



THE TIDE



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Chartered 17th May 1950

Volume No. 73 – Issue No. 24, 24 November 2022



SPEAKER: Phil Bernadou

SUBJECT: Aussie Motor Sport

CHAIR: PP Wayne Gillan

For ZOOM, when available, at normal meetings the link is:

<https://us04web.zoom.us/j/703546388>

IMPORTANT REMINDER

MAKE SURE YOU APOLOGISE IF YOU ARE NOT ATTENDING PHYSICAL MEETINGS, OR TO ADVISE DETAILS OF GUESTS FOR NEXT THURSDAY'S MEETING, EMAIL attendancercf@gmail.com BY NOON ON THE MONDAY PRECEDING THE MEETING.

The President's Report



Donation to Community Support Frankston (CSF):

I was delighted to speak to Steve Philips from CSF to tell him of the Club's additional donation from the Golf Day of \$10,000 bringing the total donation to \$20,000. Steve is very

Rotary Club of Frankston
President: Suzanne Caldwell
Secretary: Trish Anderson
PO Box 278 Frankston 3199
www.rotaryfrankston.org.au



<https://www.facebook.com/RotaryClubofFrankston>

Meeting Apologies and
guest notifications to David
Cross by noon on Monday
by email to
attendancercf@gmail.com

The TIDE

Editor: Bob Tanner
rwtanner@bigpond.net.au
<mailto:rwtanner@bigpond.net.au> Copy
for the TIDE must be received by 7pm
Monday.

**Meeting Venue: Mt Eliza Bowling
Club**
90 Canadian Bay Rd, Mt Eliza
Phone (03) 9787 3047

appreciative of this donation and assures the Club that the money will be put to good use in a program which aims to prevent those at risk of homelessness ending up on the streets of Frankston. Some of the money will also be used to support the Christmas Hamper program.

Nellie Tinga, our Community Service Director, has received a request for assistance packing hampers and gift wrapping for CSF. Nellie will circulate details.

Seaford Farmers Market:

The weather was a challenge again. Heavy rain on Saturday night left the area saturated and many stallholders were unhappy with the state of the site. The weather during the morning varied between light showers and heavy rain with some sunny patches. However, the strong winds were relentless. We know that the weather determines the number of patrons through the gate and numbers were down yesterday.

Many thanks to all members and partners who assisted on the day. And thank you to Grant Wishnowsky, David Cross and Terry Jones who worked with stallholders to place them in the best location possible. Because of the terrible weather conditions and the state of the site it was decided to waiver the fees to stallholders. Hopefully, this will continue to build goodwill with them.

Resignation:

Unfortunately, Helen Tree, an Associate Member, has tendered her resignation from the Club which we accept with regret.

Nominating Committee recommendations:

As there were no further nominations the recommendations of the Nominating Committee of Rotarian Bill Redfern as President 2024/25 and Rotarian Campbell Johns PHF as Treasurer 2023/24 will be ratified at the AGM on 1 December.

This week:

Phil Bernadou speaking on Aussie Motor Sport with PP Wayne Gillan in the Chair.

Last week:



Lara Olsen, CEO, South East Water, was our fantastic speaker last week. Lara's knowledge and ability to share that with us was outstanding. As was her competence and humour as

she took questions from the floor which proved to very interesting, diverse and amusing. I would have loved to hear Lara tell her colleagues about her speaking engagement. As a former Rotary Youth Exchange Program (YEP) it was great to have Lara join our Rotary family again.

Art Show: Easter 2023

Please put the date in your diary! The Art Show will be held from **Thursday 6 – Monday 10 April**. The Gala Night will be held on Thursday 6 April.

SPONSORS, SPONSORS, SPONSORS: Lee Anne Smith is coordinating sponsors but needs your input and support. Who do you know? What businesses are you connected with? We need sponsors for the Art Show and Lee Anne cannot do this on her own. She needs your help!

Rotary International: Crisis in Ukraine. [This](#) is what we are doing:

A convoy of nearly 40 ambulances wound its way from Slovakia, around mountains and through roadblocks, military checkpoints, and torrential rain to arrive in Kyiv, bringing the critically needed vehicles to Ukrainian government officials.

