



## Standpipes FAQs

### 1. What are standpipes?

Standpipes, or emergency water supply points, are pipes connected to the various East Gippsland Water mains water supplies.

### 2. What are standpipes used for?

The standpipes allow people to access the water supply network who may not be directly connected.

This includes water carters, road construction companies as well as other families located on rural and remote locations.

### 3. Who can access the standpipes?

Water carters, road construction companies, people who live in rural or remote locations, people who have a tank that they want to fill, anyone who wants to purchase water in bulk (1,000 litres at a time).

### 4. What is the quality of the water in the standpipes?

The quality of water is the same as what comes out of the taps for any house or business in East Gippsland Water supply district.

The quality of the water is regulated by the Department of Health and Human Services.

### 5. Where are East Gippsland Water standpipes located?

Bairnsdale, 107 Rupert St;  
Johnsonville, Princes Hwy;  
Metung, Rosherville Rd;  
Lakes Entrance, 102 Golf Links Road;  
Orbost, Livingstone Street; and  
Buchan, Orbost - Buchan Road.

### 6. When are the standpipes available?

The standpipes are available at anytime;

However, some of these systems (Metung, Orbost & Buchan) run off solar panels and as such, may not be available after periods of extended cloud cover and/or low light.

### 7. Why are we changing the payment system?

We are changing onto a more accurate and reliable system.

## **8. What are the main changes from the current system?**

Currently we use a token system at all of the EGW standpipes across our region. This will be changed over to an electronic key which will be loaded with credit.

## **9. How do you know the new system is going to work?**

We have run a trial at the Bairnsdale standpipe from Dec 2017- March 2018 which has been successful and those involved in the trial have found the system easy to use. Other Victorian water corporations and their contractors have found it easy to use.

## **10. Where do I get a key?**

Keys are available for purchase at East Gippsland Water's head office in Bairnsdale, 133 Macleod Street.

## **11. What if I can't get to Bairnsdale to purchase a key?**

If you are unable to get to Bairnsdale to pick up a key, please contact our Customer Business Team on 5150 4444 and they can work with you to arrange an alternative pick up location.

## **12. How much do the keys cost?**

Keys are purchased at \$25 each. They are non-refundable. This cost is not a deposit. The key is yours to keep and should not be shared with others.

## **13. What is the new cost of water?**

The cost of the water will remain the same at \$4.01kl for 2017-18 and will change from year to year as it has previously. The current fees are advertised on our website at [www.egwater.vic.gov.au/standpipes](http://www.egwater.vic.gov.au/standpipes). Future fees will also be advertised on this webpage.

## **14. What do keys look like?**

The keys are small electronic buttons and fit neatly on a keyring.

## **15. How do I know how much water is left on my account?**

When you initially charge or when you recharge your key, you will be provided with a receipt, on which the amount of credit (dollars) loaded on to the key will be shown.

When your account gets to its last 1,000 litres, the red LED light on the control panel next to the standpipe will begin to flash.

The red flashing LED is a sign to you to recharge your account to prevent it from no longer being able to dispense water.

## **16. How do I recharge the key?**

Your key can be recharged at East Gippsland Water's Bairnsdale head office between 8.30am - 3pm Monday to Friday. Please note, we are closed on public holidays.

You can call our Customer Business Team on 5150 4444 and they can take payment over the phone. This will then credit your key.

**17. How long will it take for the credit to be active on my key?**

It can take up to 24 hours for credit to be loaded onto your key. Please take this into account when your key is getting low on credit.

**18. When will the new system be operational?**

The electronic key system will be rolled out prior to the end of June 2018.

A laminated flyer will be placed on each standpipe advertising the changeover week from the token to the key system, with a new flyer being attached to the standpipe once the system is changed over.

**19. What if I still have old tokens?**

Any unused tokens customers currently have can be returned to East Gippsland Water's Bairnsdale head office. The credit from the tokens will be charged onto your new key.

**20. What if I only use the standpipe once per year?**

East Gippsland Water are investigating the option of a loan key which will be available from the Bairnsdale head office.

This key will require a \$25 deposit and credit will be loaded onto the key at the required amount for the customer.

Once the customer has used the credit, the key will be returned to the Bairnsdale head office and the customer returned their \$25.

If the loan key is out, customers will have to wait for its return.

The loan key is available for a maximum of 48 hours, three times per year. If the key is used more than three times a key must be purchased by the customer.

**21. Safe carting of water?**

- a. Please note, it is the responsibility of the user of the standpipe to ensure that their equipment is suitable to cart the water that is collected from the standpipe;
- b. This may mean that a full 1,000 litre container should not be completely filled in some circumstances;
- c. The user should make themselves familiar with the various regulations to know how much water that they are permitted to cart and to ensure that they do not overload their trailer;
- d. If you have concerns about the suitability of your carting equipment, please contact a registered professional or seeking to engage a professional water carting company;
- e. Water carters can be found in the yellow pages.