

# Bemm River Water Supply

Community Update #1  
January 2024



## East Gippsland Water is investigating a water main leak at Bemm River

### What happened?

On the evening of Thursday, 25 January 2024, there was a leak detected to the main water supply pipeline into Bemm River.

### What is being done to maintain water supply?

Temporary measures were immediately installed to ensure water supply to our customers in Bemm River was uninterrupted.

Water tankers are transporting water from the water treatment plant and plumbed into our network for continuous supply 24/7.

### What is the problem?

Our staff have been working on the issue since it was identified on Thursday.

We suspected that the leak was in a pipeline under the Bemm River and experienced divers were sourced and commenced investigating on site on Saturday, 27 January.

The divers were able to locate this issue three metres below the river bed, which has made for challenging conditions for repair.

### What are you doing to fix the problem?

We are investigating all short-term and long-term options for the repair and the divers will return on Wednesday, 31 January to provide assistance.

To assist, we are also encouraging customers and visitors to minimise water usage during this time, i.e. three minute showers, turn tap off while brushing teeth etc.

### How were customers informed about the problem?

As the customer water supply was uninterrupted, information relating to the leak was through key stakeholders in the community and our social media channels.

### What do I do if I need further information?

We will update this information and distribute, as required.

However, our Customer Support Team can also be contacted on 1800 671 841 or to report a fault or emergency, please call us 24/7 on 1300 134 202.



**1800 671 841**  
General Enquiries



**egw@egwater.vic.gov.au**  
Email



**1300 134 202**  
Faults and Emergencies