

Getting to know your Aquarevo home



Congratulations on moving into your new home. We've put together a welcome pack with everything you need to know about living at Aquarevo.

Your Aquarevo house is special. Not just because of the solar panels on your roof, but because it's helping to reduce demand on Melbourne's water supplies – which is a pretty big deal.

How your home is contributing

With water

Every Aquarevo home is fitted with state-of-the-art technology used to harness three types of water sources: drinking, recycled and rainwater. By using rainwater for showers and bathing and recycled water for the toilet, garden and laundry, you'll only use precious drinking water where it's really needed.

Thanks to these water saving initiatives, your home will use up to 70 per cent less drinking water than the average Melbourne home.

With energy

All Aquarevo houses will be fitted with a solar panel system with a minimum generating capacity of 2.5 kilowatts. Depending on which stage of the development you are in, your home will also have a five kilowatt Sonnen battery to store energy produced from the solar panels.

These energy initiatives will reduce energy demand in Aquarevo homes by up to 50 per cent, while also helping you save on your energy bills.

What this means for the future

At South East Water, we want to show that there's a better way to use water at home – without losing the health and liveability that water offers us.

By showcasing the possibilities of harnessing all sources of water available to us, we hope that Aquarevo will act as a blueprint for other sustainable residential developments that will help us secure water into the future for our growing population.

All you need to know

Inside this welcome kit you'll find everything you need to know about:

A guide to water in your Aquarevo home

The rain-to-hot water system, including TankTalk®

The pressure sewer system

The OneBox+®

Aquarevo's own water recycling plant

mySouthEastWater – our customer portal

Your water and sewerage bills

Measuring your water usage

How and when we'll maintain the water initiatives in your home

What you're responsible for

How to get in touch

More information

To learn more about the water saving initiatives in your home, visit southeastwater.com.au/aquarevowelcome

Our Welcome to Aquarevo website has videos about the unique features of your home, as well as how to use your recycled water in the laundry and garden.



A guide to water in your Aquarevo home

At Aquarevo, we want to show that there's a better way to use water at home – without losing the health and liveability that water offers us.

We know that water is vital to a healthy life and liveability. But unless it's properly managed, we face increasing uncertainty.

To secure our drinking water supplies we all must play a part. That's why Aquarevo homes will be supplied with three types of water: drinking, recycled and rainwater – to showcase what's possible by harnessing all water sources available to us.

Each water supply is plumbed into your Aquarevo home to help you save drinking water - just turn on the tap or press the 'flush' button and you're making the most out of all available water sources.

Each water source has been specifically chosen for its intended use, to reduce your home's reliance on drinking water for uses that don't require it. For example, toilets are plumbed with recycled water – why flush drinking water down the toilet?



Drinking water

Drinking water will be supplied to hot and cold taps in the kitchen and bathroom sinks, the cold taps in your shower, bath, laundry trough and washing machine, fridge/ice-making device, and dishwasher.



Class A recycled water

All wastewater from the Aquarevo community will eventually be recycled through an on-site water recycling plant. It will treat wastewater from all houses in the development and return it as Class A recycled water for use in your garden, toilet and for cold water for your washing machine (if you choose).

Connecting your washing machine to recycled water and using it in your garden is great for saving drinking water for where it's really needed. Plus it saves money on your water bill. To learn more about how to connect your laundry machine to recycled water or how to use recycled water in the garden, visit southeastwater.com.au/aquarevowelcome

Class A recycled water meets guidelines set by the Environment Protection Authority Victoria and is endorsed by the Department of Health and Human Services.

Recycled water pipes and taps are coloured purple, as is standard across Australia.

Aquarevo homes will have two water meters: one for drinking water and one for Class A recycled water.

Once a year, we'll send you a reminder with your bill about the need to check your recycled water connection. This is especially important if you've had plumbing, landscaping or renovation works done on your home or property.

You can learn more about the simple steps involved at southeastwater.com.au/recycledwater



Rainwater

Roof-collected rainwater can be used for many purposes. Rainwater at Aquarevo will be collected from your roof and used to feed your hot water system for bathing, showers and the laundry sink.

Where is the water coming from?

