

Newsflow

YOUR WATER AND RECYCLED WATER UPDATE



Message from Managing Director, Steve McKenzie



Steve McKenzie,
Managing Director

We are preparing to enter a hot and dry weather cycle. Bushfire alerts are already being announced around Australia and in East Gippsland, the Bureau of Meteorology (BOM) reported that July 2023 was the driest July on record and August rainfall was well below average. This is very different from the wettest on record conditions we experienced in the last few years.

It is expected the BOM will declare an El Nino soon. El Nino is the type of dry cycle we had during the droughts and bushfires four years ago.

We know from the drought between 2017 and 2020 that our rivers are resilient and reliable most of the time, so I am confident that there's little prospect of water restrictions this summer. However, we are working to deliver long term water resource improvement projects to build capacity for growth and climate variability. Our biggest project is a new \$26 million water storage basin at our Woodglen Water Treatment Plant and we are also working on water storage upgrades for Marlo and Mallacoota.

We also need your help to be more water efficient and incentives are available such as the Water Efficiency Rebate and WaterSmart Programs to assist you to do this.

More information about these programs is available on our website or by contacting us. Water conservation is important to ensure we manage our water resources sustainably and also helps reduce the load on our sewerage plants and recycling farms.

Price Submission Outcomes 2018-2023

During our Price Submission for 2018-23, we committed to five key areas that our customers told us they valued the most. Each year we rate ourselves against the five key outcomes and this is the fifth and final year of rating ourselves against the 2018-2023 criteria.

For 2022/23, we rated our overall performance yellow as we met two of the five outcomes. A summary on our overall performance is available on our website.

A summary of our performance is detailed in the table below:



Price Submission Outcomes 2018-2023 Summary of our performance

Summary Table

	18/19	19/20	20/21	21/22	22/23
1 Current levels of water and sewerage services maintained	●	●	●	●	●
2 Safe, high quality drinking water supplies delivered	●	●	●	●	●
3 No increase in the average customer bill	●	●	●	●	●
4 Supporting environmental sustainability	●	●	●	●	●
5 Enhanced liveability and resilience in our region	●	●	●	●	●
OVERALL	●	●	●	●	●

Business comments

This is the fifth and final year we have rated ourselves against five key outcomes that our customers told us they valued most for this price submission. These outcomes were determined through extensive engagement with our customers in the lead up to our 2018-2023 price submission.

For 2022-23 we have rated our overall performance yellow because we met two of the five outcomes. The traffic light scores for each outcome have been endorsed by our Customer Advisory Committee. While the majority of the outcomes have been met, we have put measures in place to address any deficiencies and ensure we continuously strive to meet our commitments to customers.

We prioritised the continuity of essential services and the provision of customised support solutions for our customers.

● Target met this year ● Target largely met this year ● Target not met this year



Customer Connect

Where: Orbost Office, 6 Clarke Street

When: Thursday, 17 August 2023

Time: 9am to 4pm

Drop in and chat to a Customer Support Team member face-to-face about your bill, flexible payment options, financial hardship or for any general enquiry you may have.

Turn off your taps for Water Night!

As part of celebrating National Water Week from 16-19 October, we are also encouraging East Gippslanders to participate in Water Night. Water Night is about turning off all your non-essential taps on Thursday, 19 October between 5pm and 10pm. The aim is to raise your awareness about the value of water, not taking water for granted and long-term behavioural change. To find out more and to register, visit waternight.com.au. There are also some great prizes up for grabs!



Talking Water

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