

PIPELINE

Korumburra gets \$8 million plus investment



Korumburra is growing and we're growing with you.

To provide you with the reliable water and wastewater services you expect, we're making a significant investment in the town as some pipes come to the end of their natural life.

We will be updating Korumburra residents throughout 2024 as we undertake these critical works.

You'll see us and our contractors out and about in town, so if you have any questions, please ask us.

Water

The water main along Commercial Road dates back to the 1960s.

We're hoping to commence works in late February 2024 that will see us replace this critical piece of infrastructure with a main that will last well into the next century.

While we construct this new main, we will continue to operate the older the system so businesses and residents shouldn't

experience water supply issues.

The water main renewal will be completed as part of and in conjunction with the South Gippsland Shire Council's re-development of Commercial Street, Korumburra.

Wastewater

In 2023 we completed an upgrade of Korumburra's sewer trunk main. This has allowed us to significantly increase the capacity of the flow to the plant now, and into the future.

We're expanding the emergency storage lagoons to make your treatment plant more resilient and support Burra Foods and other commercial businesses into the future.

Speaking of Burra Foods, we're going to install a new trade waste pipeline and connect it to the network to allow Burra Foods to increase their production.

We're also looking at work at Korumburra's sewer pump stations to further increase their capacity and resilience.

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

Concession cards

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")



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).

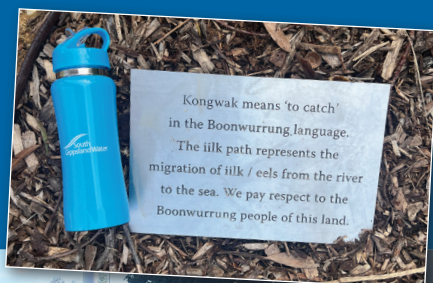
For more information, or to see if you're eligible, visit www.services.dffh.vic.gov.au. You can also call our friendly Customer Service Team on **1300 851 636**.

Supporting kids in our community

We were delighted to visit Kongwak Primary School late last year to see the fruits of their labours – their ilk path, a beautiful trail adorned with native vegetation.

Kongwak Primary School received South Gippsland Water's National Water Week \$500 school prize and put the money to use by including a plaque. The word ilk comes from the local Boonwurrung language, and the plaque recognised the traditional owners of the land upon which Kongwak stands.

We also gave each student an insulated, reusable metal water bottle at a school assembly to promote the health benefits of drinking water and looking after our environment.



Support for anyone experiencing family and domestic violence

For those experiencing family and domestic 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 speak to our customer support team today. Like you, we're part of the community and we want to help wherever we can.

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.

Be waterwise this summer

It is unlikely there will be water restrictions this summer with all water storages at or near to 100 per cent capacity.

But did you know Permanent Water Saving Rules apply all year round?

They're there to ensure in good times, and in bad, we are working together to preserve our region's most valuable commodity – our water.

That's why we ask everyone to:

- **Fit your handheld hose with a trigger nozzle**
- **Not use water to clean driveways and pathways**
- **Water your garden between 6pm and 10am for maximum effect.**

There are other risks to our water systems we're keeping a close eye on.

Every summer we also experience some blue-green algae events at our Lance Creek Reservoir and the Foster Dam. Lance Creek reservoir supplies water to the Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch and Nyora townships.

We are closely monitoring this and treating it as required.

As always, if there is any change to our water systems, we will endeavour to notify customers as soon as possible.

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