

Bill rebates for households

“Residential customers will be receiving a \$28 rebate on their East Gippsland Water bills each year for the next four years as part of the Victorian Government’s Fairer Water Bills initiative.

“This initiative aims to reduce cost pressures on householders and those to benefit will be owner-occupiers and tenants.

“The rebate will be applied to the first bill received in each financial year from 2014/15 to 2017/18 and commences with the bill accompanying this newsletter, for those eligible.

“It means that the average residential customer (using 145,000 litres of water per year) will be paying a total of \$1,112.33 on their combined water and sewerage bills over the next 12 months instead of \$1,140.33. Meanwhile, the average tenant (using 113,000 litres of water per year) will be paying \$192.85 instead of \$220.85.

“The rebate has been made possible after we identified a range of efficiency improvements in our business that could be implemented without impacting on the delivery of services.

“Examples of efficiency improvements include:

- utilising new and innovative technologies
- streamlining billing processes
- maximising operational efficiency, and
- working more closely with neighbouring water corporations to achieve sustainable business cost reductions.

“We are also working closely with the Government to identify further savings for residential customers.

There’s more...

“Looking ahead over the next 12 months, we will be investing approximately \$9 million on major capital projects. These include progressing a significant upgrade to the Bairnsdale Wastewater Treatment Plant and upgrades to the sewer systems of Bairnsdale, Lakes Entrance and Omeo.



Bruce Hammond,
Managing Director

“In addition new water supply infrastructure is proposed for Cann River and Orbost, as well as the replacement of sections of ageing water pipeline and other assets across East Gippsland.

“Around \$17 million will be invested to maintain and operate water and sewerage infrastructure, ensuring services are kept to a high standard.

“As a state government-owned enterprise, and an essential service provider, our priority is ensuring that you continue to receive high quality, reliable and efficient water and sewerage services that meet your needs now and well into the future. These services need to represent good value for money.

“Over recent years we have invested in a significant multi-million-dollar capital works program to protect customers from the impact of extreme weather events. Integral has been providing long-term water security for a growing population. This forward-thinking investment is enabling us to scale back the level of prices to be charged over the next 12 months and through to 2018.”

Right Water



As part of the Victorian Government’s *Right Water* campaign, East Gippsland households are being encouraged to consider how they can make the most of rainwater and stormwater around the home and garden in order to protect precious drinking water supplies.

It is a matter of using the right water for the right job. While tap water is tops for drinking, it makes far more sense to look at how you can keep those garden beds beautiful, wash the car and flush the toilet with rainwater collected from your roof.

To support your efforts, the Victorian Government’s Living Victoria Water Rebate Program offers you the opportunity to receive a rebate when buying eligible water efficient appliances and products, such as a rainwater tank. This applies to both households and small businesses.

Visit rightwater.vic.gov.au for more information on how you can choose the right water for the job.

A secure option to pay your bill

 East Gippsland has joined forces with Australia Post to offer you a new secure way to pay your water bill.

MyPost Digital Mailbox is a free and secure online platform that enables you to pay most bills, not just water, using an iPhone, iPad or any computer with an internet connection.

For more information go to digitalmailbox.com.au and read the flyer included with your water bill.

On line competition



There are thousands-of-dollars-worth of water efficient products up for grabs in the savewater!® online competition.

Visit savewater.com.au and complete a survey to go in the latest draw.

Final prize draw winner

Congratulations to Cornelius Harry of Kalimna who has won \$750 credited to his East Gippsland Water account for paying his water bill on time.

He was selected randomly by computer from around 20,000 other residential customers automatically entered into our final quarterly prize draw for paying their bill by the due date.

Concessions

Residential customers holding a Centrelink Health Care, Pensioner Concession, or Department of Veteran Affairs Concession Card may be entitled to receive a discount on their East Gippsland Water bill.

Eligible concession card holders are entitled to up to 50 percent off their water and sewerage charges, to a maximum of \$291 a year.

Alternatively, if a customer is billed for only a water OR sewerage service, the concession is capped at \$145.50 a year.

Payment assistance

Finding it difficult to pay your East Gippsland Water bill? Do you need financial assistance?

If the answer is 'yes' to both questions you may be interested in help available through our hardship program, including Utility Relief Grants to assist during a temporary financial crisis. To find out more, give our customer service team a call on 1800 671 841.

We are also offering additional opportunities to discuss financial support and payment options in confidence with a customer service representative at one of the following locations. Simply phone us in advance on the number above to arrange a suitable time.

Area	Venue	Date	Time
Orbost, Marlo, Bemm River	East Gippsland Water depot, 4-6 Clarke St, Orbost	Tue, 2 Sep	10am – 3pm
Omeo, Swifts Creek, Dinner Plain	East Gippsland Water office, Day Ave, Omeo	Tue, 16 Sep	10am – 3pm
Mallacoota, Cann River	East Gippsland Water depot, 100 Bastion Point Rd, Mallacoota	Tue, 7 Oct	9am – 2pm

No restrictions

As *On Tap* goes to print there are no water restrictions in place anywhere in East Gippsland, with ample drinking water supplies available to meet customer demand.

Statewide common sense rules (Permanent Water Saving Rules) do still apply. For example, you can use a hand-held hose at any time to wash your car, and to water gardens and lawns. Just ensure that the hose is fitted with a trigger nozzle and is leak-free. Also, manual and automatic watering systems can be used between 6pm and 10am. For more information visit our website, or give us a call.

We welcome your feedback on this newsletter. Please contact:

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