

PIPELINE

Message from the Managing Director

What a whirlwind start to 2024 it's been! We kicked things off with a bit of a hiccup – a boil water advisory in Poowong-Loch-Nyora, followed by a region-wide power outage across Gippsland. It wasn't exactly a walk in the park, but you know what? Our communities stepped up to the plate.

I can't tell you how heart warming it was to witness everyone rallying together – checking in on neighbours, lending a helping hand, and just being there for one another. That's what community is all about, isn't it?

A huge thank you to every one of you who played a part in supporting our communities through those challenges. Your kindness, patience and solidarity truly made a difference.

On a brighter note, let's talk about our trusty water trailers! They've been on the move, making their way across the region and keeping our communities hydrated during events. From fun runs to Easter fairs and community expos, we've been all over the place – 13 events in total!

It's been fantastic to see everyone coming together, having a blast, and staying refreshed. If you have a community event coming up,

and would like access to fresh South Gippsland water, please email media@sgwater.com.au. Here's to more community gatherings and good times ahead!



Robert Murphy
Managing Director



Our trusty water fountain at Venus Bay Surf Life Saving Club for the Easter Fun Run.

You could be eligible for concession!

For those new to concession, did you know there's a little something that could lighten your water and sewerage bills? Yep, you heard that right!

If you're holding an eligible concession card (whether you own or rent), you could qualify for a discount on your water and sewerage account.

Now, here's the deal: If you hold an eligible card and meet the criteria below, make sure the concession is applied to your account. If the concession is not shown, give us a call on 1300 851 636 to have it applied.

Remember, this concession is all about your main place of living, so let's make sure you're getting the help where it counts!

ELIGIBLE CARDS

- ✓ Pension Concession Card (PCC) issued by Centrelink or Department of Veterans Affairs (DVA)
- ✓ Department of Veteran Affairs Gold Repatriation Health Card
- ✓ Health Care Card (excluding "Commonwealth Seniors Health Card")



Yarram shines in gold and bronze

Who would have thought that Yarram would take home the spotlight at the Australian Street Art Awards? Well, surprise – they did, and it's been nothing short of amazing!



As part of the Heesco Town project, the Yarram Water Tower underwent a stunning transformation in 2023, showcasing a breathtaking mural that pays tribute to our land, culture, and the Traditional Owners. And guess what? It's been recognised big time!

The tower snagged the bronze in the 'Best Mega Mural' category in Australia and clinched the gold for Victoria in the 'Best Street Art Experience'. Talk about a proud moment for our town!

Hats off to everyone involved in making this happen, and a huge round of applause to the incredible Yarram community. You've truly put us on the arts map in a big way.

Celebrating the Yarram Water Tower mural with the Yarram community.

Inverloch Sewer Pump Station: Celebrating new beginnings

Over the past 18 months, we've been hard at work upgrading the Inverloch Sewer Pump Station system as part of our \$10 million sewer upgrades project. These important works have primarily focused on Veronica Street and Meanderri Drive.

While progress has been made, we understand that it's come with some necessary changes, including the removal of some trees.

It has been a pleasure to collaborate with the Inverloch Community and Melaleuca Nursery to finalise plans to restore and rejuvenate the Veronica Street site.

Now, we're thrilled to unveil the final plans for Inverloch, these can be viewed on our website

[sgwater.com.au/alerts], and can't wait to bring them to life over the coming months. It's been a journey, and we're grateful for the opportunity to work hand-in-hand with the community to ensure these upgrades benefit everyone in the area.



Join our Community Advisory Committee

At South Gippsland Water, we're all about putting our customers first. Your voice matters to us, which is why we're inviting you to join our Community Advisory Committee (CAC).

For the past two years, we've been hosting quarterly meetings with our CAC, diving into various projects that directly impact our community. From shaping our Price Submission to crafting our Urban Water Strategy, your input guides our decisions every step of the way.

But we're not stopping there – we want to hear from even more diverse voices. That's where you come in! Whether you're from our Eastern region or represent the younger generation, we want your perspective at the table.

Joining the CAC is a fantastic opportunity to make a real difference in our community. Plus, it's a chance to connect with like-minded individuals and be part of something meaningful.

Ready to get involved or want to hear more? Simply shoot us an email at media@sgwater.com.au.

So, what does my water bill pay for?

Ever wondered how your water bills are set and why they might differ between city and country areas? Well, here's the scoop:

In Victoria, our water prices are carefully regulated by the Essential Services Commission (ESC). They keep a close eye on things to make sure everyone gets fair rates. Water corporations can't just charge whatever they want. Every five years, we submit a Price Submission to the ESC, who then review, critique and approve all pricing plans through a thorough process.

When the ESC looks at prices, they consider everything from making sure your tap water stays clean and safe to ensuring sewage is taken care of properly. It's all about keeping our communities and environment healthy and happy!

So why are there differences in price between city and rural water services? Comparing service charges between metropolitan and rural utilities does have some challenges. Metropolitan utilities are service

retailers only, with Melbourne Water responsible for the collection and treatment of water and the treatment and disposal of wastewater. In comparison, South Gippsland Water is responsible for both bulk water collection and treatment as well as the retail side, which includes the pipe and pump network that moves the water and sewerage to and from your homes.

There is also population and landmass to consider. South Gippsland Water services 23,500 properties, covering 21 towns. We operate 8 separate water supply systems and 13 wastewater systems. For metropolitan water businesses, the customer ratio is much larger for the distribution of costs.

Our friends in the city and other catchment areas, receive their water bills either monthly or quarterly. In comparison, South Gippsland Water customers receive their account three times a year.

For more information go to www.esc.vic.gov.au

