

## We're here for you

Dear customers,

I would like to reassure you that the health, safety and wellbeing of our people and community remains our number one priority throughout this difficult time, and the water and wastewater service we provide continue to be reliable and safe.

### Continuing to deliver the services you need

Because of the essential nature of our business, you can be reassured that we have enacted robust business continuity plans, meaning we're well-prepared to meet the needs of our customers.

In the coming days and weeks, you might see our team members out in the field and in some cases at your home as we continue to do our job. In doing so, we are following strict hygiene and social distancing practices, and we ask that you please do the same.

Remember, we're all in this together.

### Supporting customers and the community

We know that many of our customers will be concerned about what's ahead.

For some, these concerns will be about how to keep on top of bills. We understand that bills can put people under unexpected financial pressure and I'd like to reassure you that we're here to help.

We have a number of assistance options available through our [Customer Care Program](#) for those who need it including payment plans, extended payment arrangements and access to government assistance programs such as the Utility Relief Grants for eligible customers. For more information, please visit [our website](#).

We're also doing our bit to support local small business by committing to pay all supplier invoices within five business days of receipt. By doing this, we're putting money back into our local businesses which play an important role in our communities and economy.

### How you can help

Over the last few weeks we've noticed that our sewer blockage call-outs have tripled, in comparison to the same time last year.

We're asking all of our customers to remember the only product that should ever be flushed is toilet paper.

Anything else including tissues, paper towel or wipes must go in the bin. These products not only cause blockages in the sewer, but could also block your internal plumbing, creating unnecessary costs and messy consequences for us all.

Please [visit our website](#) for more information about what can and can't be flushed.

### Talk to us

Our customer assistance team is here to support you during this time. You can contact us at [customercare@gippswater.com.au](mailto:customercare@gippswater.com.au), or call us on 1800 050 500 between 8.00am and 5.00pm Monday to Friday.

You can also report a fault or emergency 24x7 by calling 1800 057 057. While it may take us a little longer to get to your call or respond to your email during this time, we're here to help in any way we can.

### More information

We'll keep you updated on our response to the situation as it evolves through [our website](#).

Take care and stay safe,



Sarah Cumming  
Gippsland Water Managing Director