

SGW Service Delivery – From a Distance

As Victoria shutdowns all non-essential activity across the state to combat the spread of Coronavirus (COVID-19), South Gippsland Water is focusing on the continued delivery of essential water and wastewater services.

Essential planned and reactive programs and works are continuing with additional sanitisation and social distancing precautions. Philippe du Plessis, South Gippsland Water Managing Director said today “planned works have been reviewed and have been prioritised to those that maintain safe drinking water and wastewater services and to minimise the risk of service disruptions including water outages and sewer blockages.

Our staff are committed to maintaining our services, staff will be focussing on essential preventative and reactive maintenance and will endeavour to respond to faults and enquiries within existing service standards as the pandemic continues. This may not always be possible due to ensuring the health and safety of staff, customers and community.”

The preventative maintenance program has been reviewed and any planned works during the Coronavirus (COVID-19) pandemic will be performed in the shortest time practicable, scheduled to be completed within a two hour timeframe.

Mr du Plessis continued, “At times South Gippsland Water staff may need to access a property, or work with contractors. The safety of staff, customers and community is paramount at this time, and strict social distancing protocols are in place while these essential works are being completed”.

South Gippsland Water are committed to maintaining our services to our customer’s, thank you for your patience during this challenging time. Stay up to date by following us on Facebook, Twitter, LinkedIn and Instagram or visit www.sqwater.com.au. Our Customer Service Team is available on 1300 851 636 7 days a week.



Photo: SGW staff inspecting local infrastructure