The US\$600,000 initiative was the first joint project between Rotary and Ukraine Friends to provide resources, organize logistics, and distribute funds for high-impact projects that help Ukrainians affected by the war with Russia. Each organization donated US\$300,000 to get the ambulances, and Rotary districts in Ukraine and Slovakia coordinated the delivery. Rotary's funding came from a Rotary Foundation disaster response grant.

After a journey of about 870 kilometres that took more than twice as long as it would have in normal circumstances, the convoy arrived on 27 September at Mariinsky Park in Kiev.

Brock Bierman, the CEO of [Ukraine Friends](#) and a member of the Rotary Club of Staunton, Virginia, USA, says the logistics of moving that many vehicles to another country would always be difficult, and doing it across a border into a war zone was especially complex. Yet the ambulances were delivered without any major incidents.

Ukraine Friends secured the ambulance drivers, while Rotary District 2232 in Ukraine and Belarus bought the fuel. The ambulances are equipped with oxygen tanks, defibrillators, electrocardiogram machines, mechanical ventilators, and other medical equipment.

Twenty-two of the ambulances were procured by Rotary District 2240 in Czech Republic and Slovakia and went to the Department of Health for civilian use.

Rotary members and Ukraine Friends are also working together to rehabilitate two schools in the Bucha region that were damaged by shelling. Ukraine Friends is organizing the logistics involved to rebuild the school's infrastructure, while Rotary clubs are buying and providing books, school supplies, and computers.

Since Russia invaded Ukraine on 24 February, more than 13 million Ukrainians have been forced to flee their homes, the United Nations refugee agency says, which created a humanitarian crisis. Rotary, so far, has awarded more than 353 disaster response grants totaling more than US\$11.7 million since the war began. These grants, for club projects in 29 countries, support people in and around Ukraine

who have been affected by the war. Rotary and Rotaract clubs have donated millions more directly to Ukrainian clubs that are providing people with food, shelter, medicine, and clothing.

Rotary District 9820 Conference and Rotary International Convention:

I would encourage you to register for District Conference and the International Convention. Both events will be outstanding and a great way to learn about Rotary and share the wonderful activities and achievements of our organisation.



*“Imagine, a world that deserves our best, where we get up each day knowing that we can make a difference.”
Jennifer Jones, RI President 2022-23*

Let us **Imagine** what will make this Rotary year extraordinary.

Suzanne Caldwell
President 2022/23

FACEBOOK

For those that are not on Facebook or are having trouble viewing our Club page or our Seaford Farmers Market page this is how!

In your Browser address bar type in:

www.facebook.com/RotaryClubOfFrankston or

www.facebook.com/SeafordFarmersMarket

The Club website is www.rotaryfrankston.org.au

NOVEMBER IS ROTARY FOUNDATION MONTH



ANNIVERSARIES

Members: Birthdays: Graham Bryans (19/11).

Partners Birthdays: Nil.

Wedding Anniversaries: Nil.

Induction Anniversary: Nil.

ATTENDANCE

Present: Trish Anderson, Kay Barrow, Graham Bryans, Suzanne Caldwell, John Crowder, Jenny Cuddihy, Nina DeSilva, Norm Farmer, Wayne Gillan, Marie Hardwick, Graham Henderson, Terry Jones, Keith Kimpton, Max Lane, John Latham, David Lee, Lyn Leigh, Greg Morgan, Richard Parker, Geoff Pritchard, Luke Provis, Geoff Raukawa, Bill Redfern, Ken Rowe, Chris Sayers, Terry Schneider, Lee Anne Smith, Barry Thomas, Nellie Tinga, Grant Wishnowsky.

Partners: Upali DeSilva, Sue Gillan, Ann Henderson, Barb Jones, Margot Kimpton, Barbara Boyle, Gail Pritchard, Fiona Thomas.

Visiting Rotarians: Nil.

Guests: Lynda (John Crowder's daughter).

Zoom: Alan Daniel, Robin Stewart, Bob Tanner, John and Jon Wright, Brian Ivey.

