

## Meter readers are out and about!

Our meter reading team is currently conducting quarterly readings in Bairnsdale and the surrounding areas. To ensure a quick and safe process, please assist by ensuring your meter is easily accessible. Here's what you can do:

- Ensure your meter is not buried
- Keep the area around the meter safe by keeping your pets away
- Clear the area around the meter from long grass, blackberries, shrubbery, or debris
- Ensure that gates leading to the meter are unlocked.

If you have any questions, please contact us on 1800 671 841. Thank you for your cooperation.



## Have you provided us with your mobile number?

Do we have your mobile number on file? If not, then it's easy to do and then we can send you SMS notifications on planned and unplanned outages.

You can conveniently update your details by using our online forms. Visit our website and navigate to the Customer Info page or alternatively, you can contact the Customer Support Team on 1800 671 841.



## Talking Water

Tune into our monthly podcast broadcasts on REG FM 90.7 & 105.5 FM, 3MGB 96.9 & 101.7 FM, 3HCR 90.9 & 97.3 FM as well as on our website.

## Join us on our digital transformation journey

We invite our customers to contribute to our Digital Transformation journey, a key aspect of our Strategic Outcomes in the coming years. By participating, you could be one of 10 customers who will receive \$50 off their water bill.

Digital transformation involves adopting digital technologies to enhance how East Gippsland Water operates, delivering greater value to our customers, staff and stakeholders.

Your input is crucial in driving these changes, ensuring that we meet changing customer needs in our increasing digital world. We encourage you to participate in our survey, which should take less than five minutes of your time.

Please scan the QR code to access the survey. Your time and insights are greatly appreciated.



## How do you want to receive your bill?

Every little bit we do helps towards environmental sustainability.

Are you still receiving your bill in the mail? By changing to eBilling, you can make a small contribution towards helping the environment as eBilling reduces paper usage through paper bills and envelopes.

It's easy to change, just head to the 'My Account' section on our website [egwater.vic.gov.au](http://egwater.vic.gov.au) and change your customer details by including an email address and ticking the box to receive your quarterly account via email. Alternatively, you can call us on 1800 671 841.

## Customer Connect

Where: Orbost Office, 6 Clarke Street  
When: Thursday, 18 April 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, April 2024

Stream flow information as of 11 April 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	246.0	471.3	Average	52%
Betka River - Mallacoota	8.6	38.3	Low	22%
Brodribb River - Orbost, Marlo, Newmerella	145.5	346.9	Low	42%
Buchan River - Buchan	131.9	324.2	Low	41%
Butchers Creek - Omeo	9.1	6.5	Average	140%
Cann River	101.4	249.4	Low	41%
Mitchell River	561.2	2092.0	Low	27%
Tambo River - Swifts Creek	68.3	206.8	Low	33%

\* 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.