

20 October 2021

Dear Customer

We're taking the coronavirus (COVID-19) outbreak very seriously and following all 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 to protect the wellbeing of our employees, customers and community.

This requires us to engage with you differently.

During these unprecedented times, so our crews can implement safe physical distancing, we won't be undertaking face to face door knocks. You will still receive advance notification of works which impact you, however, these will only be given by letter, email, SMS or phone.

Our crews will then complete the work within the timeframe given.

If you have any concerns or queries regarding the works, please call 1800 055 465 or email [engagement@sew.com.au](mailto:engagement@sew.com.au).

Kind regards



Anthony Dean

**Pipes & Structures 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၍ သင်တို့က ပြန်တစ်ဦး 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 تېلڤون کېد.

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