

SEPTEMBER 2024

South
Gippsland Water

PIPELINE

Investing in a growing region



We have invested over **\$10 million** to upgrade Korumburra's wastewater and water network, ensuring the system is ready for a population that is expected to grow to around 6,500 in 10 years.

Wastewater

We've improved Korumburra's trunk sewer main, expanded the emergency storage lagoons at the treatment plant and constructed a new branch sewer line along Bena Road. This will help with both business and residential growth in the area.

Future-proofing Korumburra's wastewater system makes the town more resilient during storms and power outages.

Inspiring action...

Do you have children in kindergarten or primary school? The National Water Week poster competition is a great way for them to get involved and win some prizes along the way.

Access to clean water is hugely important to our daily lives and it's down to all of us to protect our water environments and resources, and use water wisely.

This year's theme; **Water for all, inspiring action** is about inspiring changes to help our water and our planet. Children can digitally design, draw or paint a poster that demonstrates the changes they can make to ensure there is always water for all.

Local winners will be announced during National Water Week (21–27 October) with prizes including art supply packs.

Entries close at 5pm on Friday 6 September 2024. Visit the South Gippsland Water website for more information <https://www.sgwater.com.au/learning-centre/community-programs/education/>.



Some entries from last year's National Water Week poster competition.

Water

We're renewing the water system in Commercial Street, Korumburra. We're expecting our work to be complete mid November 2024. To minimise disruption to the busy street, we're doing most of our work at night. This new, critical piece of infrastructure will last well into the next century.

We'd like to thank the Korumburra community for their patience and cooperation while we get the job done.

Moving house?

If you are vacating a rental property, please contact us to arrange a final meter reading. We can then remove you as the customer and issue a final account.



Building community resilience

There's more to South Gippsland Water than you think. We are helping ensure valuable teaching and learning continues at Poowong Consolidated School that was awarded a \$10,000 Community Resilience Grant.

The funding was made available after we issued a precautionary Boil Water Advisory for Poowong, Loch and Nyora in January this year. The Community Resilience Grant signifies our commitment to customers and service standards.

Blackouts extending for several days have plagued the community

of Poowong in the last four years. Poowong Consolidated School will use the money to purchase a generator that will help the school stay open during power outages.

During a blackout, the school toilets can't function, phones are disrupted and there's no sufficient lighting, heating or cooling. With around 117 students, 19 staff and 700 residents of the town of Poowong, this initiative will not only improve the continuity of education in the town but increase the resilience of school infrastructure that can be used by the broader community in times of need.



Poowong Consolidated School Principal, Michael Smethurst, South Gippsland Water Managing Director, Robert Murphy and Poowong Consolidated School Captains, Charlotte and Maddie.



Estimated meter read

We read water meters at over 22,300 homes throughout the region last month. We read water meters three times a year (March, July and November) with an estimated increase of 100 new households with every read.

Reading water meters helps us ensure you are being charged the correct amount for the water you use. It can also help detect potential water leaks sooner.

If you receive an estimated water usage charge on your account, this means we were unable to obtain a meter reading at your property.

We recognise discrepancies can occur. If you receive an estimated account and would like to adjust it to your actual reading, please contact us on 1300 851 636 or email billing@sgwater.com.au.

Remember: It is the responsibility of the customer to ensure the water meter is always accessible. As we head into Spring, we do see more meters become overgrown with vegetation. Please ensure the meter is accessible by pruning or removing overgrown plants and grass, and clearing mulch or soil to ensure the meter is above ground and can be read.

Understanding your bill

We issue your bill three times a year and it contains separate charges for:



Water Service

Charge: This is a **set service charge** for providing reticulated water to the property.

Wastewater Service Charge: This is a **set charge** for the removal of wastewater from the property.

Volumetric Charges: This **can change** from bill to bill, depending on how much water you use during any given bill period.

Difficulty paying your account?

We recognise some customers may have difficulty paying their account. A phone call to our Customer Service Team is all it takes to let them know you are experiencing difficulties.

Having a payment plan is an effective way to ease the burden. We offer a range of options including;

- Customised payment plans
- Payment extensions
- Centrepay payments
- Healthcare and Pension card holder rebates

For further information please call 1300 851 636.

Check your customer reference number

It's important to check your customer reference number on your water bill before you pay via BPAY (internet banking). Your customer reference number is how we identify you and ensures you are paying the correct bill.