Apologies: Campbell Bolwell, Peter Cecil, Chris Crewther, Alan Daniel, Ann Enno, Grahame Gordon, Gerry Harrison, Quinn McCormack, Audrey Mutton, Idris Olatunji, Shane O'Neill, Chris Van Der Laan, Greg Waterland, John Wright, Rob Stewart, Bob Tanner, David Cross.



Thursday 6th April – Monday 11th April 2023

The Frankston Rotary Art Show is going to be staged at the Seaford Community Centre commencing with a Gala night on Thursday 6th April 2023.

Max and Neil are putting in hours of work and I am on a steep learning curve! We are now at the point where we are seeking sponsors. I am hoping that every person in the club will have at least one contact. **Could you please let me know of any suggestions for sponsors that you have?** The money will be going to an incredibly worthy course, the Frankston SES. Two of their officers will be attending our meeting on Thursday night.

Lee Anne Smith

SPEAKERS PROGRAMME – A LOOK FORWARD

Date	Venue	Activity or Speaker	Subject	Chairman
1-Dec	MEBC/D	Pres Suzanne Terry Jones	AGM Electric Vehicles and Solar	PP Terry Schneider
8 Dec	MEBC/D	Various	Club Assembly	PE David Cross
15-Dec	Ranelagh Club	Christmas Dinner		Wayne Gillan

WEEKS AND WEEKENDS AWAY 2022/23

WANGARATTA 2023

Painters Island Caravan Park

Friday 24- Thursday 30 March 2023

PHILLIP ISLAND 20203

COWES – NRMA PHILLIP ISLAND BEACHFRONT HOLIDAY PARK

WEEKEND AWAY -FRIDAY 10 NOVEMBER – TUESDAY 14 NOVEMBER 2023

For your information see the attached – Park map

- Cabin descriptions

Bookings: All through me. A board will be circulated.

- We have a 10% discount for our group booking. The deposit doesn't include the 10% discount
- If you join the NRMA on arrival at the park, for \$30 you get the fourth night free.
- The deposit is at weekend rates. Sunday and Monday nights are cheaper.
- All of the above will be sorted out when you arrive and pay the full amount.
- The park is pet friendly in Sheerwater and Ibis cabins and powered sites. Pets must be booked on through me.
- For more details visit the website : www.nrmaparksandresorts.com.au

Accommodation accessible for us:

Pelican Cabins – Deposit \$179 (Numbers 171, 177, 199, 202, 203)

Plover Cabins – Deposit \$169 (Numbers 09, 10, 11, 87)

Sheerwater Cabins – Deposit \$159 (Numbers 7, 8, 18, 20)

Ibis Cabins – Deposit \$129 (Numbers 1, 2, 3, 4, 5,)

Premium Powered Sites – Deposit \$54 (Numbers 189, 190, 191, 192, 193, 194, 195, 196, 197, 60B, 61B,)

Powered Sites – Deposit \$49 (Numbers 111, 112, 113, 114, 115, 116, 117, 118, 119, 120,)

AS YOUR BOOKING HAS BEEN CONFIRMED ON THE BOOKING SHEET, PLEASE PAY THE INDICATED DEPOSIT TO CAMPBELL AND MENTION COWES AND YOUR NAME.

THE SOCIAL ACCOUNT : BSB 633 000 A/C 162 387 666

The board will come around again on Thursday for new bookings or give me a call to make your booking.

Ken Rowe

FRIDAY 10 -
TUESDAY 14

PHILLIP ISLAND NRMA CARAVAN PARK

2023
NOVEMBER

TICK THE NIGHTS YOU INTEND TO STAY.

