

## 100 Year Old Water Mains Replaced

In September 2019 South Gippsland Water started major works to replace century old pipes in both Wonthaggi and Leongatha. Whilst these pipes had served the community well, 100 years of service was taking its toll. Last summer the pipe which runs through the main shopping strip of Graham Street, Wonthaggi suffered numerous bursts and leaks. Whilst Leongatha's Bair Street pipe was identified as being laid too shallow and being too old to withstand Council's planned streetscape upgrades.



Night works in Graham St Wonthaggi

Both towns now have approximately 500m of brand new water main servicing their main streets. The projects mark a significant investment into safe, secure water supply systems.

The projects utilised differing methods of construction to limit or reduce the impact to shops and community. In Wonthaggi a technique called 'pipe bursting' was undertaken where a hydraulic ram pushes a pipe bursting head through the old pipeline and drags a new pipeline behind it in its place. This technique means that limited excavation is required and the original pipeline alignment can be maintained. However, it does require an alternate temporary water supply to properties during construction.

In Leongatha directional drilling was used to lay the new water main, which also avoids the need to excavate and open trench the laying of the new pipeline. It also means that properties and businesses could be supplied water from the existing water main during construction.

South Gippsland Water thanks customers and community in both Wonthaggi and Leongatha for their patience and understanding as these vital upgrade works have been completed.

## Planning to 2023

South Gippsland Water supply water and wastewater services to approximately 22,000 customers across the South Gippsland Region. Planning a program of future works to accommodate regional growth and renewal of old infrastructure is vital to maintain services.

South Gippsland Water submitted its three year plan for the period 2020 - 2023 to the Essential Services Commission (ESC) during November 2019. The plan, called the price submission, outlines the level of service South Gippsland Water delivers and how much customer's pay.

Over the past few months South Gippsland Water has sought input from customers to test what they value. The Corporation appreciates the time and effort that people from across communities have given to this process. Gaining community insight has been an important part of the planning process. Talking to customers has helped in finding the balance between delivering on customer expectations, the prices we charge and the organisation being sustainable into the future.

South Gippsland Water's draft price submission proposes to maintain existing service standards. A Capital program of \$41M over the three years will fund the replacement of aging assets to maintain reliable services and accommodate for growth areas across the region.

The ESC will assess the pricing submission for compliance with legislation, guidance and efficiency and on the basis of their assessment, make a pricing determination. In 2018 the ESC determined that South Gippsland Water could apply a price increase, however, in the interest of customer affordability, the Corporation absorbed the



extra costs without increased customer bills.

This position is no longer financially sustainable and a moderate increase in tariffs is now necessary. The average customer bill is proposed to rise by approximately \$51 (\$17 per account), in the first year and \$21.00 per year (\$7.00 per account) for the following two years (including CPI). This equates to a 5% increase in 2020 and 2% the two years following.

South Gippsland Water's Managing Director, Philippe du Plessis said that, "Customers have been clear in their feedback and have provided direction regarding key areas of organisational focus. These include reliability and maintaining service standards, planning for the future, and that the Corporation deliver affordable services".

South Gippsland Water will receive a draft pricing determination around March 2020 which will be subject to further customer feedback, before a final determination in June 2020, with new prices due to come into effect from 1 July 2020.

Customers who wish to find out more regarding the three year plan can view information on the Corporation's website [www.sgwwater.com.au](http://www.sgwwater.com.au)

## Christmas Hangover?

South Gippsland Water recognises that often the January account lands in our customer's letterboxes at a busy time of year, when you might still be trying to catch up after the celebrations and costs of Christmas and New Year's.

If this is the case, please get in touch. Our friendly Customer Service Team can assist

with a payment plan to get you back on track. The main thing to remember is that we can't help unless we know. So give our team a call to let us know that money is tight and they will talk you through your payment options.

