

# Newsflow

YOUR WATER AND WASTEWATER UPDATE



## 🗣️ Do you have what it takes...?

We are seeking two more community representatives to join our Customer Advisory Committee - to strengthen our engagement with customers on important issues around our delivery of drinking water and water recycling services, and the local environment.

Think you have what it takes? Are you an East Gippsland Water customer and feel you could provide invaluable feedback and fairly represent broader customer views? If so, we want to hear from you - and if you are from one of our smaller communities so much the better!

These are volunteer positions. The Customer Advisory Committee is essentially an advisory group to our Board, and usually meets every three months. Reasonable travel costs will be covered.

To highlight the committee's importance, it had an instrumental role to play in developing and assessing the community engagement process for our 2023-2028 Price Submission (five-year business plan) - ultimately deciding Guaranteed Service Levels on behalf of customers.

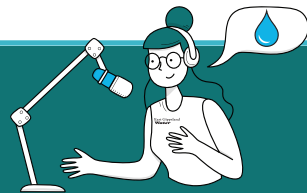
**Applications close 5pm, Friday, 31 March 2023.** For more information and an application form, please go to our website [egwater.vic.gov.au](http://egwater.vic.gov.au). Alternatively, contact East Gippsland Water on 1800 671 841, or email [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au).



*Customer Advisory Committee member Sue Gaffney engages with a couple of customers for our Price Submission*

## Talking Water

Tune into our monthly podcast broadcasts on REG FM (90.7 and 105.5FM) and 3HCR Oscar (Omeo - 90.9 and 97.3FM), as well as on our website.



## 🗣️ Need help with your household finances?

Anglicare Victoria will be hosting a Grants and Concessions Day - in conjunction with East Gippsland Water and Services Australia (Centrelink) - at Paynesville Neighbourhood House on **Wednesday 22 March, from 10am - 12pm**.

Bring your East Gippsland Water bill and speak to our team about concessions, Centrepay, Utility Relief Grant applications, and other ways we can help you with bill payments. There will also be people to assist with general payment and service enquiries, as well as MyGov and online assistance.

In addition, Anglicare Victoria will be visiting our East Gippsland Water office at 133 Macleod St, Bairnsdale to offer a free financial counselling service **on the first Monday of the month, starting 3 April**.

Drop in between 9am and 12pm for a confidential chat about how to manage your household expenses. You are welcome to bring any household bills with you, including (but not limited to) your East Gippsland Water account. If you need more information, give us a call on 1800 671 841.

## 📊 Stream flows, March 2023

Stream flow information as of 7 March	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	346	688.5	Average	50%
Betka River	7.4	164.1	Low	4%
Brodribb River	246.6	182.2	Average	135%
Buchan River	95.3	191.8	Average	50%
Butchers Creek	8.5	4.9	Average	172%
Cann River	122.8	81	Average	152%
Mitchell River	307.5	207.4	Average	148%
Tambo River	44.8	44.7	Average	100%