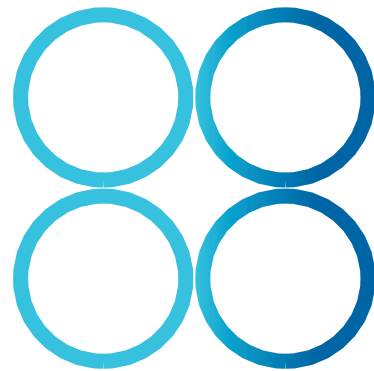


PIPELINE



Investing in our future

Over the past few months, South Gippsland Water has commenced a number of major projects to improve the infrastructure across our region.

This investment will help us maintain our standard, safe, wastewater services that contribute to the health of our communities and environment.

We're ensuring our current system copes with predicted growth, part of our commitment to you to proactively plan for the future of our towns.

\$12.8m for Inverloch

From February, Inverloch residents will see increased activity around Veronica Street and Meanderri Drive as we commence our \$12.8



million upgrade of the town's sewer system.

This upgrade, which includes two new pump stations, is a significant investment in Inverloch and will make a real difference to the town.

Korumburra gets an upgrade



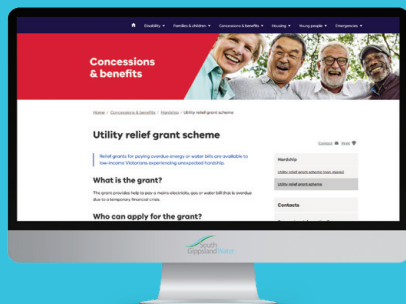
South Gippsland Water has commenced a \$6 million upgrade of Korumburra's sewer system.

Korumburra is experiencing significant growth. We have designed this upgrade to accommodate this growth and protect the environment by improving the system's capability in significant wet weather events.

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: services.dffh.vic.gov.au. You can also call our friendly Customer Service Team on 1300 851 636.



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")



Go paperless!

Did you know you can receive your water account digitally?

To sign up to eNotices, visit sgwater.enotices.com.au and register using your email address and eNotices Reference Number, which you can find on your paper account.



**NATIONAL
WATER
WEEK**



National Water Week



Congratulations to Primary Students across the region who took part in our National Water Week poster competition!

There were some incredible entries. Our congratulations go to the following schools and students:

Prep

- 1st Place – Millie Allott – Toora Primary School
- 2nd Place – Emilia Jozfowicz – Toora Primary School
- 3rd Place – Olivia Lucas – Toora Primary School

Grade 1-2

- 1st Place – Charlotte Perrett – Kongwak Primary School
- 2nd Place – Will Lagergren – Welshpool and District Primary School
- 3rd Place – Nellie Bowman – Chairu Christian School

Grade 3-4

- 1st Place – Lachlan Coyne – St Joseph's Primary School Wonthaggi
- 2nd Place – Grace Luff – St Joseph's Primary School Wonthaggi
- 3rd Place – Casey Bland – Foster Primary School

Grade 5-6

- 1st Place – Scarlett Dubignon – Toora Primary School
- 2nd place – Mason Wiggins – Foster Primary School
- 3rd Place – Lily Stark – Kongwak Primary School

Our congratulations go to Kongwak Primary School, who were the recipient of the \$500 sustainability award.

Supporting customers impacted by family violence

As an essential service provider and part of the wider community, South Gippsland Water has measures in place to support customers experiencing family violence.

For those experiencing family violence we know safety and support is paramount.

We have put in place training and procedures to help support and protect any customer who disclose that they are experiencing family violence.

Customers who disclose they are experiencing family violence are eligible for specific support. For example:

- Financial relief
- Confidentiality – managing customer and account contact information
- Referral to Specialist Support Services if you are experiencing family violence and need support



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 to receive your account by email.
- 2 BPAY VIEW** **BPAY View** – an easy way to view, pay and store your bills and statements electronically.