

Newsflow

YOUR WATER AND WASTEWATER UPDATE



East Gippsland
Water

We need your feedback on how we communicate!

As part of providing continuous improvement to our customers, we would really value your input on how and when you would like to receive communications from us, and what information you would like to receive.

We would appreciate it if you could complete a short survey - it should only take up to five minutes of your time. Please scan the QR Code or visit <https://www.surveymonkey.com/r/RX7BJQW> or call our Customer Support Team on 1800 671 841 for assistance.



Closing date: Thursday, 31 August 2023

Customer Connect - Orbost

As part of our commitment to engage more with our communities, we are commencing face-to-face customer support service in several East Gippsland towns on a regular basis, commencing in Orbost this week.

This means that our customers will be able to talk to a customer support representative face-to-face about their bill, flexible payment options, financial assistance, concessions, rebate schemes, water efficiency savings and any general enquiries they may have.

We will be at the East Gippsland Water Orbost Depot at 4-6 Clarke Street on Thursday, 22 June from 9am to 4pm, with regular visits on the third Thursday of each month.

Dates and locations of in-person support at other areas will be available on our website and Facebook page. Alternatively, you can contact us on 1800 671 841.



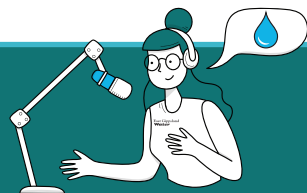
Capital works update

We have a number of capital works programs in progress or planned in the near future: These include:

- Expansion of the irrigation area by 26 hectares at the Paynesville Water Recycling Plant's Barkhill Road farm
- Upgrades to the Lakes Entrance Water Recycling Plant are planned for later in the year. The works include major investment to renew assets in a number of areas
- Early preparation and testing works have commenced at Wy Yung to undertake assessments for the larger basin liner replacement project planned for early next year
- Valve installation works are in progress in Forge Creek Road as part of the South Bairnsdale Industrial Estate water supply upgrade project. Construction of a new pump station is also due to commence soon and be completed by the end of 2023
- The Orbost Water Main works are now complete.

Talking Water

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



Stream flows, June 2023

Stream flow information as of 16 June 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	334.6	612.0	Average	55%
Betka River - Mallacoota	9.2	139.2	Low	7%
Brodribb River - Orbost, Marlo, Newmerella	224.3	241.1	Average	93%
Buchan River - Buchan	136.8	194.5	Average	70%
Butchers Creek - Omeo	11.8	4.4	Above Average	268%
Cann River	118.9	210.0	Average	57%
Mitchell River	1221.4	765.5	Average	160%
Tambo River - Swifts Creek	96.5	76.9	Average	125%

* 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.