

PRICING REVIEW



MEDIA RELEASE – THURSDAY 16 FEBRUARY 2017

WHAT MATTERS TO YOU – WATER AND WASTEWATER

How much should South Gippsland Water do in your community? What matters to you when it comes to water? What is important when it comes to us taking care of your sewerage?

Philippe du Plessis, Managing Director, invites all customers to be part of the Corporation's 5-yearly review of its service and the prices charged to customers for the delivery of water and wastewater services.

"This new plan will be submitted to the Essential Services Commission in mid-late 2017, but before we embark on its development, we want to put community priorities, concerns and preferences at the front-end of our review process."

Every element of the business is open for discussion and examination, and providing a range of opportunities for customers to learn more, have a say and feed into the review process is critical.

"Late last year we heard from the community through our Pricing Review survey and town visits. This threw the net far and wide and valuable feedback from customers was collected and analysed," Mr du Plessis explained.

"Overall, our customers have told us is that, in addition to pricing and service standards, there are a number of key areas of the Corporation's business and operations that need to be considered when it comes to delivering quality water and wastewater services."

Customer priorities include:

- planning for future pressures and threats to the region's water and waste water services
- fulfilling social obligations such as programs to support customers who are genuinely struggling to pay their bills
- doing more than the minimum required by legislation to protect our natural environment
- going above and beyond to avoid leaks and interruptions and keeping customers informed about the progress in fixing them.

"Along with close consultation with our community-based Pricing Review Advisory Panel, this survey feedback has helped identify areas we need to know more about. We're asking for a little more information from the community before we begin developing our plan."

In four quick steps you can tell us what you think about the priorities listed above. 1. Visit South Gippsland Water's website www.sgwater.com.au; 2. Choose a discussion paper (an easy to read 2-pager); 3. Answer a couple of quick questions online; 4. Submit...and you are done.

By submitting the online feedback you can also choose to go into a draw to receive \$50 off your next water bill.

To keep up to date with the Pricing Review visit the Projects page at www.sgwater.com.au. You can register for community updates or follow us on Facebook and Twitter @SthGippsWater.

Photo



Jump online and have your say about water and wastewater.