



Ewens Hill Reservoir

Managing your **water supply**

Our role is to manage the water needs of our customers now and into the future.

Climate data shows that parts of South West Victoria have faced their driest 12 months on record, meaning that we've seen an increase in demand for water. At this stage we're well prepared to meet the need for urban water across our region and there are no water restrictions on the horizon for our 45,000 customers.

However, we know that our farmers and rural customers are facing challenges right now and we're helping where we can.

We've responded to increased demand for water carting, including adding extra water supply access points across our networks and supplying more metered hydrants. Where possible, we've also helped provide temporary water connections to our transfer mains so that farmers can fill dams.

To provide extra support, we've introduced an assistance package to help relieve some of the financial pressure for our rural customers doing it tough. There are a range of measures available - call our Customer Support Team on **1300 926 666** to find out if you're eligible.

National Water Week **poster competition**

Calling all kids! We're celebrating National Water Week with our annual poster competition, with a load of great prize packs to be won. This is a fun activity to do at home or in the classroom.

This year's theme is "Water Heroes - Save Every Drop". So get creative and show us your art skills.

The competition is **now open** and will close on **12 September 2025**.

Visit the competition website to find out more, access the educator guides and submit your entry.

www.nationalwaterweek.com.au



Keeping things flowing

As Victoria's second largest water corporation by area, we have more than 3,000 kilometres of water and sewer pipes to maintain.

An essential part of our work is to renew and repair these pipelines. By taking a proactive approach, we not only save money, but reduce disruption to our customers as well as our environmental impact.

Since 2021, 578 pipes have been relined (more than 300km worth!), with another 120km planned for the coming year.

By using new cured-in-place relining technology we can restore these pipes without replacing them or fully digging up an area.

High-definition CCTV cameras are used to check each pipe's condition and find any cracks or leaks. A resin-saturated liner is then inserted inside the pipe and cured in place using hot water, steam or UV light.

This forms a new durable inner pipe within the existing structure, extending its lifespan well into the future.

Check out the video to see the process in action!





Even though water restrictions aren't in place, we're calling on our customers and community to work with us to make sure every drop counts. Being water wise isn't just good for the environment, it can save you money on water and energy costs.

It's easy to be water wise at home and work.

Take a look at our easy-to-use use water wise resources and help us look after our water supply for the future.

wannonwater.com.au/savingwater

We're here to help

Did you know that relief grants are available to help customers who are in unexpected hardship? The Utility Relief Grants Scheme is run by the Victorian Government and can help to pay overdue water and energy bills.

You might be eligible if you're:

- Struggling with the cost of living.
- In a low-income household.
- A government concession holder.
- Impacted by family violence.

Grants of up to \$650 are available to renters and home owners, depending on your circumstances – and you can apply once every two years.

Call our friendly Customer Support Team on **1300 926 666** to find out more. They can even help you with your application.

Register for SMS alerts

We can send you an SMS to let you know when there's an extended service interruption.

Simply **call us** to update you details and register.

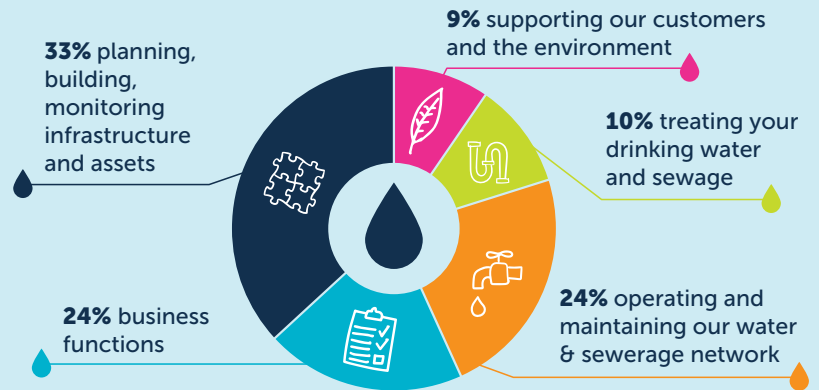


Find out more...



Ever wondered where **your money goes** after you pay your bill?

It helps maintain our water and sewerage network and ensures we can meet the current and future needs of our community.



Look after your **water meter**

We're all rugging up to keep warm in this cold weather. But did you know your water meter might need some extra attention too on these cold nights?

With the colder temperatures, the water in your meter can freeze, blocking water to your taps. The best solution is to let your meter thaw naturally as the sun comes up and the temperature rises.

But, if an early hot shower is beckoning, you can pour lukewarm water over the meter or tap. Never use boiling water as this can cause serious damage.

To help prevent freezing, you can cover your water meter with something like a bucket or cardboard box. This will trap the air around it like and reduce that change of your meter freezing.



Book a **community education session**

We can provide free talks and site tours for your community group or organisation.

You can learn about water supply and treatment, customer experience and support, our commitment to a sustainable future, how we support our community, and more.

Book now!

