



APRIL 2026

# PIPELINE



## New reference numbers

Since July 2025, each customer has been assigned a new reference number.

When paying via internet banking, your BPay payment reference numbers **MUST** be updated with your new reference numbers, found on page 2 of your bill.

### How to pay



**Direct Debit:** To arrange a direct debit, register online at [sgwater.com.au](http://sgwater.com.au) or contact us.



**Centrelink:** Use Centrelink to make regular deductions from your Centrelink payment. Centrelink is a voluntary and easy payment option available to Centrelink customers. Go to [humanservices.gov.au/Centrelink](http://humanservices.gov.au/Centrelink) for more information and to set-up your Centrelink deductions or contact us.



Post Billpay



\*3376 012345678

Pay in person at any Post Office



**BPay:**  
Bill Code: 3442  
Ref: !XXXXXXXXXX

Contact your financial institution to pay your cheque, savings or credit.



**Visa or Mastercard:** Online at [www.sgwater.com.au](http://www.sgwater.com.au) or phone 1300 301 636.  
Customer reference number:  
**12345678911**

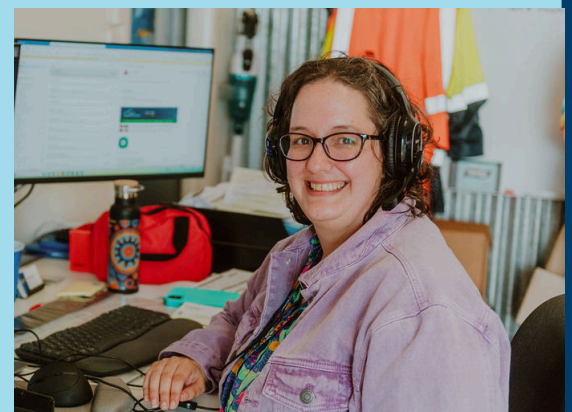
## Australia Post payment cards

If you wish to pay in person using an Australia Post payment card, you will need to contact us to request a new card be mailed to you. Using your old card risks your payment being applied to the wrong account. Please email [billing@sgwater.com.au](mailto:billing@sgwater.com.au) or call us on **1300 851 636** to request a new card.



## We're here to help

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. There's information on our website at [www.sgwater.com.au](http://www.sgwater.com.au) or call us on 1300 851 636. *All conversations are confidential.*



## Questions about your account?

Visit [www.sgwater.com.au](http://www.sgwater.com.au) for Frequently Asked Questions

## Help shape our plans for the future

Over the next few months, we'll be working on two important plans:

- **Urban Water Strategy**, which looks at the water and wastewater services you need and how we provide them.
- **Five-year pricing plan**, which sets priorities, projects, and prices for the next five years.



*Your feedback is really important. It will help us understand what matters most to you and where we should focus our efforts. There will be plenty of chances for you to get involved and share your thoughts, so keep an eye out for ways to have your say and help shape the future.*

If you would like to read out current Urban Water Strategy and the 2023 Price Submission, visit [www.sgwater.com.au](http://www.sgwater.com.au).

## Lance Creek clear water storage upgrade

The new 4.5ML clear water storage tank at the Lance Creek Water Treatment Plant is nearly ready. This is a key project aimed at maintaining reliable water supply for towns in Inverloch, Cape Paterson, Wonthaggi, Korumburra, Poowong, Loch and Nyora. The project was approved through the 2023 Price Submission to ensure the water supply system can continue to meet service standards.



Help us read your meter



**Keep the area around your meter clear – remove long grass, garden overgrowth, or clutter.**

Make sure pets are secured – especially dogs.

**Unlock any gates or provide access if meters are behind fences.**

Check your meter is visible and not buried under mulch, soil, or debris.