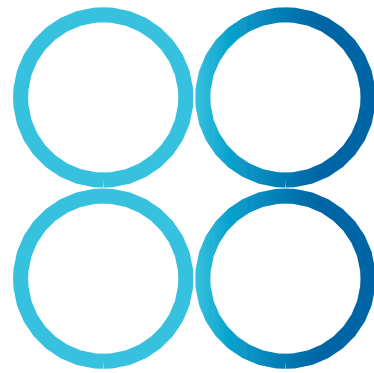


PIPELINE



Keeping Water and Sewerage Flowing

Our priority is to provide every customer with safe and reliable water and sewerage services.

During March 2020 Victorians were advised to stay home under coronavirus (COVID-19) Stage 3 restrictions. Our frontline teams continue to work around the clock to keep water flowing and toilets flushing to every home across the region.

If you do notice a fault or need to speak with us, we're only a phone call away, call 1300 851 636.



Only flush the 3 P's: Pee, Poo and (loo) Paper

Recently there has been an increase in the purchase of paper products such as tissues, wet wipes and paper towel.

If these are used instead of toilet paper, there is a high risk that we will soon see issues within our local sewer networks. These items do not break down as quickly as toilet paper and in the case of wet wipes, often will never break down.

These items cause blockages to both household and community infrastructure impacting pipes and sewer pumps. Customers are asked to dispose of them in an



appropriate way and not down the toilet.

We are working to protect the health of our staff and the wider community to prevent sewer blockages or worse, spills and are calling on everyone to please only flush the 3 P's: Pee, Poo and (loo) Paper.

Servicing From a Distance

To ensure reliable water and wastewater services, our priority planned and emergency works programs must continue. A number of activities have changed and in response we have:

- Closed the Foster main office to customers and all sites are closed to non-essential staff or contractors
- Widespread physical distancing protocols introduced, and increased hygiene practices activated, including staff working from home where possible
- Field staff continue to deliver reliable services while abiding by the 1.5m social distance requirements
- To support the wider economy, we have been processing most supplier invoices within 5 days to assist with local businesses cash flows.

Reach Out for Assistance



South Gippsland Water offers a Customer Support Program to any customer, whatever their circumstances, and assistance when it comes to paying their bill. We understand that COVID-19 has had a significant impact on some individuals and businesses across our region. If you are having difficulty paying your account, don't fret and worry on

your own, pick up the phone and talk with our Team 1300 851 636.

South Gippsland Water can offer extended due dates, payment plans, help setting up CentrePay and access to financial assistance. We will tailor our programs to suit you and get customers straight into support programs. We can provide assistance, but we can't help if we don't know, so please reach out!



Do You Hold a Concession Card?

For those who are new to concession cards, you may not be aware that water and sewerage concessions are available. For eligible concession card holders (owners and tenants), on their principal place of residence, 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 bill (shown on the front of your account). If the concession is not shown, simply call our Team on 1300 851 636 to have it applied.

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 issued by Centrelink or Department of Veterans Affairs

Department of Veteran Affairs Gold Repatriation Health Card

Health Care Card (excluding "Commonwealth Seniors Health Card")

'Pipe Bursting' Adding Capacity to Wonthaggi's Sewer Network

In March 2020, South Gippsland Water began the process to upsize 1,322 meters of old sewer pipe and replace old and dangerous sewer manholes in Wonthaggi.

Planning work has identified pipes that need to be upsized to cater for Wonthaggi's development and population growth. Without these upgrades to capacity, Wonthaggi's sewer system will risk sewer spills during wet weather and storm events.

During 2020, South Gippsland Water will replace sewer pipes

in 3 locations: McKenzie Street, Graham Street and Murray Street.

Using a technique called 'pipe bursting', the old sewer pipes are left in place and a larger diameter pipe is forced through the existing pipe, splitting it apart, whilst pulling the new section of pipe in place behind it.

These works, valued at over \$1 million, are a key investment into the reliability of Wonthaggi's sewer system. Over the next three years some \$9 million dollars of investment is planned for Wonthaggi's sewerage and treatment facilities to ensure they meet standards for reliability and protecting the environment.



Contractors at work near the Wonthaggi Secondary College.



LET'S TALK

Prices | Services | Future

South Gippsland Water has received the Essential Service Commission (ESC) Draft Determination on its Pricing Submission which outlines the level of service we propose to deliver and how much customer's pay for those services.

Price Submission Review

The 2020 Price Submission outlines a commitment to deliver on customer needs and expectations for reliable services. The ESC draft determination provided for this commitment to see services maintained with a moderate price rise applied.

The full impact of COVID-19 is yet to be realised across the region, we are

aware some customers have been severely impacted. As a result, we are currently working to further understand the economic impact of the recent events. This work may influence implementation of future prices. As such, we will keep you informed as new information is received with respect to the South Gippsland Water prices for the years 2020-2023.



24 Hour Emergencies & Faults
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-  www.sgwater.com.au

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:

- 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.

Find more details enclosed here along with your account