PELICAN CABINS #179

	TH	F.10	S.11	S.12	M.13
171 PROVIS		✓	✓	✓	✓
177 SOYERS		✓	✓	✓	✓
199 DESILVA		✓	✓	✓	✓
202 TANNER		✓	✓	✓	✓
203 DUSTING		✓	✓	✓	✓

PLOVER CABINS #169

	TH	F.10	S.11	S.12	M.13
9 LANE		✓	✓	✓	
10 BRADSHAW		✓	✓	✓	✓
11					
87 HENDERSON		✓	✓	✓	

SHEERWATER CABINS #159

	TH	F.10	S.11	S.12	M.13
7					
8					
18					
20					

IBIS CABINS #129

	TH	F.10	S.11	S.12	M.13
1 CALDWELL		✓	✓	✓	
2 HARDWICK		✓	✓		
3					
4 BRYAND		✓	✓	✓	✓
5 MORGAN		✓	✓	✓	✓

CARAVAN OR MOTOR HOME NAME	TYPE	LENGTH

PREMIUM POWERED SITES #54

	TH	F.10	S.11	S.12	M.13
189					
190					
191					
192 JONES		✓	✓	✓	✓
193					
194 GILLAN		✓	✓	✓	✓
195 B. THOMAS		✓	✓	✓	✓
196 KIMATON		✓	✓	✓	✓
197 PRITCHARD		✓	✓	✓	✓
608 ROTARY		✓	✓	✓	✓
618 RONE		✓	✓	✓	✓

POWERED SITES #49

	TH	F.10	S.11	S.12	M.13
111					
112 SCHNEIDER		✓	✓	✓	✓
113 Redfern		✓	✓	✓	✓
114					
115					
116					
117					
118					
119					
120					

CARAVAN OR MOTOR HOME NAME	TYPE	LENGTH
Redfern	CARAVAN	5M
JONES	CARAVAN	8M
GILLAN	CARAVAN	8M

+ PARKERS AT HOME X 2 O'NEALS AT HOME 2
LEE'S AT HOME X 2

Phillip Island cabins

We have 4 cabin options at our [Phillip Island](#) holiday park

All options

Cabins

Caravan sites

Camping sites

Pet friendly accommodation



Pelican Cabin

2 Bedroom - Sleeps up to 6

Spacious two bedroom cabin with one queen and two single bunks. Some with direct beach views.

- Air-conditioning
- Kitchen
- Bathroom
- Lounge and dining area
- Veranda with outdoor seating



Plover Cabin

2 Bedroom - Sleeps up to 6

Located centrally in the park. A standard two bedroom cabin with one queen and two single bunks.

- Air-conditioning
- Kitchen
- Bathroom
- Lounge and dining area
- Veranda with outdoor seating



Sheerwater Cabin

2 Bedroom - Sleeps up to 5

Two bedroom cabin located close to key facilities with one queen, and one single bunk with double. Located near facilities.

- Air-conditioning
- Kitchen
- Bathroom
- Lounge and dining area
- Veranda with outdoor seating



