



Port Campbell

What's happening in your area?

Macarthur Water Treatment Plant
Upgrading the low level clear water storage tank.

Port Campbell Water Pump Station upgrade - Installing two new booster pumps to help meet the future supply needs of the community.

Hamilton Sewage Treatment Plant refurbishment - Corrosion maintenance across the site to keep everything running smoothly.

Allansford, Coleraine, Hamilton, Portland, Warrnambool - Renewing Sewer Access Points using new cured-in-place relining technology.

Warrnambool Sewage Treatment Plant landscaping - First stage of landscaping the coastal area surrounding the site with more than 30,000 plants.

Wangoom Road water pump station and tank - Servicing Warrnambool's north-east growth area.

Warrnambool water meter replacement - More than 5,000 water meters are being replaced at customer properties.

Camperdown, Cobden and Terang Water Treatment Plants - Water quality improvements with ultra-violet disinfection.

Share your water hero!

Calling all kids! Our annual National Water Week poster competition is back with lots of great prizes to be won!

This year's theme is Water Heros: Make Every Drop Count. Get creative at home or in the classroom and show us your best art skills.

If you're a child in early learning, primary school, or (for the first time) years 7 - 8, you can design, draw or paint a poster featuring your water hero.

This competition is hosted in partnership with Southern Rural Water and the Glenelg Hopkins Catchment Management Authority.



Entries are now open and **will close at 5pm on Friday 11 September**. Visit the competition website to find out more, access educator guides and submit your entry!

Keeping your meter clear

Ensuring your water meter is easy to access helps us read it quickly and safely. You can help us by:

- Keeping the area around your meter clear of bushes, weeds and excess soil
- Making sure any dogs are safely restrained.

Most meters are located near the front boundary of your property, but they can be elsewhere in your yard.

If we can't access your meter, we'll leave a card in your letterbox asking you to read it and send us the details.

When reading your meter, simply record the black numbers on the white background. These show how many kilolitres of water you've used.

If you're unable to provide a reading, we'll estimate your bill using your previous usage. Call our Customer Support Team on 1300 926 666 if you need help.

Victoria's Permanent Water Saving Rules apply year round



Always use a **trigger nozzle**



Only use watering systems **before 10am** and **after 6pm**



Use a broom to clean your paths and driveway



Come share your thoughts with us

Our services take care of more than 30 communities, from the Grampians to the coast. To ensure we're listening to your needs, we're heading out to a range of towns over the next few months.

We want to understand your current view of our products and services, so we can make the right decisions for the future.

Come see us at:

2 August - Sheepvention, Hamilton

10 October - Camperdown Show

31 October - Upwelling Festival, Portland

7 November - Multicultural Festival, Warrnambool

21 November - Noorat Show

We'll also be visiting Derrinallum, Casterton, Hamilton, Dartmoor, Warrnambool, Peterborough, Merino, Mortlake and Timboon.

Keep an eye out as we confirm the dates and times for these community sessions.

Find out more about how you can share your thoughts online here.



Incoming ...

Customer... *"The service is good, clean water, good pressure, very happy"**

Usually people provide comments in our monthly customer surveys when they aren't happy, so it's nice to get positive feedback such as this.

It's also interesting to note that **water pressure** has become a more regular topic in recent years, with some customers saying their pressure is too low.

Under our customer charter, **we must provide a minimum flow rate of 20 litres per minute for a 20-millimetre water connection** (most houses will have a connection this size). This flow rate is measured at your water meter or the closest tap to the meter.

There is often peak demand for water during very hot days or emergencies such as fires. Sometimes the pressure will temporarily drop because we can't replace the water in our storages fast enough to cope with this increased demand.

In normal conditions, the flow at your water meter usually shouldn't fluctuate very much throughout the day. Therefore, low water pressure may be due to issues within your property such as the length, diameter or size of your internal pipes or if you have a two-storey house.

If you want to do your own experiment (get your kids to be your assistant), **grab a 20-litre bucket and time how long it takes to fill from the tap by your water meter** - it should take less than a minute to fill. Then go to the garden tap furthest from your water meter and fill the 20-litre bucket - it'll take a bit longer to fill. The difference is due to your internal pipes.

If you're planning a new house or renovation, consider asking your plumber to do a test and then design your new pipe sizes to ensure you get an acceptable water flow throughout your home and garden.

We're also keen to **hear first-hand from customers experiencing low water pressure** so we can investigate whether there are trends or issues in particular areas.

Further information is available at: www.wannonwater.com.au/water-pressure

Want to know more about these types of questions? Visit our Water Whys page...



**A real customer comment from our monthly pulse survey.*

Worried about paying your bills?

We're here to help with practical options like:

- One-off payment extensions of up to 2 weeks.
- Setting up a flexible payment plan - to spread your payments into smaller, more frequent amounts.

Get in touch and we'll support you for as long as you need.

