

Here for you

October - December 2025



Camperdown Reservoir

Making waves with our 2025 *Ripple Effect* grant recipients

We're proud to have awarded a total of \$44,000 to 13 organisations and schools across South West Victoria this year to support their community-driven projects.



Brophy Family & Youth Services

We received over 60 applications for funding, highlighting the strength and scale of our community's desire to improve the region.

These grants support passionate people, creating real change. Whether it's improving mental health or encouraging young people to thrive, they can have a lasting impact on our community.

Congratulations to all the 2025 recipients!

| Beyond the Bell Great South Coast | Brophy Family and Youth Services | Cavendish Townscape Association | Cobden Technical School | Hawkesdale P12 College | Laang Speedway Club | Merino Public Hall | St Patrick's Primary School Koroit | Upwelling Festival | Warrnambool & District Community Hospice | Warrnambool Symphony Orchestra | Water East Timor Warrnambool | WRAD Health

Water for the future

Our role is to manage the water needs of our customers now and into the future. That's why we want your feedback on how we can work together to make every drop count and ensure a sustainable water supply.

If you're concerned about looking after our precious water supply, then **share your thoughts** by completing our short survey.

Scan to
complete our
short survey



Permanent Water Saving Rules

These are common-sense rules to help us use water efficiently and they're always in place across the entire state.

At the moment, we're fortunate that we don't have water restrictions beyond these rules. However, with the recent drought badly impacting our region, it's important that we work together to set the right example and make every drop count.

So remember:

- Fit your hose with a **trigger nozzle** for watering at any time.
- If using a sprinkler, only water **before 10am or after 6pm**.
- If you wash your car, caravan or boat at home, use a **bucket** or hose fitted with a **trigger nozzle**.
- Only clean hard surfaces with a **broom**.

Your **bill** explained

You can now learn more about your bill by visiting our website. There's an interactive guide that explains everything on your bill, plus answers to frequently asked questions about our prices and charges.

Visit: wannonwater.com.au/yourbill

Did you know?

An average customer pays just **\$1.76** for **1,000 litres** of water. That's enough water for:



28 x 4-minute long showers



222 full toilet flushes



33 dishwasher cycles



13 front-load washing machine cycles



7 top-load washing machine cycles



A single-use plastic bottle of water costs around \$3 per litre - that's 1,700 times more expensive than tap water!



If you spent the \$3 on tap water instead, you'd get more than 1,700 litres which is enough to fill 3,400 reusable bottles.



Your drinking water is safe - it's 100% compliant with the Australian Drinking Water Guidelines.

Reducing the impact on the **Gellibrand River**

We're starting a major upgrade to our Otway Water Supply System to increase future water security and reduce environmental impacts on the Gellibrand River.

The \$10 million project is jointly funded by the Australian Government, through the National Water Grid Fund.

Three main components are planned over the next few years, including converting the Curdievale emergency deep groundwater bore to a production bore, and constructing a secondary emergency bore. This will provide up to 10 megalitres of groundwater to supplement the existing supply during high demand periods, reducing pressure on the river.

Measures will also be undertaken at the Dales Road raw water storage in Warrnambool to protect against the increased risk of algae blooms due to the addition of groundwater in the water supply.

Reducing extractions from the Gellibrand River, especially in the summer months, will improve river flows, protecting native fish and wildlife. It will also lower the risk of fish deaths after artificial estuary openings.

Incoming...

Customer... *"it seems that everyone who works for Wannon Water gets a vehicle to drive around in*"*.

Wow! We wish! It would probably help strengthen our reputation as an employer of choice.

Seriously though, as Victoria's second largest water corporation by area (23,500 square kilometres), we manage more than 11,000 assets across 34 communities to ensure safe drinking water and effective sewage removal.

That means we need to be available 24/7 to maintain nearly 2,000 kilometres of water mains and more than 1,000 kilometres of sewer mains. Interestingly, if we laid our pipes end-to-end, they'd stretch all the way from Warrnambool to Cape York!

In fact, we have 248 employees and 111 vehicles that cover around 2.5 million kilometres a year. Only 20 vehicles are for office employee use, meaning 91 are assigned to our field employees who are there to operate and maintain our facilities and networks.

With such a huge region, we're pretty proud of how we respond to bursts and leaks. We attended 28 burst water mains, 11 sewer blockages and 182 jobs to repair water service connections **every month**, in the past year.

*A real customer comment from our monthly pulse survey.