Ibis Cabin

1 Bedroom - Sleeps up to 4

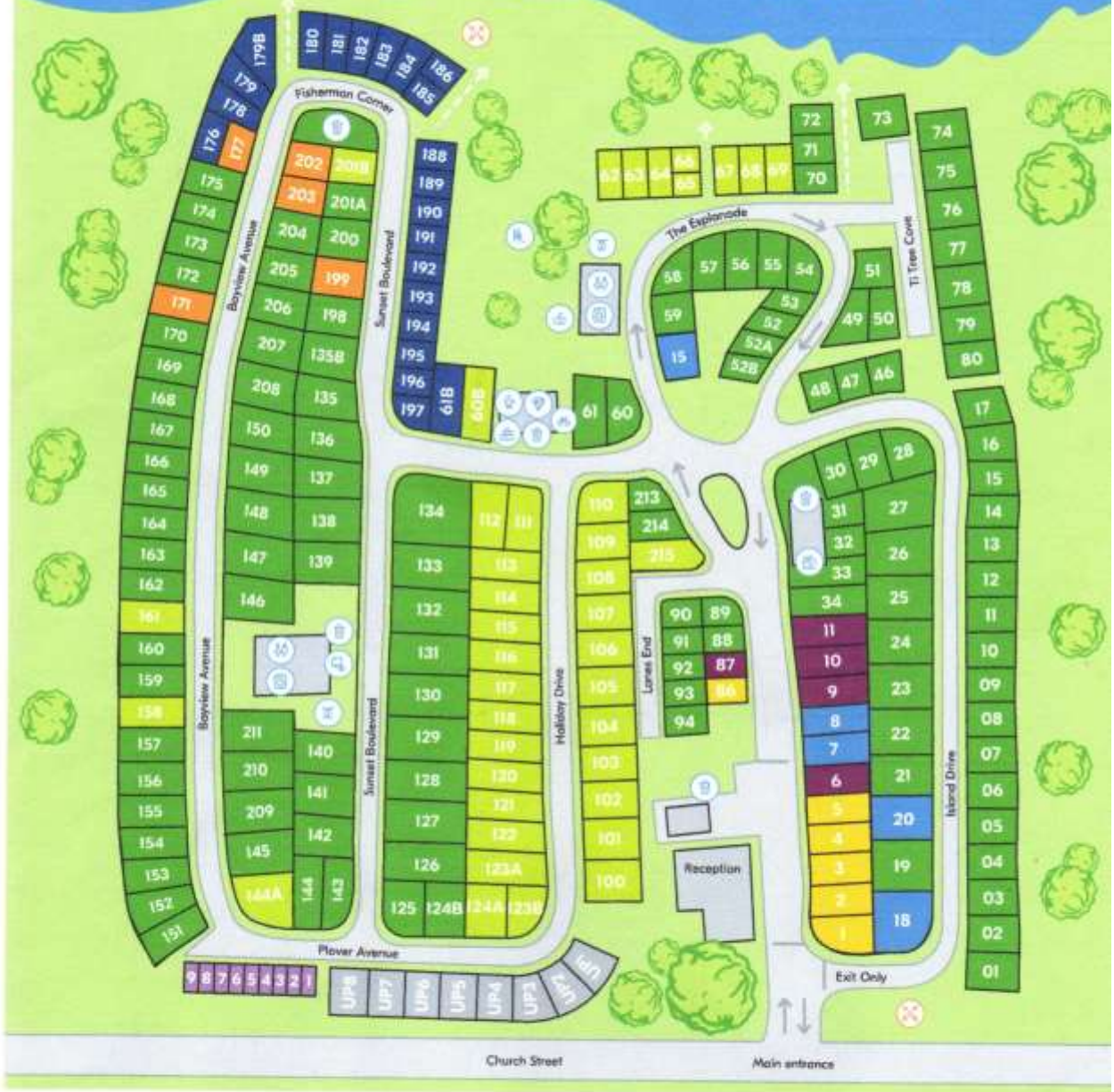
Self-contained one bedroom cabin located at the entry of the park. One double and one single bunk.

- Air-conditioning
- Kitchen
- Bathroom
- Lounge and dining area
- TV



Phillip Island

BASS COAST, VIC



Camping

- Powered sites
- Premium powered sites
- Animal sites
- Storage sites
- Unpowered sites

Accommodation

- Pelican cabin
- Plover cabin
- Shearwater cabin
- Ibis cabin
- Budget cabin

Facilities

- Amenities
- Laundry
- BBQ
- Camp kitchen
- Pizza oven
- Dish washing area

- Bike repair
- Clothesline
- Dump point
- Refuse station
- Recreation room
- Playground
- Evacuation meeting point

Boom gate code



Scan this QR code to view all the information you need to know during your stay.

THE CLUB'S BANK ACCOUNTS EXPLAINED

The CLUB has Three Bank Accounts:

GENERAL: Account No: 147 471 700 – All Club matters,

SERVICE: Account No: 147 486 880 – Anything with Donations & Fund Raising.

SOCIAL: Account No: 162 387 666 – All Club Social Functions

ALL have the same: BSB: 633 000

GARDEN WALK

Sunday 27th Nov. 2022 1pm-4pm



1.00pm Bill and Bev Redfern's – An English Country Garden

8 Rock Lodge Court, Frankston (Off Seaview).

Bill may be joining Rotary royalty soon, so his garden is most appropriate.

