

Maintaining services and assisting customers in financial hardship



Steve McKenzie,
Managing Director

“As this newsletter goes to print we’re all trying to come to grips with the dramatic and profound impact coronavirus (COVID-19) is having on our day-to-day lives.

“The situation has been compounded in the East Gippsland region as we continue to address the

aftermath of the recent bushfires and three years of drought.

“Our priority as an essential service provider is making sure that safe and reliable water and sewerage services are maintained for all customers. Our frontline teams are continuing to work round the clock to keep water flowing and toilets flushing for every home and business we serve. We are also providing critical support to the operation of every essential business.

“To ensure this continuity of service, our planned and emergency works program must continue, with the safety of our staff, contractors and community remaining paramount in all that we do. Furthermore, we are continually reviewing our measures to control COVID-19 health and safety risks in our workplaces, in accordance with current Government advice.

“Sometimes we may need to access a customer’s property to get to our assets – for example when dealing with a water issue or a sewer blockage. While we appreciate our presence might be distressing for some customers staying at home, or who may be in self-isolation or quarantine, we need your cooperation and courtesy. Rest assured we will be following strict hygiene and social distancing practices.

How to contact us - “Our office and customer reception area at 133 Macleod Street, Bairnsdale remains closed until further notice, following Government advice.

“To report a fault with water or sewerage services please call our Customer Business Team on 1800 671 841, or our 24 hour emergency and faults service on 1300 234 202.

“The team can also be contacted for other enquiries. In addition, Service and bill information, along with online forms can be found on our website egwater.vic.gov.au

Financial circumstances changed? -



We're here to help

“These are unusual times and we understand that things may get tough, particularly financially, for residential and business customers.

“During periods like this we can help you to manage your water bill. We have a range of financial assistance programs and payment options available, including payment extensions, flexible payment options and assistance with access to government grants, programs and rebates where appropriate.

“There is also independent financial counselling available at no cost to the customer. To find out more, simply call our Customer Business Team in confidence on 1800 671 841.”

Stop it. Don't block it!

Customers are reminded to only flush pee, poo and toilet paper down the loo and not kitchen paper, tissues or wipes, as these can lead to sewer blockages and overflows and should be placed in the bin instead.

Other items for the bin include sanitary pads, tampons, incontinence pads and disposable nappies.

Wipes, including those marked as 'flushable', cause a significant problem when put down the toilet. They simply do not break down in the sewer system, blocking pipes and jamming up equipment such as heavy duty sewer pumps. This is very costly for East Gippsland Water to address.

If you encounter a problem, please call East Gippsland Water's 24 hour emergency and faults service on 1300 134 202.



Check your details

Please check and make sure that your postal and personal contact details for your East Gippsland Water account are up to date. If not, give us a call.

Check before you water!

Before watering the garden or lawn check what restriction level applies by visiting our website egwater.vic.gov.au or call us on 1800 671 841.

Permanent Water Saving Rules:

(Apply at all times when staged water restrictions are not in force)

Residential and commercial lawns and garden areas can be watered:

- only between 6pm and 10am using a watering system
- at any time using a hand-held hose fitted with a trigger nozzle, a bucket or watering can.

Only water if you need to!

Water restrictions:

(Applies to Mitchell Supply System and Buchan customers only)

Stage 1 (Alert)

No watering of residential or commercial lawns, or garden areas, except as required and then only by means of:

- a watering system on alternate days*, between 6am and 10am, and between 6pm and 10pm
- a hand-held hose fitted with a trigger nozzle, a bucket or watering can at any time.

** Alternate days means odd-numbered properties can water on odd-numbered days of the month. Even-numbered properties and those with no number can water on even-numbered days of the month. All properties can water on the 31st day of the month.*

Concessions

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

Concession card holders are also able to pay by instalment using Centrelink's Centrepay service. For more information contact the Customer Business Team.

We welcome your feedback on this newsletter. Please contact:

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Translating & Interpreter
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**24 HOUR
EMERGENCY
AND FAULTS
SERVICE**
1300 134 202