

Newsflow

YOUR WATER AND WASTEWATER UPDATE



Plenty of options for account payments

The supply of clean water and the disposal of wastewater are essential services, and East Gippsland Water is proud to be your provider of this essential service.

All of our customers should have received their first water bill for 2023 there are a number of options available to anyone who is finding it difficult to pay this account.

It's an expensive time of year for many people and sometimes unexpected things occur which affect our household budgets.

Alternate payment arrangements, including flexible payments, can be arranged on a case-by-case basis in conjunction with free, independent financial counselling.

There are also hardship schemes available.

Our Customer Team is planning regular visits to different towns across East Gippsland in coming months to discuss these options with customers face-to-face.

Check next month's edition of News Flow for further information

In the meantime, customers are welcome to call us on 1800 671 841 to discuss their individual circumstances with our local, friendly staff.

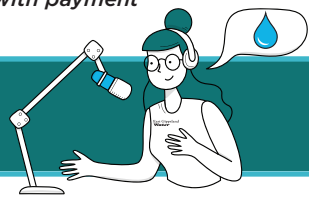
Information is also available on our website, or you can drop into our office at 133 Macleod Street.



Customer Service Officer Adam Hudson assists a customer with payment options for their water bill.

Talking Water

Our new monthly podcast broadcasting on local community radio & our website.



Orbost delays soon over

Our customers in Orbost will be pleased to hear that a project to replace the water main Nicholson Street is drawing to an end, after unplanned delays.

Finalisation of the new water main had been delayed due to commissioning issues which have now been rectified. We are in the final stages of disinfecting water quality testing to enable the main to be put into service.

Customers on temporary supply will be switched over to the new main in the next couple of weeks.

We will then ensure the nature strips and road surfaces are reinstated during the next four weeks.

Thank you to all our customers for their patience during this delay.

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:

- Upgrade of the existing 30kW Combined heat and power unit with a larger 80kW system at the Bairnsdale Wastewater Treatment Plant
- Installation of groundwater monitoring bores at Omeo, Dinner Plain, Cann River, Mallacoota, Orbost, Paynesville and Lindenow wastewater treatment plants

Stream flows in January 2023

Stream flow information as of 27th January	Current stream flow (million litres/day)	5 year average stream flow (million litres/day)	Rating of current flow	Current flow as a percentage of 5 year average
Bemm River	542.8	546.1	Average	99%
Betka River	9.5	32.8	Low	29%
Brodribb River	331.4	219.0	Average	151%
Buchan River	290.9	470.8	Average	62%
Butchers Creek	12.7	7.0	Average	181%
Cann River	207.6	180.0	Average	115%
Mitchell River	878.8	1297.0	Average	68%
Tambo River	124.6	202.6	Average	62%