

Here for you

January - March 2026



Preparing for bushfires

With fire restrictions in place, and many parts of our region at higher risk this season, it's a good time to review your plans to ensure you stay safe.

We have plans in place to protect our water supplies during a bushfire, but these type of emergencies can put our systems under extreme loads.

If our facilities or equipment are damaged, we can't guarantee regular water pressure or a continuous water supply.

You can prepare now by:

- On days of high fire risk, make sure you have at least 10 litres of drinking water per person. Fill up containers or even your bathtub in case you lose supply.
- Have an alternative water source for firefighting and turn off any taps or sprinklers using town water if you leave.
- Download the VicEmergency app to get alerts and all the latest information on an incident.
- Consult the CFA (Country Fire Authority) about preparing your home and bushfire plan.
- **Update your details with us** - if there is an emergency that affects our supply, we'll send an SMS to phone numbers registered in our system and share information on our Facebook page.

Learn more about how we prepare and what you can do this fire season at wannonwater.com.au/bushfires

Keeping your water meter clear

Help us access your water meter by keeping the area clear of bushes, weeds, and excess soil. Your meter is usually located near the front boundary of your property, but sometimes they're in other spots. And remember, if you have dogs, please make sure they're safely restrained while we work.

If we can't access your meter, we'll leave a card in your letterbox asking you to read the meter yourself and send us the reading. If that's not possible, we'll issue an estimated bill instead.

Water Whys?

Ever had a burning question about our services but couldn't find the answer?

Head over to our Water Whys page, where we answer the most common questions our customers ask.

You can learn why water is sometimes described as "hard," what might be causing an earthy taste, and why you often see our vehicles on the road.

Plus, you can download helpful information sheets to learn more about your water bill, what's in your water, and why it's important to keep wet wipes out of pipes.

Visit our
Water Whys
page...



Authorising a nominee

If you own a non-residential property, you can authorise a tenant or nominee to manage your account and make payments on your behalf.

It's easy to set up. Simply complete our form at wannonwater.com.au/nominee

Need help? Then contact our Customer Support Team on **1300 926 666**.

Thank you Portland, Heywood and Port Fairy

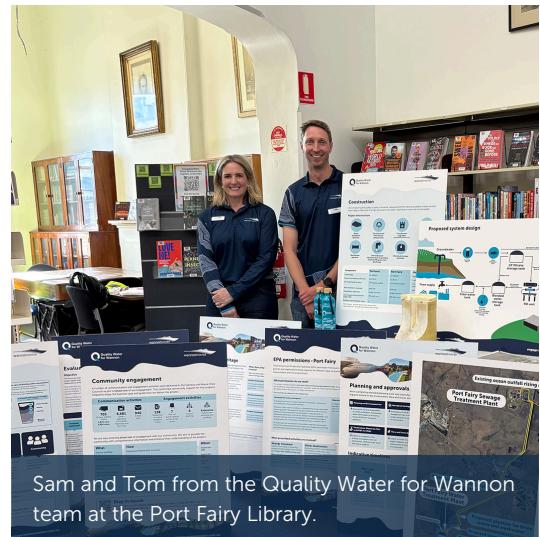
Throughout October 2025, our Quality Water for Wannon team visited Heywood, Portland and Port Fairy to share how we're planning to improve the water quality in each town and hear what locals had to say.

Thanks to everyone who came and spoke to Sam and Tom. We heard that while remaining frustrated over the current taste and quality of the water, each community loves that the project will address this.

A lot of our conversations focused on the timing and the order of construction for the plants. We're still working on this and we'll let the communities know as soon as we can. There was also enthusiasm about no longer needing bottled water or costly workarounds.

Others wanted to know if the water source will remain the same (it certainly will!), what impact upgrades might have on bills, and what reverse osmosis actually means.

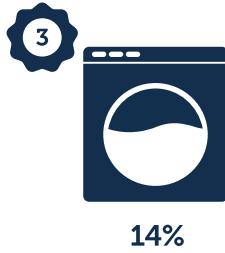
Couldn't make it to a session or interested in the project? Then head to engage.wannonwater.com.au/quality-water-for-wannon to learn more.



The thirsty three

Do you know where you use the most water inside the home?

Visit wannonwater.com.au/savingwater to find out how you can help make every drop count.



Do you know about the high water use allowance?

Is your water usage charge higher than expected? This is often due to a water leak or an unexplained high water meter reading.

If you've had a water leak (that's been fixed), we can help out by reducing the extra charges by up to 50 per cent. This support is available once every five years.

How it's calculated:

- We compare your current usage to the same period last year.
- You'll get an allowance of up to 50 per cent of the difference.

Call us on 1300 926 666 to find out more.

Want to learn how to check for leaks?

Scan the QR code to find out how



Incoming...

Customer... *"I do not know much about my water supply, which is due to my own lack of research. I would like to know what ingredients are put into my water and what amounts. How do I find this out?"**

Across our region, we're committed to maintaining high quality water. We follow strict guidelines to manage our water supply and catchments.

We regularly test and monitor our drinking water to ensure it meets the requirements of the Safe Drinking Water Act 2003 and the Australian Drinking Water Guidelines.

We conduct more than 90,000 individual tests on our water each year. Around 24 per cent of the samples are collected at customer taps in 34 locations.

We add chemicals to ensure the water is of high quality and safe to drink.

You can learn about how we manage water quality and the results of our tests in our Annual Water Quality Report - wannonwater.com.au/water-quality-report

*A real customer comment from our monthly pulse survey.