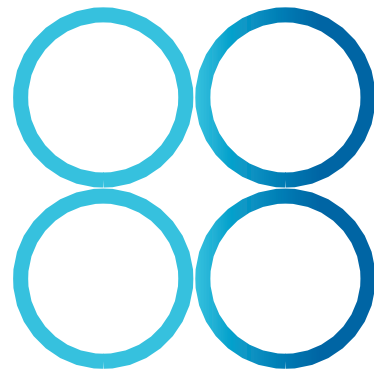


PIPELINE



Major investment to improve region's infrastructure



We're pleased that the Essential Services Price Commission have approved our pricing structure and capital investment program for the next five years.

Over the next five years we will:

- Deliver a \$133 million capital investment program to improve infrastructure.
- Provide \$57.5 million to continue to deliver reliable services in our growing region.
- Invest \$18.6 million in wastewater

to improve our region's economic opportunities and protect the environment.

- Invest \$39.8 million in pipe renewal.
- Introduce debt and access to support for small business customers experiencing payment difficulties, including a new co-payment program.

For more information on our five year investment plan, see our brochure or visit our website at www.sgwater.com.au.

Do you claim utility support?

If you are experiencing unexpected financial stress or temporary financial crisis and have no way of paying your utility bills without assistance, help is available.

The Victorian Government's utility relief grant scheme provides help to Victorians who are having trouble paying their overdue energy and water account.

The amount of the grant is based on the amount you owe at the time of application. It is also based on the reasons you have given for applying in your application form.

You can receive a maximum of \$650

on each utility type in a two-year period (or \$1,300 for households with a single source of energy, for example, electricity only).

You can apply for separate grants for each utility (electricity, gas and water).

For more information, or to see if you're eligible, follow the QR code or visit:

www.services.dffh.vic.gov.au. You can also call our friendly Customer Service Team on **1300 851 636**.



Estimated Accounts

For the second time, South Gippsland Water have started estimating water use for customers where we could not obtain a meter reading. This is good news for customers. Previously when we couldn't read your meter, we would just wait until your next account and bill you for your water use then. Now, with estimated accounts, there is less risk of bill shock as payments are smoothed out over the year. **We will state on the front of your account if it is an Estimated Account.**

We recognise that we probably won't get your estimate exactly right, but don't worry, we'll help resolve it if we are wrong. If you receive an estimated account, you can provide us with your own self-read of your water meter and we will adjust and re-issue your account, free of charge.

If you receive an estimated account and you are having difficulties paying, please reach out to our friendly Customer Service Team. Once we know the challenges you may be facing, we can tailor our support. It might be that you need help with a due date extension or payment plan. However, we will also ensure you are receiving any concessions you are eligible for. If something has unexpectedly occurred, like a medical bill or one-off large expense, you may be eligible for help via the Utility Relief Grant Scheme. Our team can explore your options. Call **1300 851 636** or email billing@sgwater.com.au.



A plain-English Customer Charter

South Gippsland Water has updated our customer charter to make it easier for our customers to understand their rights.

Written in plain English, it aims to make clear the standards of service we provide and our obligations to you as outlined by the Essential Services Commission's Customer Service Code for water utilities.

To read our customer charter go to our website www.sgwater.com.au

A day to remember

Water Minister Harriet Shing joined our Yarram Water Tower opening in April.

We had a great day out alongside the Friends of Heesco Group, Yarram community and Gunaikurnai traditional owners.

Despite the rain, it was a good turn-out.



The Gunaikurnai dancers, welcome and smoking ceremonies were a highlight of the event.

Gunaikurnai artist Sandra Patten provided the design for the lower part of the tower. It features the five shields of the Gunaikurnai clans and represent country, water, food, shelter and tracks in the various elements. The 'sea of hands' are welcoming and symbolic of reconciliation.

We're proud to be part of this incredible project and look forward to working with the Yarram community well into the future.

Go paperless!

Did you know you can receive your water account digitally?

To sign up to eNotices, visit sgwater.enotices.com.au and register using your email address and eNotices Reference Number, which you can find on your paper account.

Have you been issued a concession card?

For those who are new to concession cards, you may not be aware that water and sewerage concessions are available. Eligible concession card holders (owners and tenants) may receive a reduced water and sewerage account. If you hold an eligible card and meet the criteria below, make sure the concession is applied to your account (shown on the front of your account). The concession applies to your principal place of residence only. If the concession is not shown, simply call our friendly Customer Service Team on **1300 851 636** to have it applied.

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")



Support for anyone experiencing family violence

For those experiencing family violence, safety, support and privacy is paramount.

South Gippsland Water has recently reviewed the measures it has in place to ensure any customer who discloses they are experiencing family violence do not have their confidentiality compromised in anyway.



It is part of our commitment to protect the data and privacy of all our customers.

If you are experiencing family violence, we encourage you to call us on **1300 851 636**. We also welcome referrals from other support agencies if someone is unable to call us directly.

We have a range of specific supports available such as financial relief and referrals to specialist support services.

If you are experiencing family violence, please call us today. Like you, we're part of the community and we want to help wherever we can.

Our 5 year plan

You've told us you value...

1 Reliable water & wastewater services

2 Our environment

3 Acting with integrity

OUR COMMITMENT TO YOU IS TO ...

Continue our long-term plan to secure the future of our services, our region, our environment and the resilience of our communities and businesses

WE WILL ...

- Invest in our pipe and pump networks to maintain service levels for future generations
- Source **100% RENEWABLE** energy by 2025 and net zero emissions by 2035
- Focus on supporting our customers and communities

WE WILL ALSO DELIVER ...

- 1.4%** efficiency improvements
- We're developing a new co-payment program to assist in reducing debt and access to supports for small businesses and customers experiencing payment difficulties.

OUR INVESTMENT IN MAJOR REGIONAL INFRASTRUCTURE

- Wonthaggi **\$10M**
- Lance Creek Reservoir **\$9M**
- Poowong, Loch and Nyora **\$6M**
- Foster **\$6M**
- Leongatha **\$4.5M**
- Inverloch **\$4.3M**
- Toora **\$4.4M**

AT A GLANCE

- Our plan includes **\$133M** capital investment;
- \$57.5M** in reliable services for our growing region
- \$18.6M** for wastewater programs to support our region's economy and protect the environment
- \$39.8M** renewal programs for reliable services and future generations

INVESTMENT IN RELIABLE WATER AND WASTEWATER SERVICES PER CUSTOMER BY REGION

