

6th April 2020

Dear Customer

We're taking the coronavirus (COVID-19) outbreak very seriously and following advice from the Department of Health and Human Services (DHHS) and State and Federal Governments.

As an essential service, we're working with government, other water authorities and our industry partners to maintain safe, continuous delivery and protect the wellbeing of our employees, customers and community.

This requires us to undertake our engagement practice with you differently.

During these unprecedented times, you'll still be notified in advance of works impacting you. Where we need to access your property for planned works, notification will only be given by letter, email, SMS or phone call as to when we will access your property.

We won't be undertaking face to face door knocks so our crews can implement safe physical distancing. Crews will then complete the work within the timeframe given.

If you have any concerns or queries regarding the works, please call 1800 728 256 or email engagement@sew.com.au

Kind regards



Mike Stokes
Reliability Delivery Manager
South East Water



If you require interpretation services please contact **(03) 9280 0779**.

إذا كنتم بحاجة إلى مترجم، اتصلوا على 9280 0779
အကယ်၍ သင်တို့အားပြန်ဆိုပေးရန် လိုအပ်ပါက ကျေးဇူးပြု၍ ၉၂၈၀ ၀၇၇၉ ကို ဖုန်းဆက်ပါ။

ប្រសិនបើលោកអ្នកតម្រូវអ្នកបកប្រែភាសា សូមទូរស័ព្ទលេខ 9280 0779

如果您需要一名口译员，请拨9280 0779。

اگر به ترجمان ضرورت دارید، لطفاً به 9280 0779 تليفون کنید.

Αν χρειάζεστε διερμηνέα, Σας παρακαλούμε καλέστε το 9280 0779

통역사가 필요하시면 9280 0779로 전화하십시오

اگر به مترجم نیاز دارید، لطفاً به شماره 9280 0779 زنگ بزنید.

Если вам нужен переводчик, пожалуйста звоните по телефону 9280 0779

Nếu bạn cần người thông ngôn, xin gọi số 9280 0779