



# On Tap



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## Notable environmental wins

We are committed to environmental sustainability in all our operations - reducing greenhouse gas emissions along with operating costs, which are ultimately borne by you, our customers.

We are in the midst of implementing a major capital program to help us meet our target to reduce greenhouse gas emissions by 44 per cent by 1 July 2025. We also have a commitment to achieve zero net emissions by 2035. Here are a couple of recently completed projects designed to deliver notable environmental benefits -

### Paynesville solar

We have switched on 200 new solar panels at our Paynesville water recycling facility - to offset the site's energy needs and reduce greenhouse gas emissions.

For the \$240,000 project, five banks of 40 solar panels each have been installed - which together span a total area of 1,250 square metres.



It is calculated that this solar array will produce up to 145 megawatt hours of power a year. It will be used to run the Paynesville facility's aerators and irrigation pumps - which are integral to the recycling process. Any surplus electricity generated will be fed back into the grid.

### Fast fact

East Gippsland Water collected 3,279 million litres of wastewater during the last financial year - that's more than 1,311 Olympic-sized swimming pools

Importantly, it is expected to reduce East Gippsland Water's overall greenhouse gas emissions by up to 130 tonnes a year.

### Powering up with biogas

Our water recycling plant at Bairnsdale has just started generating enough energy on site - as part of the wastewater treatment process - to meet the facility's power needs into the future, while at the same time cutting greenhouse gas emissions and operating costs.

Under a \$1.3 million biodigestion initiative we have brought into operation a new combined heat and power unit at the site.

Biogas given off during the water recycling process is first captured and stored in a large white, 12 metre diameter inflated gas membrane, known as the 'bubble'. The newly installed combined heat and power unit is generating more than enough energy from this gas to power the Bairnsdale water recycling plant. Up to 40 per cent of the total is being earmarked for the site, with the excess being fed back into the grid.

Once fully operational, it is estimated that the new heat and power unit will be able to produce some 500 megawatt hours of electricity a year - eight per cent of the total annual power usage for all our operations.

### Hay donation

Our staff, off their own bat, recently coordinated the donation of 88 bales of hay to flood-affected farmers in northern Victoria.

The bales were distributed by Need for Feed - a volunteer-run program providing emergency fodder at state and national level to farmers and rural communities in drought or flood-affected areas.

The hay was from our water recycling facilities at Kalimna West and Metung. This high-quality fodder was the product of recycled water used on pasture for irrigation purposes - a great example of water reuse for an environmentally beneficial outcome.



Steve McKenzie,  
Managing Director

## 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 Care Program to help.

Residential customers holding a Centrelink Health Care, Pensioner Concession, or Department of Veteran Affairs Gold 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.

### There's more...

In addition, Anglicare Victoria are now visiting our East Gippsland Water office at 133 Macleod St, Bairnsdale to offer a free financial counselling service **on the first Monday of every month.**

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.

## 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'.

## Use water wisely

As this newsletter goes to print there are no staged water restrictions in force in East Gippsland.

Common-sense Permanent Water Saving Rules do apply. 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. For more, please refer to the back of your bill.

As best practice we should all ensure we use water efficiently. *Target Your Water Use* is a voluntary program to assist regional Victorians to use water wisely, both in the garden and around the home.

Visit our website [egwater.vic.gov.au](http://egwater.vic.gov.au) for more information and links to Smart Water Advice for tips on how to save water.

## Stop it. Don't block it!

This is your friendly reminder to only ever flush the 3 P's down the toilet - pee, poo and toilet paper - to help us avoid costly sewer blockages.

Don't ever flush wet wipes, kitchen paper, tissues, sanitary or incontinence pads, rags, disposable nappies or anything other than the 3 P's.

If you encounter a problem, please call our 24-hour emergency and faults service on 1300 134 202.



### We welcome your feedback on this newsletter. Please contact:

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