Drinking water 	Rainwater 	Recycled water 
KITCHEN		
<input checked="" type="checkbox"/> Sink (hot/cold taps)		
<input checked="" type="checkbox"/> Dishwasher		
<input checked="" type="checkbox"/> Fridge/ice-making		
BATHROOM/S		
<input checked="" type="checkbox"/> Basin (hot/cold taps)	<input checked="" type="checkbox"/> Shower (hot tap)	<input checked="" type="checkbox"/> Toilet
<input checked="" type="checkbox"/> Shower (cold tap)	<input checked="" type="checkbox"/> Bath (hot tap)	
<input checked="" type="checkbox"/> Bath (cold tap)		
LAUNDRY		
<input checked="" type="checkbox"/> Laundry sink (cold tap)	<input checked="" type="checkbox"/> Laundry sink (hot tap)	<input checked="" type="checkbox"/> Washing machine
<input checked="" type="checkbox"/> Washing machine (cold tap)		
OUTDOORS		
<input checked="" type="checkbox"/> Front yard tap		<input checked="" type="checkbox"/> Front yard tap
<input checked="" type="checkbox"/> Backyard tap (optional)		<input checked="" type="checkbox"/> Backyard tap

In your Aquarevo home:

Use recycled water to:

- ☒ Flush toilets
- ☒ Water plants and vegetables in the garden
- ☒ Water lawns
- ☒ Run your washing machine
- ☒ Wash cars (on the lawn only)
- ☒ Clean outside areas, including furniture
- ☒ Fight fires
- ☒ Wash pets
- ☒ Drink
- ☒ Cook with or use in the kitchen
- ☒ Shower or bathe
- ☒ Fill swimming pools or spas
- ☒ Operate evaporative cooling systems
- ☒ Fill children's water toys

Use rainwater to:

- ☒ Shower
- ☒ Bathe
- ☒ Water lawns
- ☒ Fill your laundry sink (hot water only)
- ☒ Drink
- ☒ Cook
- ☒ Wash dishes
- ☒ Brush your teeth
- ☒ Fill swimming pools or spas
- ☒ Operate evaporative cooling systems
- ☒ Fill children's water toys

Knowing your responsibilities

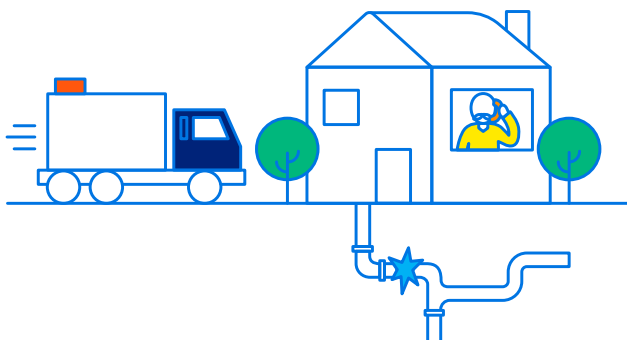


Your home is fitted with special water-saving initiatives unique to the Aquarevo development as well as regular plumbing fixtures. It's important to understand which of these features we at South East Water will look after, and which of these are your responsibility.

Faults

If you have issues with any of these systems, it's best to leave them alone and call us immediately on **1800 337 775** Monday to Friday, 8 am to 5 pm, or on **13 28 12** outside of these hours.

Our commitment is to maintain these products for 10 years from the date of installation.



What we're responsible for

- Rainwater tank.
- Rain-to-hot water system, which includes the heat pump and the connecting pipework between the rainwater tank and the hot water unit. This supplies non-drinking water for baths and showers and the laundry sink.
- Rainwater filter and UV treatment unit.
- Dedicated downpipe and associated fittings in relation to the rainwater catchment.
- OneBox+® technology for controlling the water and sewerage system.
- TankTalk® rainwater tank technology that collects forecast data from the Bureau of Meteorology.
- Pressure sewerage system (pod and pump unit).

These systems are our property and we'll look after them for 10 years from the date of installation. Unauthorised modifications or removal of equipment to the system may result in charges to the customer. Find out more about the maintenance schedules in the 'Maintaining the water saving initiatives in your home' on page 6 of this pack.

