

## Message from Managing Director, Steve McKenzie

As you are aware, we recently experienced another freak weather event in East Gippsland with many homes and businesses affected by power and mobile phone outages.



One of our controls and systems team members, Dino, at the Metung Sewer Pump Station

It was great to see our staff pull together to ensure that our water and wastewater customers remained unaffected.



Steve McKenzie, Managing Director

Many of our sewer pump stations had to be attended to and sewerage manually pumped into trucks for transportation to our Water Recycling Plants. I would like to acknowledge our staff who did an absolutely fantastic job working 24/7 to keep operations going while areas were waiting for power to be fully restored after a number of days.

## Talking Water

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



## Woodglen Water Treatment Plant Tour

We recently hosted a tour at our Woodglen Water Treatment facility for members of the Paynesville Men's Shed.

The group were provided with information on the importance of water storage, the stages of filtration as part of the water treatment process and how water is delivered to our Bairnsdale and surrounding customers through a mix of gravity mains and pump stations. They went away with a greater appreciation of how drinking water is supplied to the local area.

We provide tours for schools, higher education and community groups at a range of our facilities across the region. To book, visit our website [egwater.vic.gov.au](http://egwater.vic.gov.au) or email [education@egwater.vic.gov.au](mailto:education@egwater.vic.gov.au).



Image shows East Gippsland Water staff Luke Missen far left and Robert Saunders far right with representatives from the Paynesville Men's Shed at the Woodglen Water Treatment facility

## Lakes Entrance Plant Upgrades Complete

We are pleased to advise that improvement works to two our Primary Sedimentation Tanks at our Lakes Entrance Water Recycling Plant have been completed six weeks ahead of schedule.

The \$2.1 million upgrades involved replacing aged and heavily corroded infrastructure and will improve the reliability of our waste water treatment services for our customers and reduce our emissions for the benefit of the environment.

## Customer Connect

Where: Orbost Office, 6 Clarke Street  
When: Thursday, 22 February 2024  
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.

## Stream flows, February 2024

Stream flow information as of 14 February 2024	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	269.4	478.1	Average	56%
Betka River - Mallacoota	8.9	39.1	Low	23%
Brodribb River - Orbost, Marlo, Newmerella	139.7	347.3	Low	40%
Buchan River - Buchan	138.2	339.9	Low	41%
Butchers Creek - Omeo	10.2	6.7	Average	151%
Cann River	114.4	253.2	Low	45%
Mitchell River	797.3	2145.0	Low	37%
Tambo River - Swifts Creek	66.9	207.6	Low	32%

\* Mitchell River supply system = Bairnsdale, Walpa, Lindenow South, Lindenow, Eagle Point, Newlands Arm, Paynesville, Raymond Island, Sarsfield, Bruthen, Nicholson, Johnsonville, Swan Reach, Metung, Kalimna, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Nowa Nowa and surrounding areas.