

Have your say

“Now is an ideal time to start taking a closer look at the services we deliver – to consider your priorities, needs and preferences in relation to East Gippsland Water and how you would like to see our organisation develop into the future to serve you better.

“As part of our ongoing commitment to community engagement we will be seeking your input over the coming months on how we can best meet your needs.

“Your involvement is crucial - for example as we start preparing our next five-year business plan (our



Price Submission) for 2023-28, which is a key driver for our business.

“This is a great chance to help shape water and wastewater services. Opportunities for involvement will be publicised in advance and could include participation in local discussion sessions and online surveys on our website or using social media.

“An important tool we are looking to use is Facebook, so please ‘Like’ East Gippsland Water and follow our page, if you don’t already. Then, at the appropriate time we will invite you to participate in the engagement process.”



Steve McKenzie,
Managing Director

Water update

As this newsletter goes to print there are no formal, staged water restrictions in force in East Gippsland. Common-sense Permanent Water Saving Rules do apply. This means not using a sprinkler system to water the garden, unless it’s between 6pm and 10am. It also means not washing down hard surfaces such as driveways, paths or decking, unless absolutely necessary. For more, please refer to the back of your bill.

As best practice we should all ensure we use water efficiently. *Target Your Water Use* is a voluntary program to assist regional Victorians to use water wisely, both in the garden and around the home. Visit our website egwater.vic.gov.au for more information and links to Smart Water Advice for tips on how to save water.

Plugging leaks cuts bills



A good way to check for water leaks on your property is to read your meter at the start and end of a two-hour period, when water is not being used. If the reading differs, chances are you have a leak that will need to be repaired.

Wetness around taps and hot water systems may indicate leaks in your plumbing system. Other common problems are dripping taps and leaking toilet cisterns. Wet or damp patches on the ground outside, or areas where the grass is unusually green compared to the rest of the lawn, could indicate leaking pipes underground. If you suspect this is the case you should seek advice from a licensed plumber. For more information contact us on 1800 671 841.

Help us to help you - register your mobile

Last year’s bushfires highlighted the value of being able to SMS customers with important information about service disruptions and water quality very quickly.

We are keen to make our SMS messaging service even better, which means having more customers register their mobile contact details with us. This will make it easier for us to get in touch with you when we need to. Simply call our Customer Business Team on 1800 671 841, or go to the home page of our website and click on ‘Change billing details’.

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. To know more contact the Customer Business Team.

Email option

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'. Alternatively, give us a call.

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.



Assistance for those in Financial hardship

We appreciate there may be many customers experiencing financial hardship at the moment.

We have a range of financial assistance available to residential and small business customers - including assistance programs and payment options, such as flexible payments. These can be arranged on a case-by-case basis.

There is also independent financial counselling available at no cost to the customer.

For more information and advice, call our Customer Business Team in confidence on 1800 671 841.

Check your details

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

We welcome your feedback on this newsletter. Please contact:

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Website: egwater.vic.gov.au

Translating & Interpreter
Service
Ph: 131 450
TTY facility
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**24-HOUR
EMERGENCY
AND FAULTS
SERVICE
1300 134 202**

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