What you're responsible for

Maintaining the roof and roof gutters

Part of your roof is used as the catchment to South East Water's rainwater tank and rain-to-hot water system. You are responsible for maintaining your roof and gutters including those within the roof catchment area.

You must not make any modifications to that part of the roof area that feeds the rainwater tank. Modifications could include things like installing a TV antenna or satellite dish. These can be installed on other areas of the roof where rainwater doesn't flow to the rainwater tank.

Letting us know if you're planning a renovation

As with any property in our service region, you'll need to make an application for any renovation that will impact any connection to our assets. We'll assess your plans and give you advice to make sure the water saving features and technology in the house are still connected and you're getting the benefit of these.

Maintaining the regular hot water system

A separate hot water unit will supply drinking water for hot water use in the kitchen sinks and bathroom basins throughout the home. You're responsible for maintaining and replacing this unit (where necessary). Want to know more about which taps provide which type of water? Check out 'A guide to water in your Aquarevo home' on page 2 of this pack.

You're also responsible for installing and maintaining internal hot water piping to fixtures within the home from the two hot water units. The Aquarevo Design Guidelines has set out these requirements for your builder.

Maintaining the internal plumbing

Internal plumbing fixtures for items such as the toilet, sinks, taps, shower, etc. are your responsibility to maintain and repair when necessary. With the exception of the water-saving initiatives listed above as our responsibility, we consider 'internal plumbing' as any plumbing on your property's side of the water meters in your front garden.

It's important to always hire a licensed plumber for any plumbing works.



Need a plumber?

You can use your own plumber, or use the Master Plumbers 'find a plumber' service at plumber.com.au/find-a-plumber. You can also use South East Water's plumbing partner Priority Plumbing.

 **South East Water Priority Plumbing**
1300 760 306

They're here to help 24/7

South East Water Priority Plumbing work day and night servicing Melbourne's south-east.

Services they can help you with:

- Emergency services
- General plumbing services
- Repairing and replacing hot water services
- Internal sewer blockages
- Repairing cold water services
- Replacing tap washers
- New sewerage connections
- Domestic and commercial water audits
- Installing check meters.

We know there's a number of independent providers for these services 24 hours a day, 7 days a week. We encourage you to compare and choose one that best suits your needs.

Maintaining the water saving initiatives in your home



Your home is fitted with technology unique to the Aquarevo community. We want to keep things running smoothly for you, so we'll be stopping by from time-to-time to do some routine maintenance.

What we're responsible for maintaining

- Pressure sewer pod and pipes from the pod to the sewer main on the street. These assets are owned and maintained by SEW for the asset lifespan.
- The rainwater tank, hot water unit, and connecting pipe work between the rainwater tank and the hot water unit, which supplies non-drinking water for baths and showers, the laundry sink and washing machine.
- The rainwater filter and UV treatment unit.
- Rainwater tank technology that collects forecast data from the Bureau of Meteorology.
- The dedicated downpipe to the leaf catcher.
- OneBox+® technology for controlling the water and sewerage system.

When we visit

When we plan on visiting your house to perform some maintenance, we'll get in touch with you at least seven days before to let you know we're coming. You may hear from us via email, letter or SMS.

You don't need to be home for our visit, as long as we can access the water tank – wherever that may be on your property. We ask that you restrain any dogs or pets in the backyard, for the safety of both our crew and your pets.

What we'll maintain and how often

We're committed to maintaining your rain-to-hot water system. Once a year we'll visit to undertake maintenance on most of these assets. We also remotely monitor the assets, so we know if we need to come and do repairs outside of the routine maintenance schedule.

We'll also sample water from the rain-to-hot water system to make sure we're maintaining a high water quality from this system. If we're planning a visit for water sampling, we'll always contact you beforehand to propose a time for the visit.

Here's a breakdown of all the parts we'll maintain and how often:

What we'll maintain or check	How often
UV water treatment system: Guard Model - SLT30 UV	Monitored remotely all the time. Checked and maintained annually
Rainwater quality	Monitored periodically
OneBox+®	As required
Gutter Guard (not the gutter itself)	Annually
Air gap insect screen on overflow from rainwater tank	Annually
Leaf catcher fitted to downpipe	Annually
First flush device fitted to downpipe	Annually
Rainwater tank	Annually
Pump for the rain-to-hot water system (Grundfos SBA 3-45 submersible)	Annually
Stiebel Eltron heat pump hot water tank	Annually
Hot water pressure and temperature relief valve	Annually
Actuating valve	Annually
Temperature sensor	Annually
Tempering valve	Annually
Beltrami changeover device	Every five years or as required



OneBox+[®] to do it all



A white box on the outside of your house is controlling all of the smart water and energy saving technologies for your Aquarevo home. This is called OneBox+[®].

