

English | English

Tell us what you think. Help shape our 5-year plan

If you live in Melbourne's south east, South East Water:

- takes drinking water to your home or business.
- takes the wastewater away again. Wastewater is water that goes down your sink, drain, shower or bath.

South East Water is preparing a plan that will start on 1 July 2028. It will run for 5 years.

The plan will set out:

- what services we'll deliver
- what we'll invest, and
- how much you'll pay as a South East Water customer.

It will be reviewed by the **Essential Services Commission (ESC)**. The ESC oversees the water industry to make sure that:

1. Our prices are fair
2. Our investments are responsible and what our customers want.

This plan is called a **price submission**. You're invited to help.

How to tell us what you think

You can visit us, talk to us or write to us. Your voice will help to shape our plans for:

- drinking water, sewerage and recycled water services
- the pipes and equipment we build, upgrade or maintain
- water bill prices between 2028-33.

Help us develop our plan by doing any (or all) of these activities.

1. Write on a postcard

Visit us **online at engage.southeastwater.com.au/easy** Download a 'tell us what you think about us' postcard in your language.

There are 4 ways to share your postcard with us:

1. Bring your postcard in person to South East Water's head office at 101 Wells Street, Frankston
2. Send your postcard by mail to ATT: Price Submission team, South East Water 101 Wells Street, Frankston 3199
3. Email your postcard to pricesubmission@sew.com.au
4. Hand your postcard in at one of our pop-up stalls in community before 4 April 2026.

2. Visit us online at engage.southeastwater.com.au/easy

This website will be updated with ways you can be involved in our price submission.

Stay up to date with activities here.

3. Apply to join one of our Community Panels

Be part of a panel that will help us balance what should be in the plan. Express interest at pricesubmission@sew.com.au

Put 'Community Panel' in the subject line and let us know your name and phone number.

Thanks for taking part.