

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 outh Gippsland Water **a** 1300 851 636 sgwater.com.au PO Box 102, Foster VIC 3960 \$XXXXX DD/MM/YYYY Billing period
Property type
Property address
Previous balance
Total payments received to DD/MM/YYYY
Balance Carried forward
Penalty interest DD/MM/YYYY - DD/MM/YYYY Non-residential Street address TOWN VIC 0000 SXXX.XX SXXX.XX CR SX.XX SX.XX Current transactions
Water Service Access
Waste Water Access
Water Usage (* estimate)
Less Concession
Adjustment/Credit Total amount due Total includes GST of Current average daily cost \$X.XX Choc se Tap

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

Compare your average daily

water usage to the same time last year

our account details

Water Access	Fee		Rate		Amount SXX.XX
Date from DD/MM/YY	Date to DD/MM/YY	Days XX	X.XXXX/day		\$XX.XX
Total					
Wastewater /	Access Fee		Rate		Amount
Date from	Date to	Days	X_XXXX/day		\$XXX.XX
DD/MM/YY	DD/MM/YY	XX			\$XXX.XX
Total					
Water Usage	Previous	Previous	Current	Current reading	Consumption §X.XXX per kL
	date	reading	date	XXXX *	Xx kL
Meter no:	DD/MM/YY	XXXX	DD/MM/YY	XXXX *	Xx kL
XXXXXXXXX	DD/MM/YY	XXXX	DD/MM/YY		Xx kl
XXXXXXXXX	DD/MM/YY	XXXX	DD/MM/YY	XXXX *	SXXX.XX
XXXXXXXXX	DD/MM/11	70.000			\$7 0
Total					
Penalty Interest					Amoun \$XX.X
Days XX	Rate XX%/day	Date applied DD/MM/YY			\$XX.X

Translating and Interpreting Service: 131 450

Your charges explained

We explain your

water usage and whether it's been estimated

(3_X)

VYYYXXXXXX How to pay SXXX.XX DD/MM/YYYY

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 verv popular so book early!

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





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.



24 hour emergencies and faults 1300 851 636







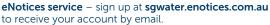




ACCOUNTS There are many ways to receive your account, pay your bill and track your account information - it's all about convenience, security and choice.

There are **2 ways** to do this at South Gippsland Water:









BPAY View – an easy way to view, pay and VIEW store your bills and statements electronically.

Find more details enclosed here along with your account.