We're already using OneBox[®] in places like the Mornington Peninsula to control the sewer network through a smart pressure sewer system, just like yours.

For our Aquarevo community we wanted the OneBox[®] to do more, so we've given it an upgrade.

It might be small, but the OneBox+[®] is doing a lot behind the scenes. Using innovative technology developed by South East Water.

Your OneBox+[®] is monitoring and controlling:

- the pressure sewer system
- the rainwater tank, including tank levels through TankTalk[®]
- hot water temperatures to make sure it stays at the programmed temperature
- the rain-to-hot water system and its treatment and filtering functions.

The benefit of getting real-time info

The OneBox+[®] controller sends real-time pressure sewer level information back to our Network Operations Centre. This allows us to monitor and control flows to the sewer network, so we can fix any issues before you know there's a problem.

Having access to your household usage through [mySouthEastWater](https://mysoutheastwater.com.au) gives you an understanding of where you're using drinking and recycled water and will help us to develop solutions that will provide you with a better experience in the future.

How to view your usage

To find out how much drinking and recycled water you're using, log in to mysoutheastwater.com.au.



All about that tank



Rain-to-hot water system

As an Aquarevo homeowner you have access to state-of-the-art technology literally on your doorstep, including a rain-to-hot water system.

Parts that make up this system:

- roof gutters and Gutter Guard to prevent debris entering the rainwater tank
- rain head and downpipe to feed the rainwater from the roof to the rainwater tank
- stormwater outlet drain to release rainwater from the tank before predicted rain and prevent overflow
- 2,400 litre rainwater tank to hold the captured rainwater
- heat pump to provide you with hot rainwater
- UV filtration and control box to filter and treat the rainwater
- submersible pump, to draw out the rainwater from the tank to the heat pump
- check meter to measure your rainwater use
- sample points; this is where we'll take water samples throughout the year.

Your builder has specially designed your roof so that at least 100 square metres of catchment area will capture rainwater and direct it into the rainwater tank on the side of your house.

The rain-to-hot water system attached to your home will screen, filter and treat your water. When you turn on the hot tap in your bath or shower, an energy efficient heat pump will provide you with hot water for non-drinking purposes.

If your tank is low on water

You don't need to do anything. Your rain-to-hot water system is fitted with a special valve that switches over to drinking water if there's not enough water in the tank.

If you accidentally swallow some water in the shower or bath

There's nothing to worry about. Your smart rain-to-hot system has treated the water to a very high standard and won't cause you any harm.



TankTalk®

Your rain-to-hot water tank is really smart. It features TankTalk® wireless technology which receives weather forecast information to find out when it's going to rain.

When the forecast says there's an 80 per cent chance of 10 millilitres or more of rain, your tank will empty itself to a level equal to one day's average household usage.

Why your tank sometimes releases water

TankTalk® uses the weather forecast information to release the appropriate volume of water from the rainwater tank to the stormwater drain before the rain arrives. This creates room in your tank to capture new rainwater while minimising overflows onto properties or into streets, and reduces the risk of flooding to local waterways by 25 per cent.

Your pressure sewer system at Aquarevo

We're excited to connect each Aquarevo home to a pressure sewer system controlled by OneBox+® technology.

Why you have a water cycle pressure sewer

By connecting each home to a pressure sewer network – rather than the traditional gravity sewer network – we're able to close the water cycle loop, helping provide an integrated water management approach to the community where water coming into the development stays within the Aquarevo estate. The pressure sewer system can also be used to even out flows to the local water recycling plant.

How it works

All of your household wastewater will go to a small pod on your property – you'll be able to see the lid in your front yard. We connect this pod to the sewer network.

