

Newsflow

YOUR WATER AND WASTEWATER UPDATE



Steve McKenzie,
Managing Director

☰ A new way to receive your water news

Welcome to the first edition of NewsFlow, a new monthly communication tool to keep East Gippslanders up-to-date with everything happening with their water and wastewater. In addition to NewsFlow, make sure you tune in to Radio East Gippsland (90.7 and 105.5FM), beginning 23 and 26 January for a monthly conversation about water and wastewater issues. This segment will also be broadcast on 3MGB Mallacoota and 3HCR (Oscar) in Omeo. Or, you will be able to listen via our website. As always, we will continue to post news and stories to our social media channels and our website, which are available at your convenience. We're looking forward to keeping the conversation going in 2023.

👥 Let us help

We know the first few months of a new year can be an expensive time. Just as the festive season is over, in come the back-to-school costs and the rising cost of living. If at any time you are struggling to pay your water bill, we have a range of options available to assist. All you need to do is pick up the phone and have a confidential chat with a member of our Customer Team. We have a Financial Assistance Program, concessions available for Health Care, Pensioner Concession or Department of Veterans Affairs card holders. We can also arrange payment via Centrepay, or if you are just going through a temporary rough patch, we can assist with an application through the Utility Relief Grant Scheme. Payment arrangements for our customers are really easy to organise, it's what we do!



East Gippsland Water's Customer Team is here to help you in person or over the phone.

🔧 Capital works update

We have some important capital works projects taking place and some still in the pipeline, to ensure our infrastructure is continually improved and to boost capacity for customers.

Our current capital works include:

- Combined heat and power units upgrades at the Bairnsdale Wastewater Treatment Plant
- Relocation of effluent pipeline at Scriveners Track crossing Mississippi Creek
- Installation of groundwater monitoring bores at Omeo, Dinner Plain, Cann River, Mallacoota, Orbost and Lindenow wastewater treatment plants
- Upgrade of Cann River water pumping station
- South Bairnsdale industrial estate supply upgrades

🏠 Water conservation

While there are no water restrictions currently in place, it's important to remember that permanent water-saving rules still apply. These guidelines provide a common-sense approach to the everyday use of our drinking water. With thousands of extra people visiting our region for the summer, this puts increased pressure on our water supply systems – so sensible use of our drinking water is important. To find out more, visit our website.

👤 New year, new career

To check out our exciting career opportunities for 2023, see the classifieds section of today's paper, or visit our website.