



East Gippsland Water

Issue 29, Autumn/Winter 2014

ON TAP!

Visit our website: egwater.vic.gov.au

Customer Committee launched

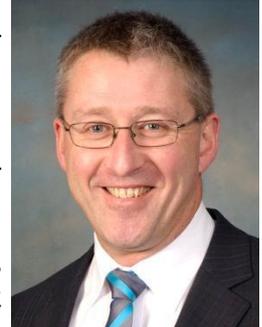
"I'm pleased to announce that we've established a Customer Committee to strengthen our connection, and the quality of our engagement, with you on important drinking water and wastewater (sewage) issues.

"The members, all East Gippslanders and volunteers, are: Shane Elmore; Carolyn Fowler; Leah Watson; Lou Verde; Laila Bertelli; and Domenico Zappia.

"Their appointment follows our call for nominations at the end of last year. They will provide an invaluable customer perspective that will help us

make informed decisions on specific issues, reflecting our commitment to ensure you receive efficient and reliable services from East Gippsland Water, that represent value for money.

"The committee has held its first meeting, with the next scheduled for early July."



Bruce Hammond, Managing Director



Pictured are the Customer Committee with East Gippsland Water's Bruce Hammond, Community Engagement Officer Melissa Johnston and Executive Manager Corporate Development & Services Brett Millington

Getting the low-down on pressure sewer systems

If you have a pressure sewer system, or are looking to install one, you may be interested in two new publications available free from our website and from our Bairnsdale office (133 Macleod Street). They are called *Looking to install a pressure sewer system?* and *Your pressure sewer system (householder's guide)*.

Pressure sewer systems are the best option to provide a sewer service to properties in instances where a conventional gravity system is not practical or cost-effective.

And the latest winner is...

Marilyn Morgan of Orbost has won \$750 credited to her East Gippsland Water account just by paying her water bill on time.

She was selected randomly by computer from some 20,000 other residential customers who were automatically entered in our quarterly prize draw for paying their bill by the due date.

The final round of the competition is now underway; offering you one last chance to win \$750 credited to your East Gippsland Water account, or an iPad. The winner will be drawn on 11 July, 2014.



Up for grabs is the latest iPad

Full terms and conditions for the prize draw are available on our website and from our Bairnsdale office at 133 Macleod Street. If you have any queries about this initiative, or wish to be excluded from the draw, please contact our customer service team on 1800 671 841, or email egw@egwater.vic.gov.au.

A new secure way 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.

Payment assistance

We have payment options available to help customers experiencing hardship paying their water bill.

For example, flexible payments can be arranged on a case-by-case basis, in conjunction with free, independent financial counselling, available at no cost to the customer.

To find out more, contact our customer service team on 1800 671 841.

Concessions

Customers who hold a Centrelink Health Care, Pensioner Concession, or Department of Veteran Affairs Concession Card, and who permanently live at the address given on the card, are entitled to receive a discount on their East Gippsland Water bill.

Eligible concession card holders can receive up to 50 percent off their water and sewerage charges, to a maximum of \$283.90 a year.

Alternatively, if a customer is billed for only a water OR sewerage service, the concession is capped at \$141.95 a year.

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.

Rebates available

The Victorian Government's Living Victoria Water Rebate Program provides households and small businesses with an opportunity to save money when buying eligible water efficient products and appliances.

Rebates relating to certain products and appliances for the home and garden are accessible to all households, including those not connected to a reticulated water supply.



In addition, small businesses with up to 50 employees, and connected to the reticulated water supply, can apply for a rebate.

For more information visit our website egwater.vic.gov.au and click on the Living Victoria Rebate Program link under *Latest News*.

Notifying us of tenants

It is a requirement under the Victorian Water Act that a property owner, or their agent, notify us when a tenant moves in.

In addition, when a tenant moves into or out of a property, we will accept a meter reading taken by the tenant, property owner or agent.

Alternatively, if we are required to take the reading there is a fee of \$61.50, chargeable to the property owner, to cover the cost of supplying this service.

For more information contact our customer service team on 1800 671 841.

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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