The OneBox+® controller monitors wastewater levels within the pod. Once volumes reach a set level, the OneBox+® will activate the pump and transfer the wastewater to the main sewer network and then off to a water recycling plant. This water recycling plant is the Eastern Treatment Plant in Bangholme, although after we build an onsite water recycling plant within the estate, we'll pump the wastewater to that plant instead.

The OneBox+® connected to your pressure sewer system allows us to remotely monitor and control the sewer network and regulate sewer flows to help us provide you with a consistent service.

Benefits of a pressure sewer

- By controlling flows to the sewer network, OneBox+® helps us to reduce spills into the environment.
- Using the OneBox+® controller, we can even out the flows to the water recycling plant which improves its operation and means there's less demand on the sewer network during peak periods.

- Pressure sewer systems, like this one, are replacing septic tanks and mini-treatment plants to reduce environmental impacts in places like the Mornington Peninsula and the Dandenong Ranges

Maintaining your pressure sewer

The pressure sewer system belongs to us at South East Water, so we'll take care of maintaining it.

Protecting your pipes and pumps

What you put down your sink or toilet can have a big impact on your home's pipes and pressure sewer system.



Do not put these items down the sink or toilet:

- Wipes, including the 'flushable' ones
- Cooking oil
- Syringes
- Cotton buds
- Razor blades
- Grease
- Condoms
- Nappies
- Tampons and other sanitary items
- Pesticides and chemicals
- Food scraps
- Paints

Important considerations

Our crews need safe and easy access to sewer pods in case of emergencies. To help with this, please follow the requirements below (as outlined in the Conditions of Connection, section 9.4). This ensures the sewer pods work properly, and that emergency work can be done quickly and safely.

Extend your house

Your pressure sewer needs its own space, so you can't build over the pump or pod unit – even for a deck. If you're thinking about making changes to your property, please let us know.

Landscaping your property

When landscaping your property, you'll need to leave a one metre clearance zone around the pressure sewer pod lid so there's access to the unit for maintenance. The sewer pod lid should remain at least 50mm above the surrounding ground. This means you can't cover the pump and pod unit either, or place rocks or heavy items right beside it.

Adding a garage, car park or garden shed

You'll need to leave a minimum of two metres clearance from the pump and pod unit to any building.

Hosting parties and/or additional visitors

You might want to buy some extra toilet paper, but aside from that you're good to go. An increase in wastewater generated from extra people in the house won't impact your pressure sewer system. It just means that the pump and pod might have to pump more frequently.

