



Our Plan 2020 - 2023

Price | Services | Future

Our Price, Services, Future Plan will invest in water system upgrades to ensure treated water is clean and safe to drink.

Safe, Clean Water

Customers want to be assured of the quality and safety of their drinking water and don't want us to 'cut corners' or take risks when it comes to the safety of water supplied.



To deliver on this expectation we will:

“Provide safe, clean drinking water”

How we'll meet this expectation?

- We will continue to upgrade and improve water treatment plants and storage and processes. Ensuring scheduled maintenance programs occur to improve water taste and prevent dirty water

Investment & programs

- Invest \$5.5M to keep water clean and safe to drink including replacing liners and covers for six treated water storages (\$3.3M)
- Ongoing programs for minor upgrade of water treatment plant and networks (\$0.5M) and water treatment plant assets (\$1.7M)

2019 pipe upgrades

During 2019 we upgraded water mains that were over 100 years old in the main streets of both Leongatha and Wonthaggi.

In the case of the Bair Street, Leongatha upgrades, these works were brought forward to ensure that water mains were both in good condition and deep enough under the road surface to withstand construction upgrades by council to the local street-scape.

By working together with council and completing water main renewals before the street-scape works, we avoided the need for costly works that would damage new road and footpath surfaces in future.



Pictured: Water main upgrade works Bair Street, Leongatha

How we'll measure our performance?

- No incidents of non-compliance to the Safe Drinking Water Regulations
- When surveyed, at least 88% of our customers will prefer to drink our tap water (including filtered water) than bottled water.

