

# IN THE FLOW!

Keeping you in the know about your water and wastewater services.

East Gippsland **Water**

## Shaping the future of our services – Latest news

"A big thank you to everyone who registered their interest to participate in a special forum commencing shortly, which will help us make some big decisions about key areas of our business.

"If you should be selected by engagement specialists Insync to participate, we greatly appreciate your involvement.

"We have a rich pool of applicants, from which Insync are selecting a representative cross-section of customers to help shape our decisions, as we look to spend \$200 million in the next ten years.

"We'll be providing updates on the outcomes of this engagement in coming months on this page, as well as in our quarterly On Tap newsletter sent out to all customers.

"Finally, everyone who registered their interest to participate in the special forum was entered in a free prize draw to win \$100 credit to their East Gippsland Water account. Congratulations to the five prize draw winners, who have all been notified."



Steve McKenzie,  
Managing Director,  
East Gippsland Water



The new type of meter being installed

## Digital water meter trial – Bemm River

As part of East Gippsland Water's ongoing replacement program for ageing water meters across the region, we are taking the opportunity to replace mechanical water meters in Bemm River with innovative digital meters for a six-month trial.

Mechanical meters display a running total of a customer's water usage, with the figure recorded by a meter reader every three months. By contrast, a digital water meter is able to regularly transmit a customer's running total for water usage direct to the responsible water corporation.

This means digital meters, with their more frequent readings, could potentially detect anomalies in the water supply system much earlier than would otherwise be the case – enabling us to take action to reduce water losses caused by pipe breaks and leaks.

## Community rebates

The Victorian Government's Community Rebate Program provides eligible East Gippsland Water customers with a free water audit from a licensed plumber - to assist with reducing your water use and water bill.

The plumber will check your property for water leaks or excessive water use – such as from old appliances.

Eligible customers may then receive assistance of up to \$750 from the program for agreed products or services to improve water efficiency.

### To be eligible for the program you must:

- Be an East Gippsland Water customer
- Be responsible for paying the water account
- Have had recent higher water usage
- Be on a concession, a vulnerable customer or in financial hardship

To find out more, contact our Customer, Community & Communications Team on 1800 671 841.

## Works in brief

- Work is set to start shortly to decommission a no longer needed section of water main along **Paynesville Road**, between Bairnsdale and Eagle Point.
- Work is underway to refurbish sewer manholes in **Paynesville** - along a 1.2km section of the Newlands Drive foreshore walking track between Backwater Court and Sunset Drive, and in Victoria Street, King Street and Marina Drive.
- Upgrades are being carried out to our **Paynesville** wastewater treatment plant to improve the irrigation infrastructure.
- Work gets underway this month to replace 550m of water main along the section of the **Paynesville Road** between The Grange and Main Road in Paynesville.
- Construction of a new 430,000 litre raw water storage tank at the **Buchan** Water Treatment Plant is progressing well. The project is being funded as part of the Victorian Government's \$2.7 billion Building Works stimulus package
- Work is underway to renew around 200m of ageing water main in Nicholson Street, **Orbost** - between Scott Street and Reed Street, and Stanley Street and Gladstone Street.
- Generators are being installed at our Jetty Road and Seaview Parade sewerage pumping stations in **Kalimna**.

## 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 holders are also able to pay by instalment using Centrelink's Centrepay service.

## Assistance for customers in financial hardship

We recognise that there may be many residential and business customers experiencing financial hardship at the moment.

We have a range of financial assistance available 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 via East Gippsland Water at no cost to the customer.

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

## Water snapshot

Stream flows on 14 April (2022) and the five-year average for the current month

Town/water supply system	Stream flow (million litres/day)	5 year average stream flow (million litres/day)	Stream flow as a percentage of 5 year average
Bemm River (Bemm River)	2,307	75.8	3,044%
Mallacoota (Betka River)	96.4	0.8	12,055%
Orbost, Newmerella, Marlo (Brodrigg River)	1,056.4	85.2	1,240%
Buchan (Buchan River)	1,380.2	61.2	2,255%
Omeo (Butchers Creek)	8	2.4	332%
Cann River (Cann River)	1,124.6	126	893%
Mitchell River Supply System* (Mitchell River)	2,093.3	464.8	450%
Swifts Creek (Tambo River)	441.9	126.9	348%

\* Mitchell supply system = Bairnsdale, Walpa, Lindenow South, Lindenow, Eagle Point, Newlands Arm, Paynesville, Raymond Island, Sarsfield, Bruthen, Nicholson, Johnsonville, Swan Reach, Metung, Kalimna, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Nowa Nowa and surrounding areas

There are currently around 1,450 million litres of drinking water held in our storages across the region and approximately four months of water held in storage in the Mitchell River Supply System.

While there are no formal, staged water restrictions in the region, common-sense Permanent Water Saving Rules do apply at all times. 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.

*Target Your Water Use* is a voluntary program to assist regional Victorians to use water efficiently, both in the garden and around the home. Visit our website for more information on Permanent Water Saving Rules and for links to Smart Water Advice, providing tips on how to save water.

## Positions vacant

- Treatment and Environment Systems Officer

For more information, including a position description, go to [egwater.vic.gov.au/positions-vacant](http://egwater.vic.gov.au/positions-vacant)

## Cutting greenhouse gas emissions

**We have a target to reduce East Gippsland Water's net greenhouse gas emissions by 44 per cent by 1 July 2025 - which would take our annual emissions down to a maximum of 4,650 tonnes of CO2-e equivalent (t CO2-e).**

**Even more significant, we have a commitment to achieve zero net emissions by 2035.**

### 2021/22 mid-year progress report

#### Going solar

East Gippsland Water is in an energy partnership with 12 other Victorian water corporations to collectively purchase solar power from the Kiamal Solar Farm in north-west Victoria - under an umbrella organisation called Zero Emissions Water (ZEW).

This initiative went live in January 2021 and continues to be significant in our drive to reduce greenhouse gas emissions and maintain affordable water bills for customers – by enabling us to purchase solar power at a cheaper rate.



Newly installed solar panels in Mallacoota

Earlier this year saw the installation of a 22kW mounted solar array at our Mallacoota Wastewater Treatment Plant. This was progressed under a community-driven initiative involving the Mallacoota Sustainable Energy Group and the Energy & Innovation Co-operative, with funding from Sustainability Victoria. It is already proving itself as a win-win project - benefiting the local community and environment, while also reducing our electricity costs to operate the Mallacoota plant.

In addition, we are finalising preparations to install a 99kW solar system at our Paynesville Wastewater Treatment and Reuse Facility in coming months. This is expected to reduce our overall emissions by some 150 tonnes of CO2-e equivalent per year.

#### Operating efficiently

In a carry-over from last year, coming months we will also see us implement upgrades to our Bairnsdale Wastewater Treatment Plant – replacing a combined heat and power unit. This has provided an opportunity to upsize and make the most of our biogas captured onsite. As a result, we expect to see a significant increase in electricity produced on-site, and therefore a big reduction in the consumption of externally-provided power.

We have maintained our focus on a major ongoing program to reduce stormwater and groundwater infiltration into the sewer network. Caused by leaks and illegal stormwater pipe connections, this places unnecessary pressure on the operation of sewer pump stations and treatment plants - increasing electricity consumption and therefore greenhouse gas emissions. Planning is underway to modify existing sewers in several sewerage systems in East Gippsland to reduce infiltration.

For more information call 1800 671 841 or visit our website at [egwater.vic.gov.au](http://egwater.vic.gov.au)

