

DECEMBER 2025

# PIPELINE

## Important information about your bill



### Extended time to pay

We understand the financial pressures during the holiday period can bring. To try and help, we have extended the deadline for payment of this account to six weeks from the date of issue, instead of the usual four weeks.



### Your account number has changed

Your new account number can be found on the front of your bill. If you're updating your records of payment reference numbers, be sure to use the number included in the 'How to Pay' section of your bill. It's important these digits are correct for your payment to work. Australia Post payment cards and **old** BPay reference numbers can no longer be used to pay your bill. You now have a **new** BPay reference number to pay your bill and we are working on a way to issue new Australia Post payment cards (please contact us if you are interested in a replacement).

### Why am I receiving my bill via post instead of email?

Due to an issue with our e-billing that occurred a few months ago, you will receive your bills in the mail until further notice. We are working to restore e-billing as an option for you and are prioritising data security and privacy until we can be sure the same issue will not occur again in future. In the meantime, you will have no access to the eNotices portal until this issue is resolved.

### Questions about your account?

Our Frequently Asked Questions on our website might help at [www.sgwater.com.au](http://www.sgwater.com.au).



Remember, you can no longer pay your account by cheque. To find out how you can pay your bill visit [www.sgwater.com.au](http://www.sgwater.com.au)

## Cleaner Water, Lower Emissions

Planning for the Wonthaggi Sewerage Upgrade Project (WoSUP) is progressing well. This major infrastructure project will meet the growing needs of Bass Coast communities, ensuring future wastewater capacity for homes and businesses in Wonthaggi, Kilcunda, and Dalyston. It will also improve transfer processes for Wonthaggi, Inverloch and Cape Paterson.



**Wonthaggi  
Sewerage  
UPGRADE PROJECT**

### Project components include:

- Convert the existing lagoon system into a modern mechanical treatment plant that will improve water quality and cut greenhouse gas emissions.
- Upgrade the pipeline that carries treated water from Wonthaggi to Baxters Beach ocean outfall.
- Explore water reuse opportunities to reduce discharge to the marine environment and make better use of this valuable resource.

### Revegetation opportunities:

- Ecological, marine, geotechnical, and mining assessments.
- Completion of preliminary cultural heritage work with the Bunurong Land Council Aboriginal Corporation (BLCAC).
- Greenhouse gas studies show the new mechanical plant could cut emissions by around ~800t of carbon dioxide equivalent per year (tCO<sub>2</sub>-e/year) — equivalent to taking 180 cars off the road.

### Looking forward:

We are currently in the early planning stage of the project, with technical studies and engagement continuing. The design of the treatment plant and the regulatory approval processes will progress in 2026.

For more information or to share your ideas to help shape the design, email [wosup@rmcg.com.au](mailto:wosup@rmcg.com.au), call 0456 774 170, or visit [www.sgwater.com.au/news/wosup-wonthaggi](http://www.sgwater.com.au/news/wosup-wonthaggi).

## Helping build community resilience

We are proud to announce the latest recipients of our \$10,000 Community Resilience Grants program, supporting projects that strengthen connection, wellbeing and preparedness across our region:

### **Fish Creek Kindergarten – Community pathway for wellbeing**

- To design and create an interactive community pathway at its entrance.

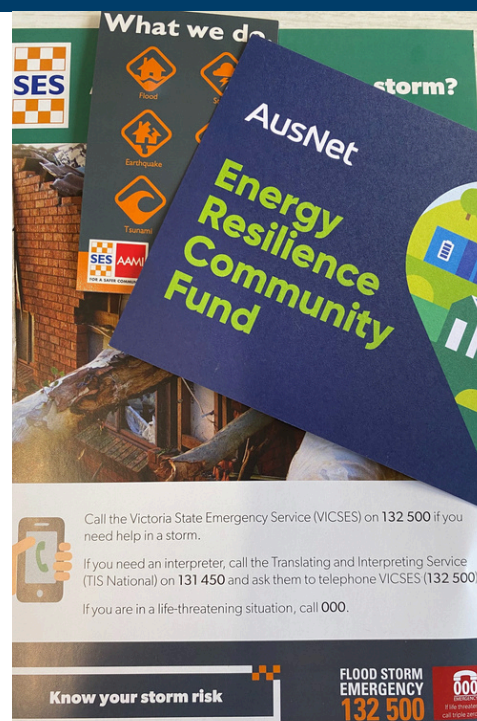
### **Buckley Park Community Farm – Maintaining our water**

**filters and drip-line watering system** - To help replace annual water filters and update drip-line fittings to ensure a reliable water supply for both established and expanding garden beds.

### **Fish Creek Community Development Group – Kitted Up: Fire,**

**Flood and Storm Ready** - Funding helped deliver a community preparedness dinner in partnership with local emergency services, providing residents with practical information on fire, flood and storm readiness.

Go to [www.sgwater.com.au](http://www.sgwater.com.au) to find out more.



**AusNet  
Energy  
Resilience  
Community  
Fund**

What we do... storm?

Call the Victoria State Emergency Service (VICSES) on 132 500 if you need help in a storm.

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone VICSES (132 500).

If you are in a life-threatening situation, call 000.

**Know your storm risk**

**FLOOD STORM  
EMERGENCY  
132 500**