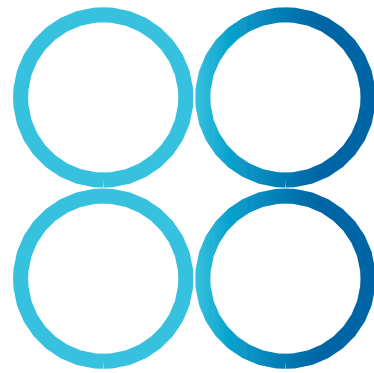


PIPELINE



Contactless Payments - All The Rage In 2020

The shift to contactless payment has increased dramatically during 2020. You too can enjoy the convenience of having your account sent to your nominated email address with no physical contact.

Register now by logging onto sgwater.enotices.com.au, click register then follow the instructions.



Safe Clean Drinking Water

As part of our commitment to high quality, safe, clean drinking water and reliable services for rural communities, upgrade works are being undertaken at the Toora and Fish Creek treated water storage basins. New liners and floating covers will be installed on both basins, replacing the existing liners which are now past their useful life.

The water storage basins both hold 1 million litres and are used to store water once it has been treated, the basins provide system capacity and ensure a reliable supply of water in the event of a burst water main or

treatment plant interruption.

Made from a durable plastic material the liners fully seal the basins and include a floating cover, to ensure that once treated, water remains in pristine condition for customers. At nearly 20 years old, the existing liners and covers require replacement. South Gippsland Water's Managing Director, Philippe du Plessis said that, "The liners at Toora and Fish Creek, are the first of six being replaced as part of the Price, Services, Future Plan which provides a \$3.3M investment to maintain high quality water for our customers across the region".



Playing Our Part, Let's Stay Apart

As an essential service, we are working to keep high quality safe, clean water coming out of your taps and sewer services flowing. If you see one of our staff members, please keep your distance of at least 1.5 meters.

We can't fight this virus alone. Wear a face mask. If you have symptoms, get tested then stay home. We need everyone to play their part as staying apart, keeps us together.

If you do notice a fault or need to speak with us, contact our friendly Customer Service Team on **1300 851 636**.

Upsizing Wonthaggi's Sewer Pipes

Looking towards the future in our Price, Services, Future Plan, we have been working to upsize 1,322 meters of old sewer pipe in three separate areas of Wonthaggi.

Recent planning and modelling work has identified and prioritised pipes to be upsized to cater for Wonthaggi's development and population growth. In recent years Wonthaggi has been one of South Gippsland Water's fastest growing towns, at 4% each year.

Without these upgrades to capacity, Wonthaggi's sewer system risks sewer spills during wet weather and storm events as well as compliance issues with respect to Environment Protection Authority (EPA) standards.

Sewer pipes and old sewer manholes are being replaced in three locations:

- Murray Street– 409 meters
- Graham Street – 759 meters
- McKenzie Street 154 meters



Works in McKenzie St, Feb 2020

Are You Concerned About Paying Your Bill?



We have extended our customer programs to help with extra support and flexibility for customers who may be having trouble paying their accounts.

Our staff will:

- check all eligible concessions are applied to the account
- assist you with setting up the Centrepay process
- check eligibility for any grants that may assist and help with the application process
- apply a time extension of up to 12 weeks on your account balance

- work out an instalment plan for the next two years to help ease the financial pressure
- ensure that no interest will be charged on accounts that are in arrears and no debt collection processes take place – at this point until 31 December 2020. We will be reviewing this for 2021 to understand what continuing needs are, and how we best respond

If you are worried about paying your bill for whatever reason, we can help you work out a payment method that suits.

Have You Been Issued With 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 bill (shown on the front of your account). If the concession is not shown, simply call our friendly Customer Service 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 (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")

Reaching Out To Businesses

A specialised program to reach out to our business customers commenced in May 2020. The outreach program is designed to work in partnership with businesses across the South Gippsland Region.

Coronavirus (COVID-19) has impacted individuals very differently, particularly our local businesses. We are proactively working with business customers across the region to reach out and further understand where we may help and find the best possible path forward on a one to one basis. South Gippsland Water's Managing Director,

Philippe du Plessis, noted that "We have taken a proactive approach to reaching out to customers who may have found themselves in unfamiliar circumstances. We are raising awareness of our support initiatives for those who may need them".

With an initial focus on the tourism, hospitality, and retail industries we have a dedicated officer for customers who require a little further help. Customers are encouraged to contact our friendly Customer Service Team on **1300 851 636** for further information.



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