

AUGUST 2025

PIPELINE

Your new bill explained

In line with the upgrade to our billing system, we have updated our bill designs.

With so much information on water bills, we know it can be confusing and overwhelming. We have updated your account notices to help you understand what exactly it is you're paying for.



To help you make sense of your new bill, visit our website: www.sgwwater.com.au.

Why quarterly billing is good news for your water bills



Quarterly billing isn't just a scheduling change – it brings several practical benefits to households and businesses alike.

1. More manageable bills

Your usage is now spread across four bills throughout the year. That means your usage per bill may generally be lower, which may reduce the size of each bill.

2. Faster leak and break detection

Quarterly meter readings mean we'll be checking your meter more often – every three months. This gives you and our team more opportunities to spot unusual water use early.

3. Better visibility into your water use

With more frequent billing, you'll get more up-to-date insights into how much water you're using and when. That means you can adjust habits and detect seasonal trends sooner.

Quarterly billing begins



To help customers manage their water bills more easily, we have moved to quarterly billing. This change means customers will now receive four water accounts per year, issued in August, November, February and May.

This shift to more regular billing aims to give households and businesses better visibility over their water

use and budgeting throughout the year.

We've listened to customer feedback and understand that smaller, more frequent bills are easier for many people to manage. Quarterly billing also aligns us with many other utility providers and ensures more timely meter readings.

	Quarter 1: 1 July to 30 September	Quarter 2: 1 October to 31 December	Quarter 3: 1 January to 31 March	Quarter 4: 1 April to 30 June
Meter reading month of:	July	October	January	April
Accounts issued during:	August	November	February	May

Online customer portal coming soon

We're excited to soon launch a new online customer portal, giving those who want digital access more flexibility and visibility over their accounts. This optional self-service platform will allow you to:

- View your water usage and billing history

- Download and pay bills through an integrated payment gateway
 - Update your details
 - Set up alerts or notifications
- And it's all protected by Two-Factor Authentication (2FA) – an added layer of security that helps keep your personal information safe.

Whether you prefer to pay your bill in person at Australia Post, over the

phone, or online – you can continue doing what works for you. This update is about giving more options, not removing them.

We'll let you know when the portal is available and support will be offered by our Customer Service team every step of the way.



New billing system, same easy ways to pay

No need to change a thing – unless you want to!

We are upgrading our billing system to deliver a better, more modern service for our customers. While the new system will support improved features and account management options, we want to reassure you that there is no change to how you currently receive or pay your bills – unless you choose to.

What's staying the same?

We understand that convenience and familiarity matter. That's why all your existing payment options remain available, including:

- BPAY
- Direct Debit
- FlexiPay
- Centrepay
- Paper-based bills paid at Australia Post
- Credit card payments

The only change is that we no longer accept cheque payments, as this method is being phased out due to changes in banking services across Australia.

We're here to help you stay on top of your water bill

Whether you're experiencing financial stress, short-term hardship, or just need a little extra time to pay—you're not alone, and support is always available at www.sgwater.com.au.

All conversations are confidential.

Help us read your meter

To make sure your meter can be read safely and accurately, please help by ensuring it's easily accessible.



Here's how you can help:

- Keep the area around your meter clear – remove long grass, garden overgrowth, or clutter.
- Make sure pets are secured – especially dogs, so our team can enter safely.
- Unlock any gates or provide access if meters are behind fences.
- Check your meter is visible and not buried under mulch, soil, or debris.

If your meter is hard to access, we may leave a card asking you to submit your own reading to avoid an estimated bill.

Water saving

Avoid watering during the main daylight hours as this water is likely to evaporate before it can be absorbed by plants and lawns.

If you can't water in the mornings or evenings, make sure you use a bucket, watering can or hand-held hose with a trigger nozzle rather than a watering system.



If you're using a watering system, you can only water overnight between the hours of 6pm and 10am.



Double-check your account details before you pay

All account and reference numbers for tenants are changing under our new billing system. If you're renting, double-check that your payment details are connected to your new South Gippsland Water account number before you pay.

If you've recently moved house or are renting a new property, your water account number and payment reference number may also have changed. To make sure your payment goes to the right

place, please check your latest bill carefully before making a payment – especially if:

- You've moved house
- You've bought a new property
- You're a tenant
- You're a tenant at a new property
- You've recently set up or changed BPAY.

Using the correct account number helps us apply your payment correctly and avoids any delays or confusion.

Tip:

Always refer to the most recent bill when paying, and update saved payment details if needed.