

# PIPELINE

## Introducing a much brighter Yarram Water Tower

On Wednesday 19 April we were excited to celebrate the unveiling of the new Yarram Water Tower.

Years in the making, this project has seen our staff work closely with Gunaikurnai, the Friends of Heesco Group from Yarram and Wellington Shire Council to produce a magnificent artwork that will become an iconic tourist attraction.

Created by the artist Heesco Khosnaran and the Gunaikurnai artist and elder Sandra Patten, the work reflects the cultural history of Yarram and our region. Sandra's work on the tower features Gunaikurnai clan shields, the oceans and rivers that are a hallmark of our region, the sky, seasons and the foods gathered and produced.

We encourage you to check it out next time you are in the Yarram region!



## Estimated Accounts

For the first time, South Gippsland Water have started estimating water use for customers where we could not obtain a meter reading. This is good news for customers. Previously when we couldn't read your meter, we would just wait until your next account and bill you for your water use then. Now, with estimated accounts, there is less risk of bill shock as payments are smoothed out over the year. **We will state on the front of your account if it is an Estimated Account.**



We recognise that we probably won't get your estimate exactly right, but don't worry, we'll help resolve it if we are wrong. If you receive an estimated account, you can provide us with your own self-read of your water meter and we will adjust and re-issue your account, free of charge.

If you receive an account and you are having difficulties paying, please reach out to our friendly Customer Service Team. Once we know the challenges you may be facing, we can tailor our support. It might be that you need help with a due date extension or payment plan. However, we will also ensure you are receiving any concessions you are eligible for. If something has unexpectedly occurred, like a medical bill or one-off large expense, you may be eligible for help via the Utility Relief Grant Scheme. Our team can explore your options. Call 1300 851 636 or email [billing@sgwater.com.au](mailto:billing@sgwater.com.au)

## 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

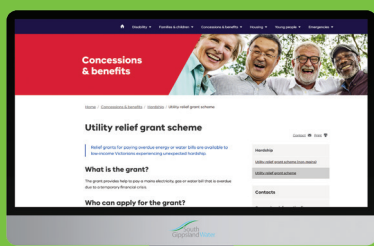
time of application. It is also based on the reasons you have given for applying in your application form.

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, follow the QR code or visit: [www.services.dffh.vic.gov.au](http://www.services.dffh.vic.gov.au)

You can also call our friendly Customer Service Team on **1300 851 636**.



## Vacating a rental? Let us know!

Moving can be stressful and time consuming. The last thing we want to do is add to your stress by sending a bill to the wrong address. If you are a tenant set to vacate a rental property, please call us on 1300 851 636 or email us at [tenants@sgwater.com.au](mailto:tenants@sgwater.com.au) and let us know. This will prevent us from charging you for a property you no longer live at.



## Choosing Tap all year round

Our water trailers and fountains have been very busy these past few months, as our region made the most of the sunny weather. From beach days, to fun runs and festivals, this season alone, we donated over 3,500 litres of delicious tap water to events across the region. Our water trailers and fountains

encourage all to 'choose tap' to stay hydrated and fresh, while also ditching the plastic and recycling reusable bottles. It's a win-win!

If you have an upcoming community events and require a water source, email [media@sgwater.com.au](mailto:media@sgwater.com.au) for more information.

## Ditching the jargon...

We're working to make things easier to understand. On the first of March 2023 new Water Industry Standards were introduced by the Essential Services Commission Victoria. These new standards strengthen the protections that are in place for you, our customers. So as well as ditching the legal jargon, we have re-written our charter with these changes in mind. Want to read our new customer charter, visit [www.sgwater.com.au/about-us/corporate-policy-legislation/](http://www.sgwater.com.au/about-us/corporate-policy-legislation/)



## Go paperless!

Did you know you can receive your water account digitally?

To sign up to eNotices, visit [sgwater.enotices.com.au](http://sgwater.enotices.com.au) and register using your email address and eNotices Reference Number, which you can find on your paper account.

## Have you been issued a concession card?

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")



## Follow us on social media!

Stay up to date with us by following our Facebook, Instagram, LinkedIn and Twitter accounts. As well as notifying our customers of any service interruptions, our social media channels are a space where we update our community on exciting things that are happening at South Gippsland Water or in our region.

- 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** **BPAY View** – an easy way to view, pay and store your bills and statements electronically.