

# PIPELINE

## Here's to 2022

Over the past two years we've worked right alongside you, as we juggle home learning, rapidly changing situations and working from home.

We really wanted to share our thanks to you - our customers - for working with us as we experienced a pandemic, region-wide power outages and everything in between.

We look forward to seeing you out and about in the community!



## Get to the root of the problem

Did you know that most sewer blockages are caused by tree roots finding their way into sewer pipes?

Trees are beautiful and shady and provide valuable shelter for our local fauna. However, their root systems can have a devastating effect on your sewer pipes. Planted too close to the sewer, your beautiful tree could one day end up becoming a very costly and messy problem.

Tree roots grow in search of water and nutrients, making sewers a prime target.

To prevent this from happening, we recommend:

- That you regularly maintain and clean your sewer pipes
- Refer to our list of plants to avoid planting too close to sewer pipes

You can obtain a copy of your property sewerage plan to determine the location and type of any sewer pipes and use this information to avoid planting anything above your sewer line.

Visit: <https://www.sgwwater.com.au/services/wastewater/sewer-blockages/> to learn more.

### WE SUGGEST PLANTING THE FOLLOWING NO CLOSER THAN 4 METERS TO SEWER PIPES

*Angophora costata* Smooth-barked Apple Myrtle  
*Betula pendula* Silver Birch  
*Eucalyptus cinerea* Argyle Apple  
*Fraxinus excelsior* "Aurea" Golden Ash  
*Melaleuca armillaris* Bracelet Honey Myrtle  
*M. styphelioides* Prickly Paperbark  
*Sophora japonica* Pagoda Tree  
*Sorbus aucuparia* Rowan, Mountain Ash  
*Wisteria sinensis* Chinese Wisteria



### WE SUGGEST PLANTING THE FOLLOWING NO CLOSER THAN 2 METERS TO SEWER PIPES

*Acacia buxifolia* Box-leaved Wattle  
*Acacia melanoxylon* Blackwood  
*Acer pseudoplatanus* Sycamore  
*Alnus jorullensis* Evergreen Alder  
*Banksia ericifolia* Heath Banksia  
*Banksia occidentalis* Water Bush  
*Betula pendula* (B. alba) Silver Birch  
*Brachychiton populneus* Kurrajong  
*Callistemon citrinus* Crimson Bottlebrush  
*Eucalyptus calophylla* "Rosea" Pink Marri  
*Eucalyptus falcata* White Mallee  
*Eucalyptus goniocalyx* Long-leaved Box  
*Eucalyptus largiflorens* River Box, Black Box

*Eucalyptus pruinosa* Silver Box  
*Euonymus japonica* Evergreen Spindle Tree  
*Ficus pumila* Creeping Fig  
*Genista tinctoria* Broom  
*Jacaranda* spp. Jacaranda  
*Liquidambar styraciflua* Liquidambar, Sweet Gum  
*Loganostroma indica* Pink Crepe Myrtle  
*Nerium oleander* Oleander  
*Malus* (species) Flowering Crabapples  
*Pittosporum revoluta* Brisbane Laurel  
*Pittosporum undulatum* Sweet Pittosporum  
Australian Pyracantha (species)



## Price, Service, Future – Have your say

South Gippsland Water are required to prepare a Price Submission to the Victorian economic regulator for water, the Essential Services Commission (ESC). The Price, Services, Future Plan sets out our water and sewerage prices, activities and service standards for a five year regulatory period 1 July 2023 to 30 June 2027.

The submission is based on feedback received from our customers like you. What we aim to do is find the balance between price, delivering long-term reliable services to our growing region. South Gippsland Water has amongst the lowest average residential tariffs in the state, and for its size, nationally. Finding the balance between price, service and our organisation being sustainable into the future is a conversation we will be having with our customers over the coming months.

For more information go to Projects – South Gippsland Water ([sgwater.com.au](http://sgwater.com.au)). In the meantime, please email [media@sgwater.com.au](mailto:media@sgwater.com.au) if there's any feedback you would like to share with us.

