



On Tap



Issue 64, Summer 2023

Flowing into a new year with new challenges

As we begin 2023, East Gippsland Water is preparing for another challenging year.

As our East Gippsland region continues to diversify and develop, we have begun and are planning further capital works projects to ensure we continue to provide quality water and wastewater services for our growing communities.

You may have already heard about our water main upgrades in various towns to reduce outages due to maintenance and to accommodate growing residential and commercial areas.

Towards the end of 2022, we also completed electrical upgrades to the Lakes Entrance Wastewater Treatment Plant, which included planning for future capacity.

A new raw water tank and pumping station was installed at the Buchan Water Treatment Plant, future-proofing water supplies for Buchan in times of fires, floods and other natural disasters that affect water quality.

An upgrade of the fluoride system was completed at the Woodglen Water Treatment Plant, which draws water from the Mitchell River.

Major tenders were also called for:

- Replacing the cover and liner of the Wy Yung water basin
- Upgrading the Paynesville Recycled water irrigation capacity
- A new Mallacoota water storage tank



*Steve McKenzie,
Managing Director*

We continue to have a strong focus on water recycling, increasing wherever possible our ability to use recycled water for irrigation and other beneficial environmental purposes.

With the La Nina weather pattern we have been experiencing this summer, there may be the need for further controlled recycled water releases in the near future.

However, we remind the community that these releases are heavily regulated and we continually monitor them to ensure there is minimal negative impact on the environment.

Preparing your water supply for possible bushfire

Despite the wet weather, we should be thinking about bushfire preparation and that includes water supply during a fire.

While we will make every effort to maintain reticulated water supplies in the event of a bushfire, supplies cannot be guaranteed and customers should not rely on the reticulated water system if they choose to stay and protect their property during a major fire event.

The CFA advises leaving early as the safest option to protect yourself and your family, as the reticulated water supply system is only designed to cope with everyday needs. Excessively high levels of demand from East Gippsland Water customers and emergency services

place this supply under extreme load, which may lead to a drop in water pressure, or loss of supply.

In addition, supply availability may be impacted by damage to the reticulated infrastructure itself, or even by sprinklers left on at properties evacuated – leaving firefighters with insufficient water to extract from hydrants, particularly at the end of a system or at a high point.

Situations may prevent East Gippsland Water staff entering a bushfire zone to get to infrastructure, which in turn may make it impossible to maintain normal water pressure, quality or an uninterrupted supply to every household.

Billing cycle change

You may have noticed a change to your bill this cycle. Due to realignment of meter reading cycles to not cross over the Christmas/New Year period, your current bill will be calculated on 98 water usage days rather than the usual 91 days.

We will also be ceasing to continue including Reply Paid envelopes with our invoices, to reduce waste and environmental impact.

If this change will cause you hardship, please call our Customer Community and Communications Team on 1800 671 841 to discuss your bill paying options.

Let us help you with your bill

We understand the rising cost of living is causing stress for some. We are here to help if you are suffering hardship.

If at any time you are struggling to pay your water bill, we have a range of options via our Customer Financial Assistance Program to help.

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.

For those on low incomes and suffering a temporary financial crisis, the Utility Relief Grant Scheme may be of assistance.

To discuss any of these options, contact our Customer, Community & Communications Team in confidence on 1800 671 841.

Best way to get urgent news

We have been expanding our use of SMS to get important messages to customers quickly, such as service interruptions.

Simply call us on 1800 671 841, or go to the home page of our website and click on 'Change billing details'.

New year, new career!

To ensure we continue to provide a high level of service to our customers and the community, our workforce at East Gippsland Water is expanding.

We have some dynamic roles coming up this year. We are an equal opportunity employer and pride ourselves on a supportive workplace culture.

This is an exciting time to join our team and make an important contribution to the community, while building a career in a high growth area with abundant natural resources and great plans for the future.

Look out for upcoming opportunities to join the team at East Gippsland Water on our website at www.egwater.vic.gov.au/careers



Stop it. Don't block it!

The holiday season unfortunately brings with it an increase in sewer blockages for us in East Gippsland.

This is your friendly reminder to only ever flush the 3 P's down the toilet - pee, poo and toilet paper.

Don't ever flush wet wipes, kitchen paper, tissues, sanitary or incontinence pads, rags, disposable nappies or anything other than the 3 P's, because these can lead to embarrassing sewer blockages.

If you have friends or family staying with you for the holidays, please remind them of the 3P rule too!

We welcome your feedback on this newsletter. Please contact:

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