

14 July 2022

Dear Customer

We're taking the coronavirus (COVID-19) outbreak very seriously and following advice from the Department of Health 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 means sometimes we'll need to engage with you differently.

You'll still be notified in advance of works impacting you.

Where we need to access your property for planned works, notification will be given (where possible) by letter, email, SMS or phone.

We will only undertake face to face door knocks where absolutely necessary so our crews can maintain 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 814 900 or email renewals@sew.com.au.

Kind regards



Mike Stokes
Reliability Delivery Manager
South East Water

How to get in touch

Report a leak or check water interruptions
mysupport.southeastwater.com.au/LIVE

Account enquiries
13 18 51 open 8am – 6pm, Mon – Fri

Faults and Emergencies 13 28 12 open 24hrs

TTY users 13 36 77 (ask for 13 18 51)

Interpreter Services 9209 0130 (all languages)

Follow us on social for updates



Need an interpreter?

إذا كنت تحتاج لمتكلم، اتصل بالرقم 03 9280 0779

如需口译服务，敬请拨打：03 9280 0779

如需口译服务，敬請撥打：03 9280 0779

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779

통역사가 필요하시면 03 9280 0779으로 연락하세요

Если вам нужен переводчик, позвоните по номеру 03 9280 0779

Si necessita un intérprete, contacte: 03 9280 0779

Nếu cần thông dịch viên, hãy gọi số 03 9280 0779