2.00pm Ken and Sue Rowe's – A vegetable patch

23 Narrung Road, Mt Eliza

A pensioners attempt to beat the rising cost of vegetables.

3.00pm Ann and Graham Henderson's – Newly created garden

28A Old Mornington Road, Mt Eliza

See what you can do when you buy your next house.

A delicious afternoon tea at the Henderson's, pus free drinks courtesy of the Social Committee.

For catering purposes please indicate your attendance on the board or call Ken Rowe

Enjoy a casual social afternoon.

Other Activities

DATE	CONTACT/LOCATION	SUBJECT	CHAIR
27 Nov 2022	Mt Eliza	Sunday Garden Walk	Ann Henderson & PP Ken Rowe
4 Dec 2022	Frankston	Bunnings BBQ	Graham Bryans
18 Dec 2022	Seaford	Seaford Farmers Market	
31 Dec 2022	Mt Eliza	New Year's Evening at the Rowes	Ken & Sue Rowe

MEETING DUTY ROTA – 2022/23

Month	Welcome	Cashier	Clean-up at end of meeting	
November	Kay Barrow	Grant Wishnowsky	Grant Wishnowsky	Luke Provis
December	Brian Ivey	Chris Sayers	Chris Sayers	Keith Kimpton

If you are absent from a meeting where you are rostered on, please find a replacement, and inform the President and Secretary.

REMEMBRANCE DAY 2022 – FRANKSTON RSL





Rotary Club of Frankston

It's Party Time

Please join our annual Christmas Party

On December 15th 2022

@ 6.00 pm

The Ranelagh Club

3 Rosserdale Cres Mr Eliza

Let's bring along a 'Silly Santa' gift

to share & go into the door prizes!

Please contact Wayne Gillan on 0410658921

Or Sue 0400876671

to add yourself to the booking if not done so yet

A delicious 3 course meal @ \$60pp

With drinks over the bar

We all look forward to celebrating this last year

with everyone in Fellowship



PROCESS FOR ELECTION OF PRESIDENT 2024/25 and TREASURER for 2023/24

Week	Date	Action
	11 October Board meeting	Board approves two of the most recent Past Presidents to serve on Nomination Committee. PP Rob Stewart PP Luke Provis
7	13 October	At the regular meeting seven weeks prior to the AGM, the Presiding Officer shall call for nominations for two candidates for the Nominating Committee. The Nominating Committee shall comprise five members, the President, two of the most recent past Presidents available, and two elected by the members of the Club. The two elected members of the Club cannot have held a Board position for the last three years, except for the Secretary and Treasurer who are eligible any time after vacating their office. Nominations shall be made by any member in writing, each nomination to be signed by the nominating members and another member of the Club, and to carry acceptance of nomination signed by the Member nominated.
6	20 October	Close nominations for Nomination Committee at the end of the regular meeting.
5	27 October	Where the nominations for the Nomination Committee exceeds two members, a ballot will be held and the two candidates securing the highest number of votes shall be declared elected. Nominating Committee to meet between week 4 and 5. A majority of the Committee shall constitute a meeting. Decisions shall be a majority vote and if voting is equal

		the Chairman must record a casting vote. Proceedings of this committee are strictly confidential. The Committee shall select a Nominee for the office of President (2024/25) and office of Treasurer (2023/24).
<u>4</u>	3 November	Notwithstanding any nominations made by the Nominating Committee any members of the Club may select a nominee for election as President or Treasurer. Such nominations must be made in writing signed by the nominator and another member of the Club and carry an acceptance of nomination signed by the member nominated. The time which such nominations may be made will expire at the conclusion of the regular meeting two weeks prior to the AGM. Those nominations, together with those of the Nominating Committee, shall be placed on a Ballot at the AGM and the candidates receiving a majority of votes shall be declared elected to their respective offices.
<u>3</u>	10 November	The recommendations of the Nominating Committee for shall be reported to members of the Club at the regular meeting of the Club three weeks prior to the AGM. At a regular meeting 3 weeks prior to the AGM, nominations shall be called for by the Presiding Officer for candidates for the Board of Directors. Nominations may be made by any member in writing, each nomination to be signed by the nominating member, and another member of the Club, and to carry acceptance of nomination signed by member nominated. The time during which such nominations may be made will expire at the conclusion of the regular meeting one week before the AGM.
<u>2</u>	17 November	The acceptance of any additional nominations for the position of President or Treasurer from Club members will expire at the conclusion of the of the regular meeting two weeks prior to AGM.
<u>1</u>	24 November	Nominations for the Board of Directors close.
<u>0</u>	1 December	AGM If any additional nominations are received for the positions of President (2024/25) or Treasurer (2023/24) than those nominations together with the those of the Nominating Committee, shall be placed on a ballot at the AGM and the candidates receiving the majority of votes shall be declared elected to their respective offices. If no additional nominations are forthcoming the Presiding Officer at the AGM shall accept the nominations from the Nominating Committee and shall declare elected as President and Treasurer the nominees of the Committee. Nominations for the position of Board of Directors, where they exceed the number of positions needed, shall be placed on a Ballot and voted for at the AGM.

