



# LET'S TALK

Prices | Services | Future

## Invitation to help us find the balance

### Price, service and being sustainable into the future.

In 2018 our customers told us when they think of South Gippsland Water there are six key expectations;

- *The provision of safe, clean drinking water*
- *Safe wastewater service that contributes to our communities & environment*
- *Treating all customers/community with honesty & respect*
- *Being environmentally responsible*
- *Planning for future years in partnership with community, business & government*
- *Being reliable and minimising unplanned interruptions to services*

We need to find a balance between delivering on customer expectations, the prices we charge, and being sustainable into the future. The voice of the customer is important in this decision and you are invited to assist in the process by attending our community planning session/s.

- *To be held the second half of July 2019*
- *Approximately eight hours' time commitment (one or two sessions)*
- *Attendees will be remunerated*

To register interest, please visit [oursay.org/lets-talk-water/price](https://oursay.org/lets-talk-water/price) or email [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au) or phone our customer service team on 5682 0444.

*Full details on timing and location of meetings will reflect the preferences of the group.*