

MAY 2025



South
Gippsland Water

PIPELINE

Technology upgrade to improve customer experience

To ensure we continue to provide a quality service to customers, we are upgrading our technology systems that will improve how you interact with us. It will enhance the security of your data, while providing more secure ways to pay and manage your accounts.

Our staff will be undertaking training in the new system in May and June. If you happen to call while we are in training, an automated system will give you the option to leave your phone number and we will return your call as soon as we can.

What your future bill will look like...

Inline with the upgrade to our technology systems, we are updating our bill designs.

With so much information on water bills, we know it can be confusing and overwhelming. We are updating your account notices to help you understand what exactly it is you're paying for.

Here's a look at what you can expect on your future water bill...

SERVICE ACCOUNT

1300 851 636
 24/7 Customer service: Mon-Fri, 9:00am-4:30pm
 billing@sgwater.com.au
 sgwater.com.au
 PO Box 102, Foster VIC 3960

Account number: XXXXXXXXXX
 Amount due: \$XXX.XX
 Payment due by: DD/MM/YYYY

Invoice number: #####
 Account issue date: DD/MM/YYYY

Compare your usage
 Your daily average use in litres

Month	Average daily usage (litres)
Jul 25	270L
Oct 25	205L
Jan 26	380L
Apr 26	300L

Average daily usage same time last year: XXX litres
 Current average daily cost: \$XXX

Choose Tap
 Choosing to drink tap water out of a refillable drink bottle is a step towards greener communities and waterways that are free from single-use plastic.
 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.
 www.sgwater.com.au/Choosetap

Water Access Fee: Fee for water infrastructure, maintenance, repairs, and servicing your property. \$XX.XX
Wastewater Access Fee: Fee for wastewater infrastructure, maintenance, repairs, and servicing your property. \$XX.XX
Water Usage: Recorded by your water meter, this cost is for water used. The charge is billed per kilolitre (1 kL=1000 litres). This is calculated using the current meter reading minus previous meter reading to equal the consumption. Refer to black numbers on your water meter.
Penalty Interest: has been charged to your account for outstanding balances after the due date. \$XX.XX

Estimated meter read: Estimated meter reads appear with a * next to the reading. You can provide us with your own self-read of your water meter by logging into your online portal at sgwater.com.au, by phone, or by emailing a photo of the meter read. We will adjust and re-issue your account free of charge and can extend the due date or organise a payment plan if required.

Did you know?
 It can take up to 3 litres of water to produce 1 litre of bottled water.
 The charge for 1 litre of bottled water is up to 1,500 times the cost of tap water.
 Over 90% of the cost of a bottle can be traced back to the bottle, lid or label.

How to pay
 Direct Debit: To arrange a direct debit, register online at sgwater.com.au or contact us.
 Centrepay: Use Centrepay to make regular deductions from your Centrepay payment. Centrepay is a voluntary and easy payment option available to Centrepay customers. Go to humanresources.gov.au/Centrepay for more information and to set-up your Centrepay deductions or contact us.
 Post Billpay: Billpay barcode. *Barcode numbers. Pay in person at any Post Office.
 BPay: Biller Code: 3442. Ref: XXXXXXXXXX. Contact your financial institution to pay from your cheque, savings or credit account.
 Visa or Mastercard: Online at sgwater.com.au or phone 1300 851 636. Customer reference number: XXXXXXXXXX.

Account number: XXXXXXXXXX
 Amount due: \$XXX.XX
 Payment due by: DD/MM/YYYY

Direct Debit: This account is registered for direct debit. The next scheduled payment of \$XX.XX is due on DD/MM/YYYY.

We have improved accessibility with our font, colours and size of text

Compare your average daily water usage to the same time last year

We explain your water usage and whether it's been estimated

There's more information explaining your charges

Keep an eye out on your mailbox.

We will be sending you more information on the new technology and billing systems soon.

Wonthaggi Sewerage – the next 50 years and beyond

Are you interested in sewerage services? Our 2022 Urban Water Strategy identified the need to upgrade the Wonthaggi Wastewater Treatment Plant and explore opportunities for reclaimed water use.

We are excited to move forward with this project in 2025 in partnership with environment consultancies, RMCG

and GHD. Community and customer involvement will be key to shaping sustainable solutions that meet the long-term growth needs of our townships.

We will be out and about in the coming months, stay tuned for project updates, or register your interest at sgwater@sgwater.com.au.

Need water for your upcoming community event?

We have large water trailers and a portable drinking fountain available for organisations to borrow for free so people can refill their drink bottles with clean, fresh drinking water at community events.

Our water trailers are very popular so book early!

Email sgwater@sgwater.com.au or find an application form on our website.



← Our water trailer at the Venus Bay art cube exhibition



World Water Day

World Water Day was celebrated on 22 March, but for us, it's World Water Day every day!

Naturally overflowing with essential nutrients and minerals, tap water is better for us and the environment. Grab your water bottle and sip sustainability at any one of our 14 drinking fountains throughout South Gippsland.

Take a look at our Tap Map for locations www.sgwater.com.au.

Permanent water saving rules in place

Permanent water saving rules are in place across Victoria. The rules are in force permanently and are separate from any other water restrictions South Gippsland Water may need to impose from time to time.



Water from a hand-held hose must not be used for any purpose at any time unless the hose is fitted with a trigger nozzle and is leak-free.



Water cannot be used in a fountain or a water feature unless it recirculates the water.



Water cannot be used to clean hard surfaces (including, driveways, paths, concrete, tiles, timber decking), unless in an emergency.

You can find out more on our website www.sgwater.com.au.

Our telephone contact hours are changing

From 1 July 2025, our customer service team will be available from 9.00am–4.30pm.