ROTARY CLUB OF FRANKSTON
BUNNINGS (Frankston)-BBQ
SUNDAY 4th DECEMBER 2022

<u>SHIFT</u>	<u>Sunday 4th December 2022</u>
FOOD BBQ SET UP/ PACK UP	1 Graham Bryans 2 Dennis Viner 3 Greg Morgan (Bread)
8.00AM-11.00AM (5 Helpers)	1 Campbell Johns 2 Lee Anne Smith 3 Greg Morgan 4 Sue Gillan 5 Wayne Gillan
11.00AM -2.00PM (6 Helpers)	1 Peter Dusting 2 Suzanne Caldwell 3 Jenny Cuddihy 4 David Cross 5 Robyn Provis 6 Luke Provis
2.00PM-5.30PM (5 Helpers) INCLUDES CLEAN UP Money Count	1 Grant Wischnowsky 2 Terry Schneider 3 Keith Kimpton 4 Margot Kimpton 5 Graham Bryans/David Lee Peter Mackenzie Richard Parker

If you are unable to meet this commitment you are responsible for arranging a replacement and advising Graham Bryans 0409795120 accordingly.

Emergency 1. Name: Lyn Leigh

Mobile: 0438 775 654

Emergency 2. Name:

Mobile:

Emergency 3. Name:

Mobile:

LAST WEEK

South East Water Overview

Lara Olsen
South East Water

Acknowledgement of Country

South East Water Who we are

We deliver, water, sewerage and recycled water services

- an area of 3,640 sq kms
- with 1.83 million people
- > 60,000 business customers
- 17 local government areas
- 700 employees
- 25,250 kms of pipe
- 8 water recycling plants

Our purpose and focus areas

Our Vision **INNOVATE WITH PURPOSE. ACT WITH CARE.**

Our Purpose **To deliver healthy water for life for our community, community and environment.**

Our Focus Areas

- EMPOWER OUR PEOPLE**
We're one team that reflects the diversity of our customers. We welcome differences, and we're open to ideas and solutions that build a safe space where people find meaning.
- DELIVER FOR OUR CUSTOMERS**
As part of the community, we know how important it is to get the best results. We'll make our equipment experience better every time by delivering our customer outcomes, all our actions support a thriving, more livable community.
- PROTECT OUR ENVIRONMENT**
As we're learning from the Traditional Owners, water is essential for healthy country. We're doing long-term water security and zero emissions and responsible waste to protect our environment, support our community.
- OPTIMISE OUR OPERATIONS**
Committed to reducing our processes, products, assets and energy, we'll do it continuously. Our team and inform our customers, in the right time, as we deliver seamless, fair and affordable services for all.
- DRIVE INNOVATION AT SCALE**
Our innovation pipeline is focused on solving problems and is open to work at scale in real communities. We call it "the real" innovation. Through partnerships and commercialisation, we share our data, expertise and technology to create step-change impact.