Our Customer Service Team are just a quick phone call away **1300 851 636**

## Save a little... Save a lot!

As this edition of Pipeline goes to print, the weather is mild and the grass still green in much of South Gippsland. But that doesn't mean that summer won't yet bite and the temperatures soar.

South Gippsland Water is encouraging customers to start targeting their water use now to change water use behaviours and conserve water.

- *Install a water saving showerhead. Around 30% of household water use is in the shower. A water saving showerhead can help you save 9,000 litres per person, per year!*
- *Shave a minute off your shower. Each minute less in the shower can save between 9 and 20 litres of water. This adds up over a year to a saving of a minimum of 15,000 litres.*



### Preparing your garden

Gardens and lawns use a lot of water, however there are things you can do now to reduce your need to water the garden saving both time and money.

- *Consider planting drought tolerant plant species. Some lawn grasses are more tolerant to dry conditions than others. There are also many native & Mediterranean plant species that will thrive during dry summers.*
- *Mulch; did you know that mulch can cut your garden water use by up to 60%? Mulch helps lock moisture into the ground and insulates the ground from the sun's hot rays. Meaning that you won't need to water as much, or as often.*
- *Install a new watering system. Install a dripper system and soil moisture sensors. This will help ensure water is not wasted into the atmosphere as it gets close to the ground and roots where water is needed. Soil moisture sensors also help to ensure you do not over-water, watering only when it's needed.*

- *A leaking toilet wastes up to 16,000 litres per year. To check for leaks, put a little food dye into the top of the cistern, don't flush and wait about 15 minutes. If colour appears in the bowl, then you know you have a silent leak and your cistern needs repair.*
- *Use the plug when rinsing vegetables or dishes (or even better do this in a bucket and tip the greywater onto your garden). A running tap uses between 9 and 20 litres of water per minute*

### Do you know the Permanent Water Saving Rules?

These are a set of common sense rules that should be followed year round and include;

**Watering gardens during the cool:** You should only water gardens with a sprinkler system between the hours of 6pm and 10am

**Install trigger nozzles on hoses:** All garden hoses should have a trigger nozzle and be leak free

**Sweep, don't hose:** Use a broom to sweep paving and other hard surfaces.

**Target your water use...** If we all save a little, we all save a lot!

For more water wise advice visit [www.smartwatermark.org/smart-water-advice-2/](http://www.smartwatermark.org/smart-water-advice-2/)



## Do You Hold A Concession Card?

Water and Sewerage Concessions are available for eligible concession card holders (owners and tenants), on their principal place of residence. If you hold an eligible card and meet the criteria below, make sure the concession is applied to your bill (shown on the front of your account). If the concession is not shown, simply call our friendly Customer Service Team on 1300 851 636

### Eligibility Criteria

The property must be your principal place of residence, you must be responsible for payment of the service account and the name and address on the service should match the name and address on the concession card.

#### ✓ 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")

#### ✗ Ineligible Cards

- Commonwealth Seniors Health Card
- Victorian Seniors Card
- DVA Gold Card – Dependant
- DVA White Card – Specific
- Ineligible Health Card Cards are: "CD" (Child Disability) and "FO" (Foster Care)

### Preparing your home & family

There are lots of things you can do within the house to save water and a big part of this is changing your mindset around water use.



- 14-18 Pioneer Street, Foster  
PO Box 102, Foster VIC 3960
- 1300 851 636
- [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au)
- South Gippsland Water
- @SthGippsWater



South Gippsland Water supports the efforts of the charity Wateraid Australia. A brochure seeking contributions for Wateraid is enclosed, contributions are a personal choice depending on your circumstance

### 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 new ways to do this at South Gippsland Water:

- 1 **eNotices service** – sign up at [www.sgwater.enotices.com.au](http://www.sgwater.enotices.com.au) to receive your account by email.
- 2 **BPAY VIEW** – an easy way to view, pay and store your bills and statements electronically.

Find more details enclosed here along with your account