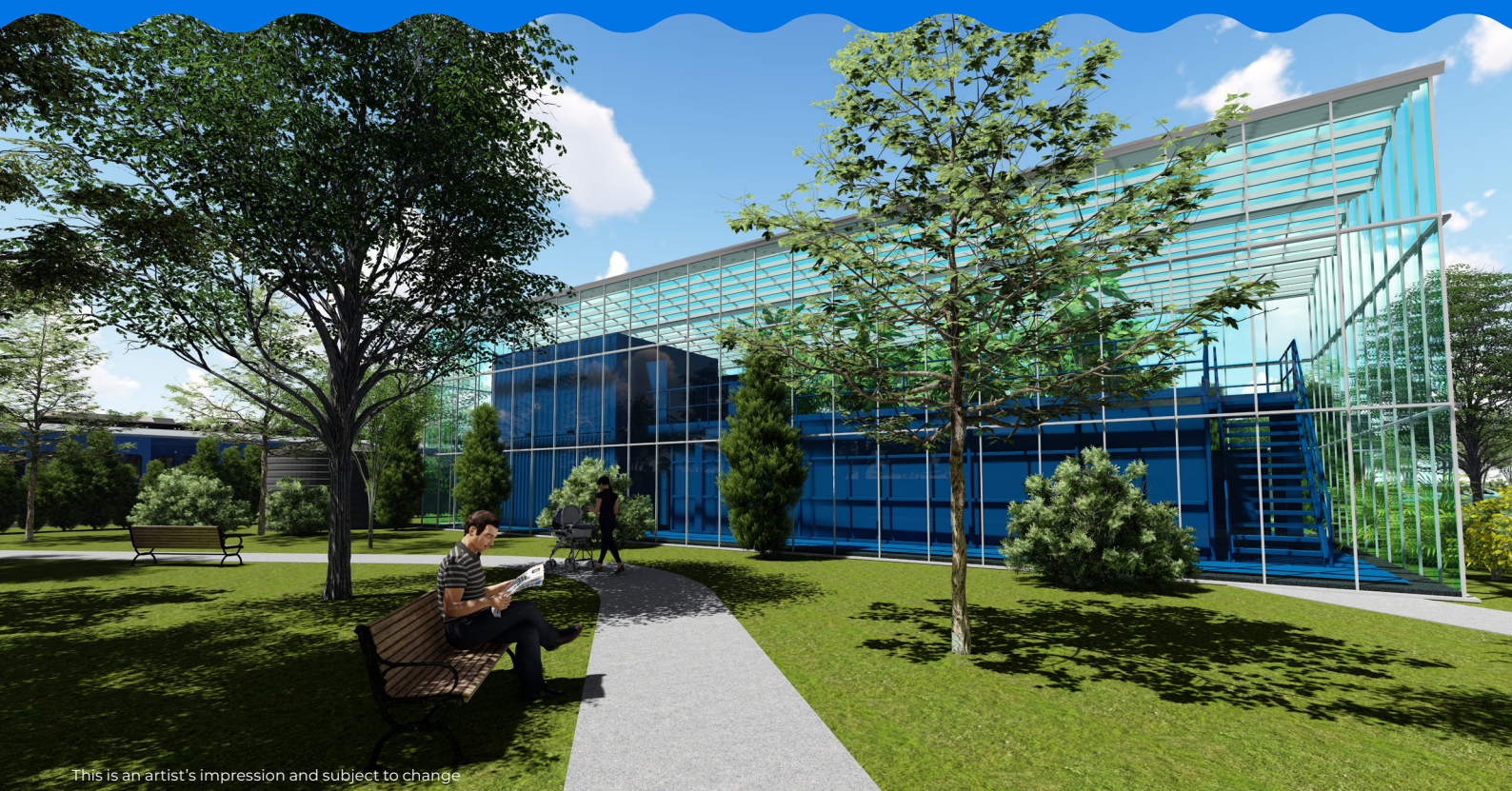
Maintaining 24/7 access

Our crews always need safe access to the sewer pod. This means you can't cover the sewer pod lid with permanent or temporary items including pots, rocks, wooden box structures or otherwise.

If non-compliant structures need to be removed to allow safe access by our contractors during sewer maintenance activities, any associated costs will be the property owners responsibility.



Aquarevo's own water recycling plant



This is an artist's impression and subject to change

In late 2025/2026 we'll start building a water recycling plant within the Aquarevo estate. It will be located on Brookwater Parade, beside the railway line.

Once it's up and running, we'll treat all wastewater from within the estate and then return it to households as Class A recycled water.

What you need to know

The Aquarevo water recycling plant will be inside a greenhouse, using a state-of-the-art treatment process which will be the first of its kind in Australia.

The plant will use an energy efficient treatment process – called the Organica Food Chain Reactor – to treat wastewater onsite with a low carbon footprint.

Containers inside the greenhouse house all the mechanical equipment and flows, so there won't be any bad smells or loud noises near your home.

What you might like to know

If you'd like to know how the plant operates, check out the water recycling plant video at southeastwater.com.au/aquarevo

Where your wastewater is going now

From the day you move into your new home at Aquarevo, you'll be receiving recycled water. For now, all wastewater from Aquarevo will be sent to the Eastern Treatment Plant, where it'll be treated to Class A standard and then sent back to homes in the estate for use in the toilet, washing machine and on the garden.

To learn more about recycled water, take a look at the 'A guide to water in your Aquarevo home' on page 2 of this pack.

Tracking your household water use



Understanding your water meters

Your property has three types of water and four meters measuring your usage.

In your front yard, two digital meters measure drinking and recycled water consumption for billing. The **purple meter** records recycled water usage, while the other tracks drinking water. These meters log readings every 30 minutes and send daily updates to us.

You can view your usage from the previous 24 hours via [mySouthEastWater](#), and your bill will reflect both drinking and recycled water usage.

Near your rain-to-hot water system, two check meters monitor rainwater usage – strictly for system operations. **Rainwater usage is not billed.**

Want to view your data?

