

# Newsflow

Your water and recycled water update

East Gippsland  
**Water**

## Message from Managing Director, Steve McKenzie

In addition to the information we provide in this regular monthly segment, we are also continuing our Talking Water partnership with Radio East Gippsland (REG FM), where we talk about all things water and recycled (waste) water. Make sure you tune in to 90.7FM and 105.5FM to listen live commencing on Tuesday, 20 and Thursday, 22 February for the first program in 2024. If you are unable to listen live, you can catch the recording on our website, [egwater.vic.gov.au](http://egwater.vic.gov.au).

As always, we will continue to post news and stories to our website and social media channels, where you can catch up at a time convenient to you.

We're looking forward to keeping the conversation going in 2024.



**Steve McKenzie,**  
Managing Director

## We're here to help

We know the first few months of a new year can be an expensive time and just as the festive season is over, some of our customers also have back-to-school costs and the rising cost of living is still affecting everyone.

If you are struggling to pay your water bill at any time, we are here to help. There is a Financial Assistance Program, concessions available for Health Care, Pensioner Concession or help for Department of Veterans Affairs card holders. We can also arrange payment via Centrepay, or temporary assistance through the Utility Relief Grant Scheme. Payment arrangements are also really easy to organise and we encourage you to contact us on 1800 671 841 and have a confidential chat with a member of our Customer Support Team who can discuss a range of available options.

## Vacation Employment Program

Each year, East Gippsland Water runs a summer vacation employment program between December and February that is aimed at university students studying a bachelor degree and offers a fantastic opportunity to gain experience in the water industry. This year we have Connor from Bairnsdale, a student returning to undertake his vacation employment with us for a second time. He is a chemical engineering student at Melbourne University and will be assisting with water treatment and network related projects. Kate, another local from Flaggy Creek, is working with the Strategy & Innovation Team and will be assisting in the areas of Integrated Water Management, Climate Change and Sustainability. Kate has just completed her studies at LaTrobe University in Wildlife and Conservation Biology.

The third student, Daniel, is studying a Bachelor of Engineering (Civil) at Federation University's Gippsland Campus and is working with our Asset Planning Team working on a range of projects.

Applications to the Vacation Employment Program are open from 30 June each year, closing on 30 September. Visit our website [egwater.vic.gov.au](http://egwater.vic.gov.au) to find out more.



Image shows East Gippsland Water Vacation Employment Program students Kate Holzapel and Connor McAuliffe.

## Customer Connect Continues in 2024

As well as continuing our Customer Connect program at our Orbost office on the third Thursday of each month, over the rest of the summer and beginning of autumn we will be at a number of local markets and events (subject to change):

- Sunday, 4 February – Lakes Entrance Foreshore Market
- Saturday, 10 February – Metung Market
- Monday, 11 March – Orbost Agricultural Show
- Friday and Saturday, 5 and 6 April – East Gippsland Field Days.

## Stream flows, January 2024

Stream flow information as of 18 January 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	406.3	486.0	Average	84%
Betka River - Mallacoota	126.2	39.7	Above Average	318%
Brodribb River – Orbost, Marlo, Newmerella	268.0	348.0	Average	77%
Buchan River - Buchan	106.3	314.0	Low	330%
Butchers Creek - Omeo	29.0	7.2	Above Average	403%
Cann River	864.2	254.1	Above Average	340%
Mitchell River	2425.3	2268.0	Average	107%
Tambo River – Swifts Creek	310.4	209.3	Average	148%

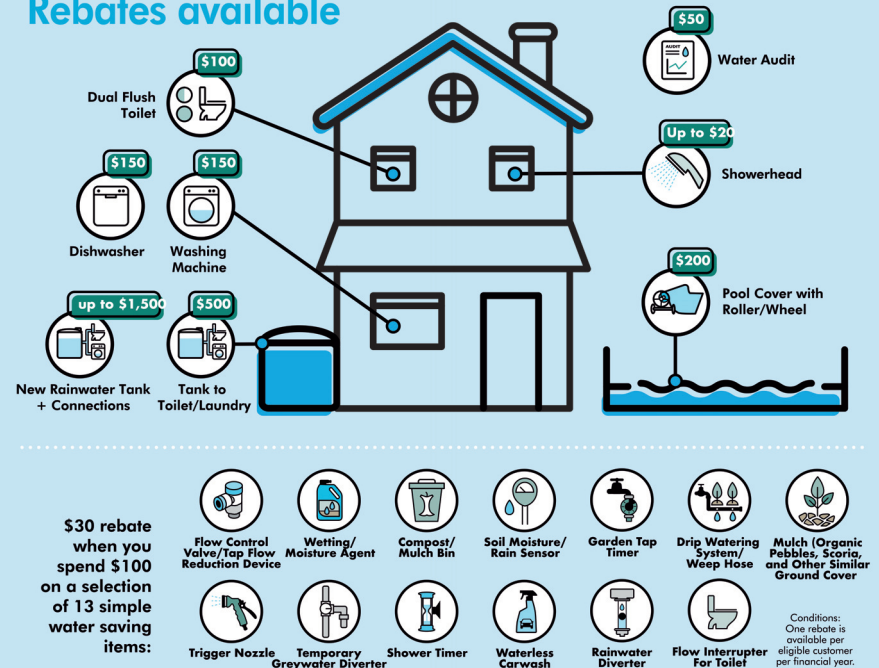
\* Mitchell River supply system = Bairnsdale, Walpa, Lindenow South, Lindenow, Eagle Point, Newlands Arm, Paynesville, Raymond Island, Sarsfield, Bruthen, Nicholson, Johnsonville, Swan Reach, Metung, Kalimna, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Nowa Nowa and surrounding areas.

## Save Water Save Money!

Did you know that if you are an East Gippsland Water customer or tenant of a customer, you can get money back from buying and installing a range of water efficient products?

Our Water Efficiency Rebate Program is running until 30 June 2028, and provides a number of incentives for you to save water, reduce your water consumption and ultimately save money on your water bill. A win, win!

### Rebates available



### How to apply

- Visit East Gippsland Water's website at [egwater.vic.gov.au](http://egwater.vic.gov.au) to complete an application form and email to [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au)
- Collect an application form at East Gippsland Water, 133 Macleod Street, Bairnsdale between 8.30am and 5pm Monday to Friday
- Call the Customer, Community and Communications team on 1800 671 841 if you would like any further information.

# 2024 NEW YEAR NEW CAREER

We're looking for great people to join us in 2024. Is this the year for you to make a change?

TO FIND OUT MORE PLEASE  
**SCAN HERE**

