

PRICING REVIEW



COMMUNITY UPDATE – AUGUST 2016

BACKGROUND

This is the first Community Update for customers interested in South Gippsland Water's Pricing Review process.

Every five years the corporation develops a plan that sets out proposed service standards, capital and operating expenditure, and the required prices charged to customers for the delivery of water and wastewater services.

The current plan finishes in June 2018. A new plan will be submitted to the Essential Services Commission by June 2017. South Gippsland Water is working on the new plan and a key component is thorough community consultation to help influence and shape the future of the organisation.

PRICING REVIEW ADVISORY PANEL

An advisory panel has been formed to assist in developing and guiding the consultation process. Eleven community members from across the region make up the group. The membership represents a broad range of demographics, regional interests, professional skill-sets and community connections.

The group's first tasks were to gain an understanding of the Corporation and the potential business focus for the next five years. The group then assisted in the development of a survey to be sent to all South Gippsland Water customers.

CUSTOMER SURVEY - September 2016

The resulting customer survey is attached. Now is the chance for customers to have their say. Every element of the business is open for discussion and examination; how the business operates, customer service standards, management, strategies and projects.

This survey will be distributed to customers throughout September and will inform a more in-depth consultation process in late 2016 through to early 2017. The survey can be completed in a number of ways:

- Online at www.sgwater.com.au
- Scan the QR Code on the paper survey or on the attached copy of In The Pipeline
- Forward the paper copy to - Pricing Review Customer Survey, PO Box 102, Foster Vic 3960
- Drop off at:
 - Foster Office 14-18 Pioneer Street, Foster
 - Leongatha Depot Begg Street, Leongatha
 - Wonthaggi Depot Watt Street, Wonthaggi.

Another way to keep updated is to follow us on Facebook and Twitter @SthGippsWater