Protecting the Environment: The amount of water Melbourne receives is reducing

Source: Melbourne Water

We're thinking about waterts supply and reusedifferently

- 450 home development in Lyndhurst designed around water efficiency
- Partnership between South East Water and Villawood Properties
- All homes have 3 sources of water plumbed in – drinking water, recycled water, tank water

Our aims

- 100% water efficiency
- 100% water reuse
- 100% water recycling
- Stormwater runoff to be reduced by 35 per cent
- 100% water efficiency

We're shifting from being reactive to predictive our customers

Reactive

Predictive

We're shifting from being reactive to predictive our customers

Customer Testimonial

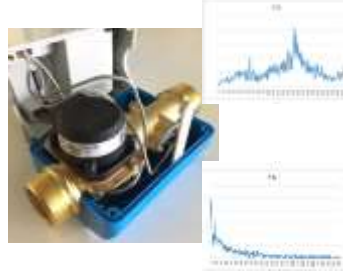
Helen from Southbank had a large continuous flow of water that could amount to approximately an extra \$2,823 on her bill over 12 months. She explained that she got the plumber in straight away we have one in our building. I think I fixed the seals in the toilet. I think it is a really good idea you guys letting us know when we have a leak, it was so helpful."

To shift from being reactive to predictive our networks

Reactive



Predictive



Network side water saving using the vibration sensor



Optimising our operations Boneo Treatment plant

Overview

- We are in the process of removing 16,500 septic systems between Rye and Portsea
- Will remove over 7.2 million litres of waste water (that now needs to be treated)
- Upgraded Boneo treatment plant to meet this and growing population's needs
- Plant designed to minimise carbon emissions- low energy nutrient technology, energy recovery
- Plant provides recycled water to nearby irrigators and industrial clients



Supporting our customers

Serving our Customers When & How They Want



- 450,000 calls received 20/21 in our Frankston call centre
- 145,000 email contacts
- 48% of customers choosing eBills
- Our portal enabling customers to make online payments, see usage, see outages

Supporting Customers In Hardship



- 17,000 residential customers supported in COVID through water audits, payment support in 20/21
- 1300 businesses supported with trade waste waivers + support
- New concession card program- have identified 3,395 customers not registered for concession, saving them \$1.2m

Supporting our community



- Choose Tap Water fountains in conjunction with local Councils



- Hydration stations that can be booked for events



- School program: 286 schools participating
- Last year, schools saved: \$989,000

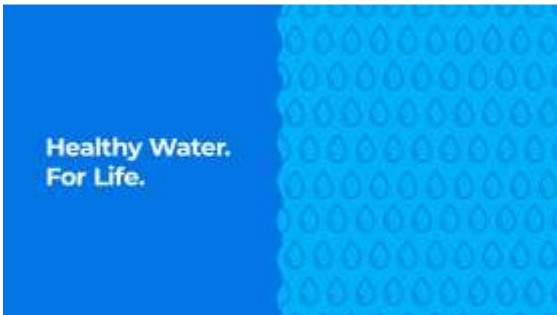
Community Grants

- >\$250,000 granted over last 2 years
- Support a range of community organisations across our services area – environmental, community, water literacy, vulnerable customers

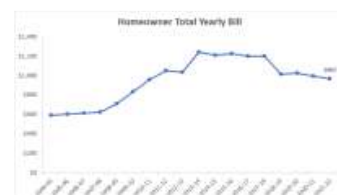
Thank you

I appreciate the opportunity to speak with you about South East Water

We welcome all feedback on how we can continue to improve to be support our community and deliver Healthy water for life.

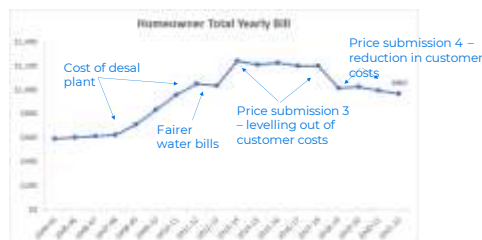


South East Water Historical Bill



This is the bill for the average owner occupier (150kL ~ family of 3). It's in real \$2021 dollars.

South East Water Historical Bill



This is the bill for the average owner occupier (150kL ~ family of 3). It's in real \$2021-22 dollars.