Log into [mySouthEastWater](#) to see your drinking and recycled water usage.



mySouthEastWater and your Aquarevo home

[mySouthEastWater](#) is your online account hub, providing daily insights into your water usage. With real-time access to this data, you can monitor and manage your water consumption, helping to keep your bill in check – making it the perfect complement to your Aquarevo home.

How it works

Your Aquarevo home is equipped with a **OneBox+®** device, which seamlessly controls all water technology. It remotely monitors the pressure sewer and reads your home's drinking and recycled water use.

To access your data, register at [mysoutheastwater.com.au](#) using your South East Water account number.

Innovative features of your Aquarevo home



Recycled water

Your home will be connected to a pressure sewer system that pumps wastewater to a soon-to-be-built water recycling plant within the estate. It will treat the wastewater to a Class A recycled water standard – and send it back to homes for non-drinking uses like gardening and toilet flushing.



Rain-to-hot water

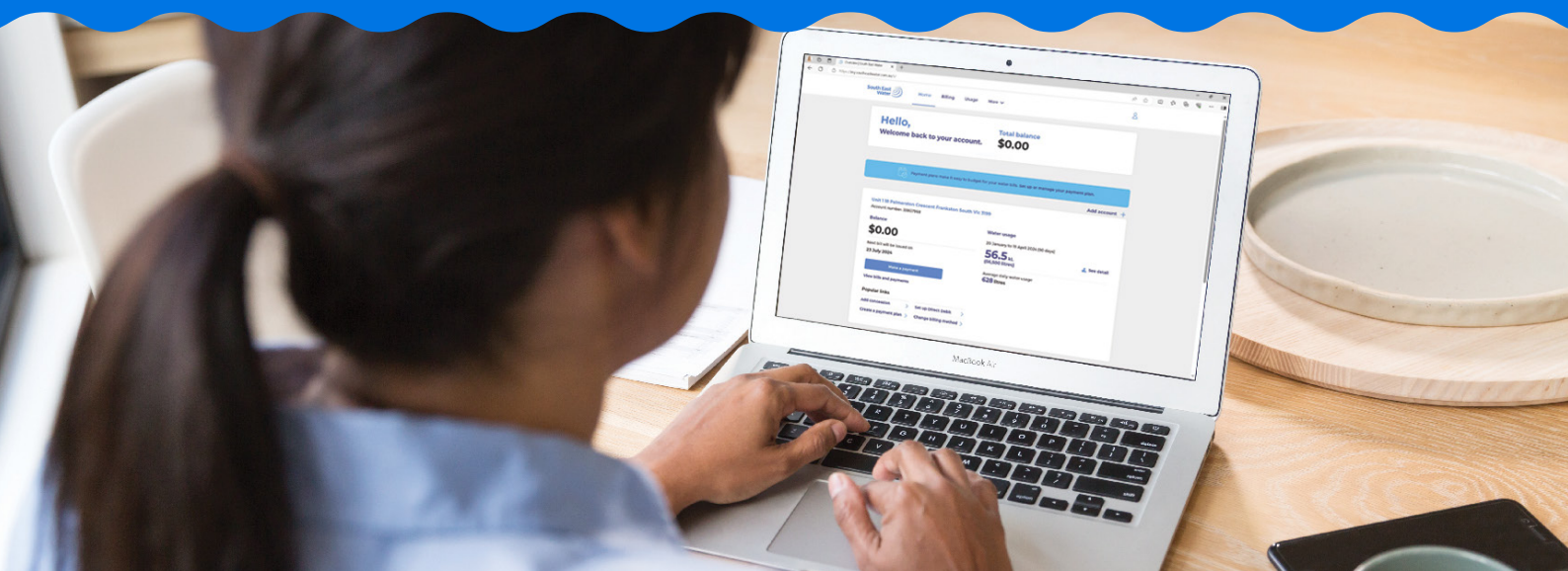
Shower under hot rainwater with your high-tech rain-to-hot water system for bathing and showering.



Tank technology

Protect the local environment. Technology in your rainwater tank receives weather forecasts – then releases water before heavy rainfall to help minimise overflows or flooding in local waterways.

