

# Water security

**Q:**  
**Why haven't you introduced water restrictions with the drought conditions across our region?**

**A:**  
The challenging conditions have meant an increased demand for water. We keep a close eye on our systems and, at this stage, we're well prepared to meet the need for urban water across our region. Therefore, there are no water restrictions on the horizon for our 45,000 customers.

**Q:**  
**Where do you source our water from?**

**A:**  
We manage a complex range of water sources across our region which stretches from the Otways to the South Australian border and from the Grampians to the coast. They include shallow bores, deep aquifers, surface catchments and an award-winning roof water harvesting system.

Together, they supply nearly 12,000 megalitres of drinking water each year.

**Q:**  
**How secure are your water supplies?**

**A:**  
The Otway system has reliably supplied water to meet its required demands for more than 40 years with a consistent streamflow pattern.

We're currently undertaking a project to increase future water security for the growing Warrnambool area and reduce environmental impacts on the Gellibrand River. This involves converting a deep groundwater emergency bore at Curdievale to a production bore, and constructing a secondary emergency bore.

The Grampians system has many different supply options with spare capacity, providing a high level of supply security.

The installation of a pipeline from Rocklands Reservoir to connect to the Hamilton supply following the Millennium Drought added extra security of supply. The pipeline has been used for the first time this year due to dry conditions which have impacted stream flows in the Grampians catchment

We monitor storage levels in the Glenthompson reservoir on a weekly basis to assess whether we need to transfer additional water when required. Options include sourcing water from another local storage, through the Willaura pipeline or by carting water.

For each of our groundwater systems, we have a groundwater licence which dictates the amount of water we can extract. Figures show we only took between 10 and 60 per cent of our allocation from these systems in 2023/24 so they have plenty of additional capacity.

**Q:**  
**Where does the water in your reservoirs come from?**

**A:**  
Unlike most other water corporations, the huge majority of our reservoirs aren't designed to capture water from natural run-off. Instead, we transfer water into them via pipelines from the headworks in our Otways and Grampians catchments.

The reservoirs are used as balancing storages, meaning they are filled each winter when the flow in the catchments is high. We then draw on them in summer when supply from the headworks is insufficient to meet high demand, and to reduce pumping costs.

Glenthompson is the exception, with water directed into the town's reservoir via flows the surrounding land.



**Q:**  
**How do you plan for future demand with the growth of housing, business and industry?**

**A:**  
Every five years, we research and prepare an Urban Water Strategy which provides a 50-year forecast of water supply and demand. This helps ensure that our region's water supplies remain sustainable. It also allows us to meet the needs of our customers and community now and well into the future.

We also prepare an Annual Water Outlook which forecasts water supply for the coming year. It takes into account current storage levels, groundwater supplies, expected inflow, weather conditions and summer consumption. It also outlines actions we can take to improve our water resources and meet anticipated demand.

**Q:**  
**How have you been supporting farmers in the dry conditions?**

**A:**  
While our supplies are secure, we understand that our farmers and rural customers are facing challenges right now.

We've responded to an increase in 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 a special assistance package to help relieve some of the financial pressure for our rural customers doing it tough.

There are a range of measures available, so we'd encourage rural customers to contact our Customer Support Team on 1300 926 666 for more details.

**Wannon Water – Here for you!**

