East Gippsland Water

ON TAP!

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Visit us at *egwater.vic.gov.au*

Choose Tap for a water refill when out and about

Bruce Hammond, Managing Director

Choose Tap-branded water refill stations are now available to use at a number of key outdoor locations in East Gippsland, to help keep you hydrated while making the most of the great outdoors.

Installed as part of a region-wide healthy lifestyle drive involving East Gippsland Water, East Gippsland Shire Council and community groups, each station is equipped with a wheelchair accessible bubble tap, a drink bottle filling point and a dog bowl.

The refill stations are free to use. In Bairnsdale they can be found at Howitt Park - by the sports pavilion and ovals – and also along the Mitchell River running track at Lind Bridge, the footbridge and the Port of Bairnsdale. There are also stations at Lucknow Recreation Reserve, Dawsons Cove at Newlands Arm, on the East Gippsland Rail Trail at Nicholson and Baum Park in Cann River.

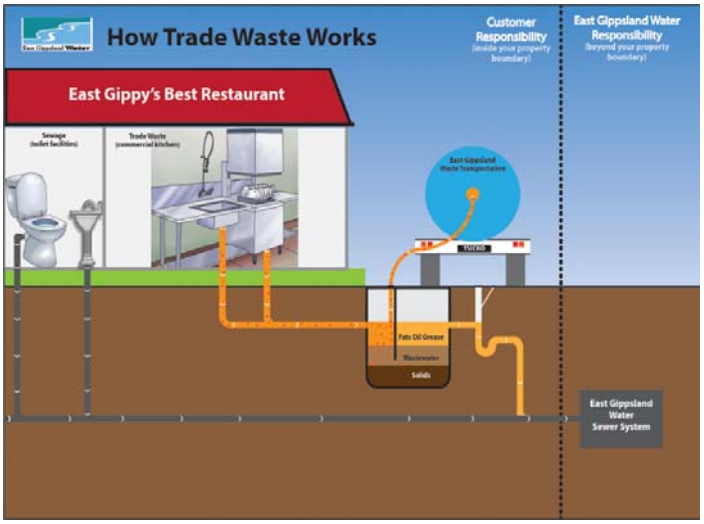
The aim of Choose Tap, originally developed by Yarra Valley Water in Melbourne, is to encourage the community to drink tap water in preference to bottled water and soft drinks, as part of a healthy lifestyle. This also makes financial and environmental sense, with Australians currently spending more than $500 million each year on bottled water, needlessly bypassing much cheaper water supplied direct to the tap in their own homes.

Other possible locations being investigated for a future water refill station include Lakes Entrance and Mallacoota.

The water refill station on the East Gippsland Rail Trail at Nicholson

Trade waste at commercial properties

A trade waste is any liquid waste (and substance/s contained in it) generated by any industry, business, trade or manufacturing process, other than domestic waste, which is acceptable for discharge to sewer. This waste may need to be treated before it is discharged to protect East Gippsland Water's sewer systems.



In all cases where a trade waste apparatus is required at the outlet of a commercial property, there must also be a trade waste agreement held with East Gippsland Water.

In some cases where you are a commercial customer who discharges low volumes of low strength wastewater, such as a hairdresser, florist or coffee/sandwich shop with no hot food, you may be a deemed trade waste customer. Deemed customers do not require an agreement however, must advise East Gippsland Water of any changes to the business type or waste being discharged.

For more information, please visit East Gippsland Water's website or call our Customer Service Team on 1800 671 841.

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 pipework please ensure that approved materials are used, such as Class 12 polyethylene pipes or copper pipework. 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 call us on 1800 671 841.

Circumstances changed?

We all have times when things get tough. This may be due to a loss of income, a new addition to the family, illness or family violence.

At times like this East Gippsland Water can help you with payment of your water bill. We have a financial assistance program and payment options to assist customers, including flexible payments that can be arranged on a case-by-case basis. There is also free independent financial counselling available.

To find out more, simply call our customer service team, in confidence, on 1800 671 841, or complete our financial assistance form online.

Concessions

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

This could mean a reduction of up to 50 percent on combined water and sewerage charges, to a maximum of $313.10 a year. Concession card holders are also able to pay by instalment using Centrelink's Centrepay service.

Opt for email

It is fast, efficient and convenient, so why not opt to receive your East Gippsland Water bill by email?

Simply go to the home page of our website and click on the 'Online Forms' section. Then click on 'My Account' and complete the 'Change of Customer Details' form. Alternatively, call the customer service team on 1800 671 841.

Book a tour

We can provide free tours of East Gippsland Water facilities and presentations on water and sewerage services for local schools and community groups, which can be tailor-made to meet your specific requirements.

Learn more about the water and wastewater services we provide including the collection, treatment and supply of drinking water to customers, and the use of recycled water to benefit the local community and environment.

To make a booking please visit the 'Education' section of our website (under the tab 'Community') at *egwater.vic.gov.au* and complete the online application form. For more information call 5150 4452.

We welcome your feedback on this newsletter. Please contact:

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