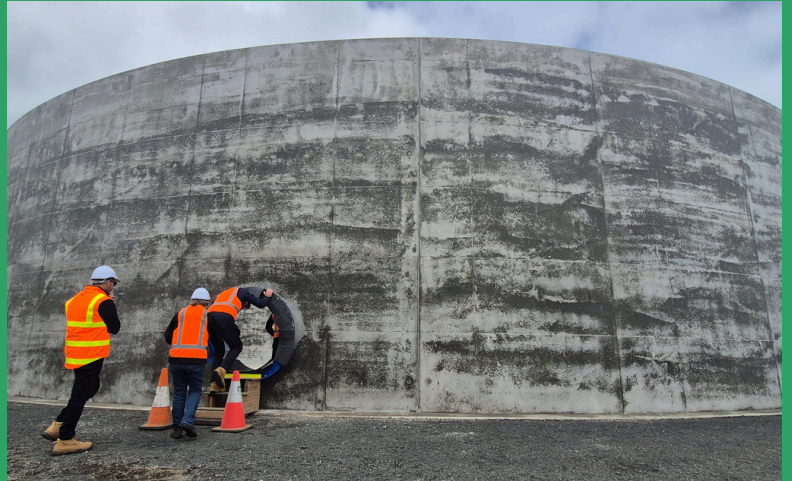


PIPELINE

Investing in South Gippsland Water's future

South Gippsland Water continues to invest in essential infrastructure to support reliable services and environmental outcomes across the region.

A major milestone has recently been reached at the **Lance Creek Water Treatment Plant**, with construction of a new 4.5 megalitre clear water storage tank now complete. The project will strengthen water supply reliability for thousands of customers and help meet increasing demand as the region continues to grow.



In July 2025, each customer was 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.

If you move into a new property, your account and reference numbers will also change as they are address specific.

Questions about your account? Visit www.sgwater.com.au for FAQs.



Australia Post payment cards

If you wish to pay your bill in person using your Australia Post payment card, please contact us to request a new card be mailed to you. Using your old card risks your payment being applied to the wrong account.

Email billing@sgwater.com.au or call us on 1300 851 636 to request a new card.



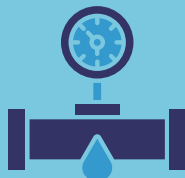
Help our meter readers this month

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.



We're here to help

Whether you're experiencing financial stress, short-term hardship, or just need a little extra time to pay your bill - you're not alone, and support is always available. There's information on our website at www.sgwater.com.au or call us on 1300 851 636.

All conversations are confidential.



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.



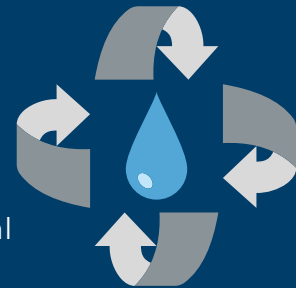
Your feedback is really important. It will help us understand what matters most to you and where we should focus our efforts. There will be plenty of chances for you to get involved and share your thoughts, so keep an eye out for ways to have your say and help shape the future.

If you would like to read out current Urban Water Strategy and the 2023 Price Submission, visit www.sgwater.com.au.

2026-27 water tariffs announced

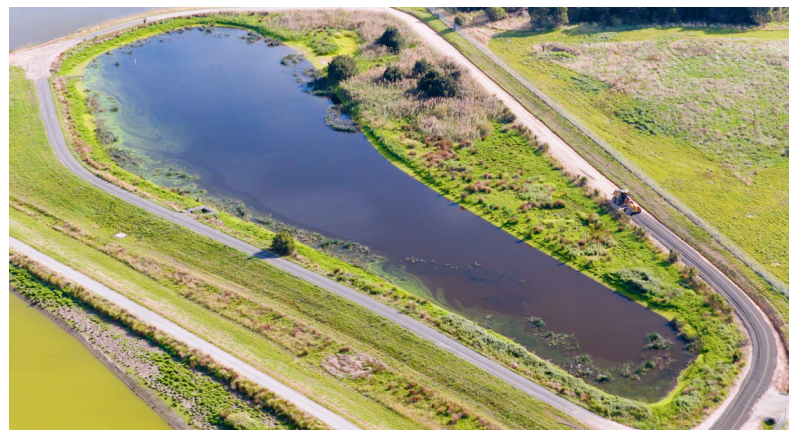
The Essential Services Commission (ESC) has approved South Gippsland Water's tariffs for 2026-27

A range of payment options are available, including flexible payment arrangements, payment extensions, access to concessions, referrals to financial counselling services, utility relief grants and specialised support for customers affected by family violence.



For more information about the 2026-27 water tariffs, visit our website www.sgwater.com.au.

Upgrades at the **Meeniyian Wastewater Treatment Plant** are progressing well, with detailed design work largely complete and construction activities underway. The project will improve wastewater treatment performance, support increased water reuse and help protect local waterways and ecosystems into the future.



Visit our website to learn more about our major projects and the benefits they will deliver for our communities at www.sgwater.com.au.