## Paying by cheque?

At South Gippsland Water we want to make paying your account as convenient as possible. Therefore, we offer a range of payment options to suit everyone, including:

- Online payment
- Direct debit
- By phone
- Centrepay
- By mail
- BPay View
- BPay

Cheque payments are processed by Australia Post. You can go to your local post office to pay the account by cheque rather than posting it to South Gippsland Water.

## Moving? Re-apply for concession

Be sure to reapply for a concession, as this does not carry over when you move as we need to verify this again, for your new address. Remember to always check your account that your concession has been applied.

### Use your concession card

For eligible concession card holders; owners and tenants, water and sewerage concessions are available on their principal place of residence and may be eligible to 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 bill (shown on the front of your account).

Call our friendly Customer Service Team on 1300 851 636 for more information on payment options and concession.



### 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")

## Can you spot your fire plug?

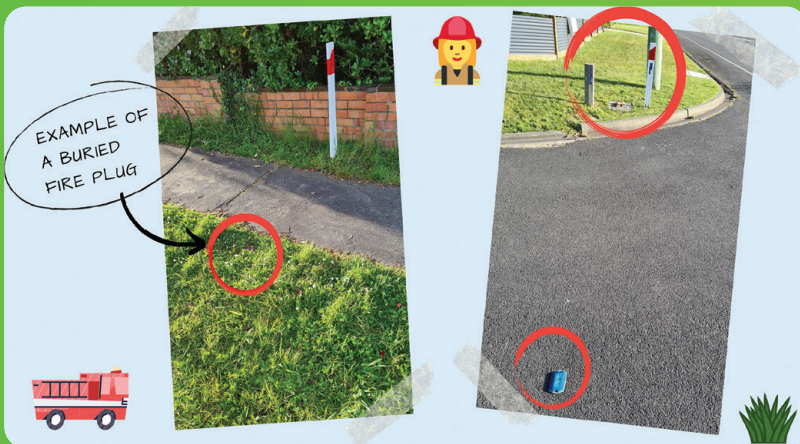
In an emergency, our firefighters need to be able to identify and access fire plugs immediately so it's important they're kept visible and available.

Identifying markers for fire plugs can be damaged or go missing. The plugs can become overgrown with grass and other plants, covered with gravel or mulch, or even unintentionally parked over.

You can help by 'adopting' a fire plug near your home. Next time you're putting the bins out, have a look to see whether there is a fire plug on your nature strip or roadside.

By keeping the surrounding grass tidy and clear, you'll help our wonderful firefighters have easy and quick access to water in an emergency.

Fire plugs can be identified with blue markers on the road, and red, white and blue posts. However, these may not always be present. If a marker is missing, or there seems to be another issue with a fire plug, you can contact our friendly Customer Service Team on 1300 851 636 or you can let your local fire brigade know.



## What's the difference between hard & soft water?

'Hardness' is primarily a measure of the calcium and magnesium ions in water. 'Hard water' contains high levels of these naturally occurring minerals, which can lead to scale formation on hot water pipes and fittings. Hard water also requires more soap to create a lather.

'Soft water', on the other hand, contains low levels of calcium and magnesium ions. Soft water may

cause corrosion of pipes and fittings, but this depends on other factors such as pH, alkalinity, and dissolved oxygen concentration.

To minimise undesirable build-up of scale in hot water systems, the Australian Drinking Water Guidelines specifies that total hardness (as calcium carbonate) in drinking water should not exceed 200 milligram per Litre (mg/L). We comply with

this guideline, with water ranging from 15 (soft) to 160 mg/L (moderate hardness /good quality), depending on your supply system.

For further information (including advice for dishwasher settings), please visit: [www.sgwater.com.au/residential/faqs/](http://www.sgwater.com.au/residential/faqs/) or the Australian Drinking Water Guidelines at: [www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines](http://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines).

