

# MEDIA RELEASE

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## No interruption to water and wastewater services for customers

East Gippsland Water is delighted that services to their water and wastewater customers were uninterrupted following the recent freak weather event.

As power and mobile phone outages impacted many service areas across East Gippsland for a number of days, East Gippsland Water crews worked around the clock to keep water and wastewater services unaffected for customers.

Managing Director, Steve McKenzie, said: "It's incredible to think that we have again been affected by another freak weather event across the region.

"A number of our sewer pump stations were required to be attended to 24/7 as a result of being without power, with the sewerage being manually pumped into trucks for transportation to our Water Recycling Plants.

"We carefully managed the fatigue and safety of the team who worked in crews around the clock in multiple shifts.

"At the peak of the outages, we had over 50 generators running at sites spread across a large geographic area with lots of obstacles to navigate. These all required monitoring and refueling, which was a massive logistical effort by all concerned.

"I'd like to acknowledge all of our staff who did an absolutely fantastic job working 24/7 to keep operations going while waiting for power to be fully restored, and our customers for their understanding."

Ends

Image shows Operations and Maintenance Team Member Terry Martin at the Lake Tyers Beach Sewer Pump Station

