

Newsflow

YOUR WATER AND WASTEWATER UPDATE



Customer Service coming to you soon

As part of providing a high-quality service to our customers, members of our Customer Service Team will be undertaking regular visits to our Omeo, Orbost, Cann River and Mallacoota areas over the coming months.

We appreciate that our customers often want to talk to someone face-to-face about their bill, flexible payment options, financial hardship and just any general enquiries they may have. So, providing opportunities for our customers to meet members of our Customer Service Team face-to-face in remote areas is a fantastic way for us to achieve this.

Dates and locations of when a Customer Service Team member will be in your area, will be communicated over the coming weeks and details will also be available on our website and Facebook page.

In the meantime, customers are welcome to call us on 1800 671 841 or drop into our office at 133 Macleod Street in Bairnsdale to discuss their individual circumstances with our local, friendly staff.



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

Price submission to the Essential Services Commission

Public feedback on our price submission to the Essential Services Commission has now closed and we eagerly await the final decision on our proposal for the next five years, which should be provided in the next couple of weeks.

Key elements of our price submission include:

- ◆ The typical annual water and sewerage bill for households is proposed to increase by around \$90 in 2023-24. This includes inflation at 7%
- ◆ New upgrades to wastewater networks and treatment plants to cope with more intense weather events
- ◆ Increased funding for customer hardship support by \$100,000 each year to \$250,000 each year.

We are committed to providing our customers quality water and wastewater services to sustain and enhance our community.

Community Rebate Program - Do you qualify?

The Victorian Government's Community Rebate Program provides eligible East Gippsland Water customers with a free water audit from a licensed plumber - to assist with reducing your water use and water bill.

The plumber will check your property for water leaks or excessive water use - such as from old appliances. Eligible customers may then receive assistance of up to \$1000 from the program for agreed products or services to improve water efficiency.

To be eligible for the program you must:

- Be an East Gippsland Water customer
- Be responsible for paying the water account
- Have had recent higher water usage
- A vulnerable customer or in financial hardship.

To find out more, contact our Customer Service Team on 1800 671 841.

Talking Water

Tune into our monthly podcast broadcasts on REG FM (90.7 and 105.5FM) as well as on our website.



Stream flows, May 2023

Stream flow information as of 12 May 2023	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	738.9	612.0	Average	121%
Betka River - Mallacoota	44.4	139.2	Low	32%
Brodribb River - Orbost, Marlo, Newmerella	388.0	241.1	Average	161%
Buchan River - Buchan	449.0	194.5	Above Average	231%
Butchers Creek - Omeo	13.6	4.4	Average	311%
Cann River	214.5	210.0	Average	102%
Mitchell River	1863.3	765.5	Above Average	243%
Tambo River - Swifts Creek	279.1	76.9	Above Average	363%

* Mitchell River supply system = Bairnsdale, Walpa, Lindenow South, Lindenow, Eagle Point, Newlands Arm, Paynesville, Raymond Island, Sarsfield, Bruthen, Nicholson, Johnsonville, Swan Reach, Metung, Kalinna, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Nowa Nowa and surrounding areas.