per year, their annual bill will be \$996. This is on par or lower than most Melbourne customers and between \$89 and \$800 less than water bills received in major capital cities and territories across the country.

During the price review process, South Gippsland Water worked with customers to identify what mattered most and have developed six statements that define what customers want and how we should deliver our services.



Wastewater

“Provide a safe wastewater service that contributes to the health and livability of our communities and environment”

- We will achieve 100% Environment Protection Authority (EPA) Licence compliance to ensure;
 - No adverse impact to receiving waters (rivers or oceans)
 - No adverse impact to land from recycled water use
 - No adverse odours beyond wastewater treatment plant boundaries (stretch target)



Reliability

“We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers”

- On average our customers will not be without water or wastewater services for longer than 120 minutes
- 100% of sewer spills to be contained within 5 hours
- 100% of planned and unplanned water interruptions to be restored within 5 hours
- We will communicate planned interruptions via a card drop and the South Gippsland Water website in advance of works



Customer/Integrity

“Treat all customers/ community with honesty, respect & strive to balance affordability, value for money and fairness”

- Our customers will be satisfied - Customer satisfaction will be maintained at 80% or more
- 73% or more of customers will rate our services as 'value for money'
- We commit to undertaking a thorough pricing review process with the Essential Services Commission



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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:

- 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