

Annual Customer Satisfaction Survey

Our annual Customer Satisfaction Survey, is now open for feedback and is your chance to let us know how we are doing. This 10-minute survey is one of the most important ways for us to learn from our customers and improve our services.

You also have the chance to win one of 10 \$100 credits on your bill for completing the survey by 5pm on Tuesday, 31 October 2023.

Visit our website at egwater.vic.gov.au and click on the survey link to participate.

South Bairnsdale Industrial Precinct Upgrades

As part of the South Bairnsdale Industrial Precinct upgrades, we have commenced construction on the \$550K South Bairnsdale Booster Pump Station project.

The pre-cast concrete tilt panel building was erected recently and fit out including installation of pumps, electrics and controls, and associated civil works will be completed over the coming weeks. We anticipate commissioning will occur towards the end of October.

The project is being undertaken in conjunction with East Gippsland Shire Council to improve water pressure and flows in the South Bairnsdale Industrial Precinct.

Customer Connect

As well as continuing our Customer Connect program at our Orbost office, over the coming months you will also see us at a number of local markets and events:

- ◆ Saturday, 11 November – Bairnsdale Show
- ◆ Saturday, 18 November – Omeo & District Show
- ◆ Saturday, 2 December – Mallacoota Artisan Market
- ◆ Sunday, 10 December – Paynesville Market.



Customer Connect

Where: Orbost Office, 6 Clarke Street

When: Thursday, 19 October 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!

National Water Week from 16-19 October is about raising awareness that water is not an infinite resource, the value of water, not taking water for granted and long-term behavioural change.

So, we encourage you to participate in Water Night by turning off your taps on Thursday, 19 October between 5pm and 10pm. Visit waternight.com.au to register find out more. Some great prizes are also up for grabs!

Seeking Tenders

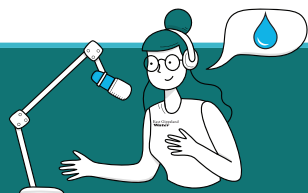
We are seeking tenders to secure a Pre-Qualified Supplier Arrangement (PSQA) for an Irrigation Farm (Soil and Pasture) maintenance panel.

The purpose of this PQSA is to form a panel of suppliers who can provide soil and pasture maintenance services based on an agreed schedule of rates. Without the need for calling for individual quotations on each occasion of supply.

Tenders need to be submitted electronically via our Vendor Panel portal on the 'Doing Business with EGW' webpage by 2pm on Monday, 23 October 2023.

Talking Water

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



Stream flows, October 2023

Stream flow information as of 9 October 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	288.3	472.7	Average	61%
Betka River - Mallacoota	6.2	39.2	Average	66%
Brodribb River – Orbost, Marlo, Newmerella	192.8	348.8	Average	55%
Buchan River - Buchan	161.3	313.9	Average	51%
Butchers Creek - Omeo	11.9	6.3	Average	189%
Cann River	83.2	250.7	Low	33%
Mitchell River	9345.2	2205.0	Above Average	424%
Tambo River – Swifts Creek	169.4	208.3	Average	81%

* 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.