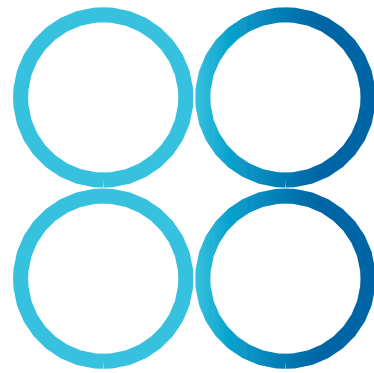


PIPELINE



Water Trailers and Fountains are back!

We are loving being out and about again and seeing our community make use of our water trailers and fountains since restrictions have eased.

Our water trailers and fountains don't only keep our communities hydrated with essential nutrients and minerals; they also encourage everyone to ChooseTap, reducing the use of single use plastic bottles... a win-win situation in our eyes!

Have you got an upcoming event and would like to organise a water trailer or fountain? Email us at media@sgwater.com.au for more information and to apply.



We want to hear from you!

Your continuous feedback matters to us, which is why we are asking for your opinions on what matters to you when it comes to price, services and future. Your thoughts are integral to shaping our upcoming Price Submission.

South Gippsland Water are required to prepare a Price Submission to the Victorian economic regulator for water, the Essential Services Commission (ESC) every five years. The Price, Services, Future Plan sets out our water and sewerage prices,

activities and service standards for the regulatory period: 1 July 2023 to 30 June 2027.

For more information on our Price Submission and to provide your feedback, follow the QR code or visit sgwater.com.au.

We would like to thank all customers who have already gotten involved in providing their thoughts and opinions.



Moving? Re-apply for concession

Are you moving houses, or have you recently moved? If you are eligible, be sure to reapply for a concession, as this does not carry over when you move.

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")



Our Plan 2023 - 2028
Price | Services | Future



Save more than just water

Cutting back on your water use not only saves water, but also saves energy, money and the environment. South Gippsland Water partners with Smart Water Mark to provide you with some easy ways to save water in your home, garden and at work.

As we say goodbye to the dryer summer months, it's timely to remember that in Victoria, Permanent Water Saving Rules are **always** in place, and are uniform across the State. These rules are a set of simple, common-sense rules to reduce demand and make sure we all use water wisely.

For a bunch of handy water saving tips and resources, visit smartwatermark.org/Victoria/



Be water-efficient inside your home

- Keep showers to 4 minutes. Use a shower timer.
- Fix dripping taps & toilets.
- Always use a full load in your dishwasher and washing machine.
- Install water-efficient appliances. The more WELS stars the better.

For more Smart Water Advice go to smartwatermark.org/Victoria



Do you use a South Gippsland Water "Payment Card" at Australia Post?

Due to revised barcodes your current Payment Card will no longer be accepted.

If you wish to continue to use this payment option please email sgwater@sgwater.com.au OR call **1300 851 636** and we will arrange for a new card to be issued.



Update your contact details

We want to make sure that we are able to get in touch with you in the case of an incident or for updates. If you have recently changed your contact details, please contact our friendly Customer Service Team on **1300 851 636**.



Dial Before You Dig

Your safety is our priority. Before you do any excavation or digging it's important to know where underground utilities such as water and sewer lines exist.

South Gippsland Water partners with Dial Before You Dig, who can provide information regarding the location of underground assets. Details for Dial before you Dig are: www.1100.com.au or dial 1100 for their national service.

Other payment options

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
- By mail
- Centrepay
- BPay
- BPay View

*Cheque payments are processed by Australia Post. If you would like to pay your water bill via cheque, please go to your local post office rather than sending it directly to 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.