

PIPELINE

You may have noticed on your bill that your water usage rate for 2024-25 has reduced from last financial year.

As part of our 2023 Price Determination, customers agreed to their water bills increasing by 2.5% + CPI in 2024-25. This increase was agreed to ensure that we can continue to provide the reliable and quality services that you expect. The unexpected decrease in rates this year has occurred due to a change in how we are charged to access the Melbourne Water system.

What does this mean for my future bills? Will the price decreases continue or will prices revert to the price increases agreed with customers?

We have been discussing this with the Essential Services Commission, who set our prices. Early in the new year, we will be undertaking customer consultation on this topic. If you would like to be involved keep an eye on our website and social media for details.



A new billing system

We are upgrading our billing system where you will be able to access a self-serve online portal for all your billing needs.

Expected to be implemented in July 2025, the new billing system will make your life easier while increasing data security and privacy. The new software will also make it easier for us to communicate with our customers, allowing us to send SMS and/or emails for planned works, faults and alerts.

It will mean we can shift to quarterly billing. This means the amount on each bill will be lower with charges divided by four bills instead of three.

And we are doing all this with no impact to water and sewer services.

With a new billing system, you will be able to:

- ✓ Choose how you receive your bill
- ✓ Determine how you want to be contacted
- ✓ View live billing data, account balances, copies of accounts and recent meter readings
- ✓ Add or change your account information
- ✓ Pay your account securely online
- ✓ Update bank account details for direct debit payments

Who we are

We manage water catchments with a total area of 1,234 square kilometres.

Water services

- 8 separate water supply systems
- 8 water treatment plants
- 750km of water mains
- 13 reservoirs and 18 service storages
- 4,476 million litres annual volume of drinking water supplied to customers
- Servicing 23,000 customers over 22 rural centres

Wastewater services

- 10 conventional wastewater collection systems
- 1 vacuum wastewater system
- 2 pressure sewer systems
- 11 sewerage treatment plants
- 1 dedicated saline trade waste system
- 538km of wastewater mains
- 5 marine environment outfalls
- 3 inland water discharge points
- Collecting 4,550 ML and treating around 3,480 ML of wastewater
- Servicing 20,199 wastewater customers in 16 towns and surrounding districts

Did you know?

South Gippsland Water is a self-funded corporation. We rely on customer bill revenue to provide our products and services.

The way we work

We're working to make South Gippsland a great place to live and invest. As well as being the principal supplier of water and wastewater services, we're creating a sustainable future and finding new ways to create value for our customers.

Our people provide a high level of expertise and strong commitment to communities. We manage millions of dollars of assets that support us in delivering water services across an expanse of 4,000 square kilometres.

We're owned by the Victorian Government and represented by the Minister for Water, Harriet Shing. As one of Victoria's smallest water corporations, partnerships are critical. We work with South Gippsland, Bass Coast and Wellington Shire Councils, as well as the West Gippsland Catchment Management Authority, the Gippsland Environmental Agencies Network and all our fellow regional water corporations to ensure our customers receive the best outcomes.

The year ahead

In 2025, will be concentrating on creating a more sustainable business for the region. We are developing a plan to upgrade our facilities, building a financial sustainability model, enabling and supporting our people and modernizing our technology, to meet our staff, customer and community's aspirations.

Finding it hard to pay your bill?

As cost-of-living pressures impact our community, we increased support to customers seeking hardship assistance. We provided hardship assistance to four times as many customers this year compared to the previous financial year. We also introduced a new support program to engage with customers who continue to struggle making payments.



Wet wipes block pipes

Wet wipes are great for cleaning sticky hands, grubby faces and messy bottoms, but put simply, wipes block pipes.

Even though many brands have been marketed as 'flushable' or 'biodegradable', unlike toilet paper, wipes are slow to break down.

Our Maintenance Team works hard to keep the sewerage system moving, but we need your help! Stick to the 3P's and only flush Pee, Poo and (Toilet) Paper down the toilet. Everything else should go in the bin.

We're investing in our treatment plants

We continued to invest in our treatment plants including \$11M in Korumburra's wastewater treatment and processes to improve environmental outcomes. The construction of an emergency storage lagoon at Wonthaggi wastewater treatment plant has already reduced our environmental impact during the wettest months of 2023–24. We continued with our investments in pipe maintenance and renewal to improve our performance, reduce leaks and improve water pressure.



Choose Tap

We celebrated the installation of our Choose Tap drinking fountain in Fish Creek recently. This brings the total number of drinking fountains throughout our catchment to 14.

Congratulations to the Fish Creek Community Development Group for taking the initiative and applying to have a drinking fountain in the town, and a big thank you to South Gippsland Shire Council for installing it.

Many special guests helped us celebrate including Gippsland Region

Public Health Unit, South Coast Water Partnership and Fish Creek Primary School. A big shout out to students Ruby and Holly, whose National Water Week poster designs feature on the fountain after taking out first and second prize in last year's competition.

Be a refiller, not a landfiller. Grab yourself a free water refill at any of our 14 drinking fountain locations marked on our Tap Map on our website <https://www.sgwater.com.au/Choosetap>