Paying your bills



Managing your account 24/7

With **mySouthEastWater**, you can manage payments, set up direct debit, request more time to pay, load a concession, register to receive notifications about emergency works in your area and lots more. Find out more in *mySouthEastWater* on page 13 of this pack.

Your bills

We'll send you a bill every three months, so keep an eye out for it in your inbox or mailbox, depending on how you choose to receive your bill. If you'd rather pay monthly or fortnightly, it's easy to change your payment arrangements on **mySouthEastWater**.

What your bills pay for

As an owner occupier, you'll pay for:

Water and sewerage service charges

This allows us to maintain, upgrade and expand our water and sewerage networks so we can continue to provide you with high quality drinking water and safe sewerage removal. There's no service charge for recycled water or rain to hot system.

Water usage (water and sewage)

We'll bill you for the amount of drinking and recycled water used at your home. We bill these per kilolitre (KL) of water used. The usage for the two water sources will appear as separate charges on your bill. We won't charge you for rainwater usage.

If you're a tenant, you'll only pay for water and recycled water usage.

We also collect some charges on behalf of others.

Parks Charge

It goes towards maintaining parks, zoos, gardens and cultural sites like the Shrine of Remembrance. We collect this on behalf of the Department of Energy, Environment and Climate Action (DEECA).

Waterways and Drainage charge

This helps protect and improve the health of our waterways and protects us from floods. We collect this on behalf of Melbourne Water.

Learn more

To learn more about our prices and charges, visit: southeastwater.com.au/residentialprices

Ways to pay

To make it easier for you to manage your bills we have a range of payment options to suit your needs. You can pay your bill via:



Credit card

Use your Visa or Mastercard to pay securely online.

Have your account number handy.



BPAY

Pay your bill through your internet banking. You'll find our BPAY details on your bill.



Direct Debit

Set up direct debit payments through mySouthEastWater.



Post Billpay

If you still love a trip to the post office, you can pay your bill at any Australia Post outlet.

We're here to help

We know it can be hard to stay on top of bills, we have a range of support options for you.

We can support you with:



Flexible payment plans

Split your water bill into smaller fortnightly or monthly payments. We'll work with you to set up an amount that helps you stay on top.



More time to pay

If you're up to date with your payments but need extra time, you can request an extension online up to two weeks.



Concession discounts

Register your valid concession card with us and you could receive a discount. Eligible cards include: Centrelink Health Care Card, Centrelink pensioner Concession Card and Veterans Affairs Card



Streamline with Centrelink

If you get centrelink payments, this free service automatically deducts from your payments to cover your water bill.

Our Customer Care Program

Our dedicated Customer Care team can also help you with:

- Tailored payment arrangements
- Government grants and programs such as the Utility Relief Grant Scheme
- Water efficiency tools and information
- Free financial counselling through our independent community partner.

If you find yourself needing a bit of extra support, call us for a confidential chat on **9552 3540** or email us at **support@sew.com.au** for more information.

Learn more about our payment support options at **southeastwater.com.au/paymentsupport**

How to get in touch



Aquarevo

If you have a question or an issue with your rain-to-hot water system, pressure sewer, OneBox+® or TankTalk systems that aren't covered in this folder, call our dedicated Aquarevo team on **1800 337 775** or email us at **aquarevo@sew.com.au**

We're available **9 am to 5 pm, Monday to Friday**. If you have an urgent issue outside of business hours, please call our faults and emergencies team.



Faults and emergencies

Call us on **13 28 12** if you think there's an issue with the water or sewer network, such as a leaking pipe. Our faults and emergencies team are available 24/7 to help.



Account enquiries

Call our accounts team on **13 18 51** between **8 am to 6 pm, Monday to Friday**.



Need an interpreter?

Call **03 9209 0130** for an interpreter for any language.



All other enquiries

Call us on **13 16 94** for general enquires between 8 am and 6 pm, Monday to Friday.



Manage your account online 24/7

With **mySouthEastWater**, you can manage payments, set up direct debit, request more time to pay, load a concession, register to receive notifications about emergency works in your area and lots more. Find out more in 'mySouthEastWater' on page 14-15 of this pack, or log in at **mysoutheastwater.com.au**

Follow us on social for updates



mysoutheastwater.com.au
aquarevo@sew.com.au