



Price Submission 2023



Acknowledgement

We proudly acknowledge Aboriginal people as Australia's first peoples and the local Traditional Owners, as the original custodians of the land and water on which we rely.

We pay our deepest respects to their Elders, past, present and emerging.

We are meeting from Bunurong Country today and we also acknowledge the Gunaikurnai people whose Country we also service.



Our customers are satisfied with us

Our customers are satisfied with the services we deliver

Our 2020–21 result increased from 84 to 88%

We are focused on the areas customers value most

- Provide safe, clean **drinking water**
- Plan for **reliable services**
 - minimise unplanned interruptions
 - water security
- Safe **wastewater** services that contribute to the liveability of our communities
- Be **environmentally sustainable**
- **Integrity** – act with honesty, respect and strive to balance affordability value for money and fairness

Our capital investment covers the breadth of our region

Water Supply (\$5.9m)

Sewer Expansion (\$7.0m)

Watermains Expansions (\$3.4m)

Water distribution system (\$8.7m)

Sewer Expansion (\$3.2m)

Wastewater Treatment (\$4.3m)

Renewals

Sewer reticulation pipes (\$4.1m)

Water reticulation pipes (\$6.0m)

Water Supply Security (\$4.4m)

Wastewater Treatment (\$4.5m)

Wastewater Upgrades & Re-Use (\$5.8m)

Water pressure filters (\$7.2m)

Eastern area

Central area

Western area





We have ensured our programs support our financially vulnerable customers

- Additional focus and support for small business
- New co-payment program to assist in reducing debt and access to support
- Introduction of SMS capability for billing communication
- Additional funds allocated to the Community Rebate Scheme
- Absorbing costs where possible to avoid price shock to customers




We have increased our accountability and transparency

- Increase in measure for customers who prefer to drink tap water (88 to 91%)
- Two new measures for wastewater
- Measures to reflect our commitment to carbon neutrality
- Increase in customer satisfaction target (80 to 85%)
- New GSL for boil water advisories



Our Price Submission will help to secure the future

- The region – communities and businesses
- The environment
- Our reliable services
- Our organisation and people



“I am encouraged that South Gippsland Water's leadership and staff are serious about their individual and collective responsibilities to deliver safe, clean, reliable water and wastewater services. They are being genuine about their efforts to listen to the individuals and groups within the communities they serve and also accommodate the unique challenges some consumers face whilst at the same time seeking to be the good corporate citizen in relation to the ever-challenging environmental issues facing us today.”

Kevin Davies – Community Advisory Committee member