

## Regional update



Bruce Hammond,  
Managing Director

“I’m pleased to report that there are no water restrictions in place anywhere in East Gippsland, with ample drinking water supplies available to meet customer demand.

“State-wide common sense rules (Permanent Water Saving Rules) do apply, which are designed to promote the efficient use of water as a

matter of good practice. As a reminder, some key rules are included on the back of this newsletter.

### Bushfires

“At this time of year 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, including back-up generators at critical sites, please do not rely solely on mains water to protect against a major bushfire situation. Consider how you might manage without that supply.

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

“Visit the CFA website [www.cfa.vic.gov.au/plan-prepare](http://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](http://www.emergency.vic.gov.au)”

### Projects

“Key projects being progressed over coming months include installing an additional 3km of sewer main between the Bridge Street pump station in Bairnsdale and the town’s wastewater treatment plant in Holloway Street.

“This project will help ensure the long-term reliability of the town’s wastewater services and cater for future population growth.

“Residents in McCullough Street, Lakes Entrance, stand to benefit from the replacement of sections of water main, which will boost the reliability of their water services. In addition, the town’s main beach gets a new wastewater storage tank to meet demand from beach users during peak periods of the year.

“Finally there’s a major upgrade to the UV (ultraviolet light) water treatment system at Dinner Plain, to safeguard the high quality of the town’s drinking water well into the future.

“Keep a look out for updates on these projects in the local media, or visit our website.”



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 [www.digitalmailbox.com.au](http://www.digitalmailbox.com.au)

Alternatively you can receive your water bill by email. To set up this arrangement simply send your email details to [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au), or contact our customer service team on 1800 671 841.

## Need assistance with payments?

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

For more information contact our customer service team on the telephone number above.

## Plugging leaks cuts bills

It makes sense to check the pipework and plumbing on your property regularly for leaks and to fix any you come across promptly.

At the very least you might avoid wasting many litres of water and save money on your water bill.

Remember that you are responsible for all the plumbing on your property, starting from your side of the water meter.

A simple way to check for leaks is to read your meter at the start and end of a two hour period when water is not being used. If the readings differ the chances are that you have a leak that will need to be repaired.



Check the meter reading

Wetness around taps and hot water systems may indicate leaks in your plumbing system. Common problems are dripping taps and leaking toilet cisterns.

Alternatively, the leak might be in an underground service pipe and difficult to locate. If you suspect this is the case you should seek advice from a licensed plumber.

When replacing or installing new pipe work please ensure that approved materials are used, such as Class 12 polyethylene pipes or copper pipe work. This will help maximise protection against future leaks.

There is normally a stop tap located next to the water meter. In the event of an emergency, such as a burst pipe, turn off the stop tap and this will cut the water supply to your house.

For more information and advice contact a licensed plumber, or alternatively contact us on 1800 671 841.

## Permanent Water Saving Rules



These are common sense rules to help us all use water efficiently and avoid wasting it. They apply at all times when there are no other water restrictions in force. Here are some of the key rules:



### Residential and commercial gardens and lawns

Can be watered at any time using:

- a hand-held hose that is leak-free and fitted with a trigger nozzle
- a watering can, or
- a bucket.

Automatic and manual watering systems can be used between 6pm and 10am.



### Vehicles

Can be cleaned at any time using:

- a hand-held hose that is leak-free and fitted with a trigger nozzle
- a high pressure water cleaning device
- a watering can, or
- a bucket.



### Hard surfaces (including driveways, paths, concrete and timber decking)

Can only be cleaned if:

- it is required as a result of an accident, fire, health hazard, safety hazard or other emergency
- it is to remove staining from a surface (this is permitted once per season), or
- it is because of construction/renovation work.

In these instances only a high pressure cleaning device, bucket or hand-held hose that is leak-free and fitted with a trigger nozzle may be used.



### Fountains and water features

Can be used, provided that they recirculate the water.

For more information, including details of exemptions, visit [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au), or 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 [www.savewater.com.au](http://www.savewater.com.au) and complete a survey to go in the latest draw.

**We welcome your feedback on this newsletter. Please contact:**

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