



East Gippsland **Water**

Issue 31, Spring/Summer 2014

ON TAP!

Visit our website: www.egwater.vic.gov.au

Outlook

“Good forward planning and a decent level of rainfall in our catchments over recent months means we have ample drinking water supplies to meet customer demand heading into summer.

“There are no water restrictions in place anywhere in East Gippsland. The water storage situation is similar to last year when no restrictions were subsequently required over the summer months.

Permanent Water Saving Rules

“State-wide 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.

Bushfires

“With a long, hot summer predicted by the weather forecasters, thoughts of bushfires are never far away.

“While we have comprehensive measures in place to maintain drinking water supplies wherever possible in the event of bushfires, customers should not rely solely on mains water to protect against a major bushfire situation and should consider how they might manage without that supply.

“Town water systems are designed to cater for everyday domestic drinking water needs and may not cope with bushfire events.

“We will do all we can to keep drinking water flowing to households wherever possible, with back-up generators located at critical sites across the region, such as water treatment plants and pump stations. These generators will come into operation should the electricity supply fail.



Bruce Hammond,
Managing Director

“We will also be keeping our water storages as close to full as practical to cope with any sudden increases in demand that may occur.

“Despite these contingencies, excessively high levels of water consumption and any possible damage to the water supply network during an extreme fire event, will mean the town water supply is operating under extreme load.

“In addition, situations may prevent our staff from entering a bushfire zone to get to our infrastructure, which in turn may prevent us from maintaining normal drinking water pressure, quality or an uninterrupted water supply to every household.”

“Please note that in situations where a bushfire poses an imminent threat to property, any rules relating to water use are automatically waived.

“Visit the CFA website www.cfa.vic.gov.au/plan-prepare for free information and advice about preparing your family and property for a bushfire, or call the Victorian Bushfire Information Line on 1800 240 667. For emergency warnings about bushfires visit the website www.emergency.vic.gov.au”



Scan
& Pay

You can now Scan & Pay your water bill with your iPhone, iPad or android device. Download the app today.

Concessions

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

This could mean to up to 50 percent off their water and sewerage charges, to a maximum of \$291 a year. To find out more call 1800 671 841.

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.

Are you ORGanised?

Because sewers are out of sight it is easy to forget about them until something goes horribly wrong.

You see, the Overflow Relief Gully (ORG or gully trap), located in your garden close to the house, is there for an important reason. It is an advance warning system, as well as an escape route for any sewage overflow, preventing a blockage backing up into your home.

The idea of raw sewage oozing into your house, typically through the drain at the bottom of the shower, is distasteful, but it can and does happen if your ORG becomes obstructed.

You really do invite disaster as one East Gippsland Water customer found out recently.

A strange noise followed by a splash is all that alerted

them to an overflow in their bathroom. They contacted our customer service team, who immediately got in touch with Operations & Maintenance staff to investigate.

Pot plants, bricks, mulch, garden ornaments, paths and even an incinerator have been discovered on top of an ORG. These prevent it from working as it should, with the cover unable to displace easily and allow any sewage surge to release into the garden instead of into your home.

It is also important to ensure that your ORG cover is loose and that it comes off easily in the event of an incident.

For more information visit our website or contact the customer service team on 1800 671 841.

Where is the ORG?



Here it is!



Thank you

Over the last financial year East Gippsland Water customers used some 5,300 million litres of water in total, down from 5,600 million litres the previous year.

Average household consumption fell from 158,000 to 151,000 litres, a drop of more than four percent.

This was despite more than 300 additional customers, major bushfires and a 1.4 percent increase in tourist numbers over the busy summer period.

So, well done and thank you for your water efficiency efforts.

We welcome your feedback on this newsletter. Please contact:

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