



Dunkeld Grassy Woodland

What's happening in your area?

Allansford, Coleraine, Hamilton, Portland, Warrnambool - Renewing sewer access points using new cured-in-place relining technology.

Camperdown Sewage Treatment Plant - Treatment tank maintenance to keep the plant running smoothly.

Dartmoor Water Treatment Plant - Refurbishing the clear water storage tank supplying the town.

Garvoc, Terang and Warrnambool - Cathodic protection maintenance to protect pipes and assets from corrosion.

North and South Otway Pump Stations - Upgrading pumps servicing our Otway Water Supply System.

Portland Water Treatment Plant - Renewal of three cooling towers at our Bald Hill site.

Portland Sewage Treatment Plant - Maintenance work on the treatment plant inlet channel.

Wangoom Road Water Pump Station - New pump station and tank to service Warrnambool's north-east growth area.

Preparing for **bushfires**

Each year, we prepare our supply networks for bushfire season by clearing land and access tracks and installing backup generators at critical sites.

During a bushfire, town water systems can come under extreme demand. Water pressure may drop or supplies may be interrupted, which can affect firefighting efforts. Our crews are on standby to repair water mains and hydrants during emergencies, but unsafe conditions may limit access to some sites.

That's why we encourage you to prepare for bushfire season and consider an alternative water supply, especially if you live in a rural or bushfire-prone area. For advice on protecting your family and property, consult the Country Fire Authority.

On high fire-risk days, store drinking water in advance by filling containers and keeping them in a cool place or by filling your bathtub. We recommend at least 10 litres per person.

If a bushfire threatens, only stay to defend your property if you're fully prepared. Leaving early is the safest option.



The CFA defending at North Otway Pump Station, January 2026.

Support when your **business needs it**

Running a small business comes with its share of challenges, and we understand that paying bills on time isn't always easy.

If you're worried about your water bill, you're not alone. We're here to support you with practical options designed to ease financial pressure and help you stay on track.

Need a little more time to pay your bill?

You can apply for a one-off payment extension of up to two weeks through **myWannonWater**. If you need longer, get in touch with our team. We can also temporarily pause your payments where appropriate.

Bonus credit assistance

Bonus credits can help those struggling to get on top of their bills. Eligible small businesses with fewer than 20 full-time equivalent employees may be able to receive bonus credits when making regular on-time payments. For every third payment, we'll add a matching bonus credit to your account, up to \$1,700 per year.



Chat to us about



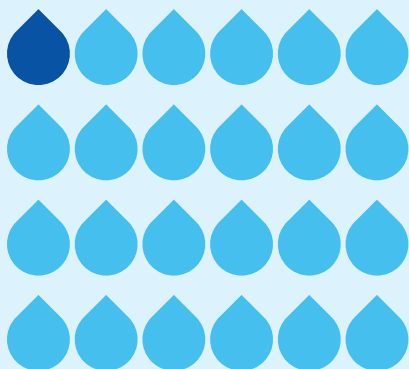
Bonus credits



A temporary payment pause



A payment extension



Turn your bill into smaller drops

Want to pay smaller amounts more often?

Set up a payment plan to spread out your bill payments into smaller, more frequent installments that suit your needs.

Get started. Call us 1300 926 666.

Incoming ...

Q: Why do you do so many surveys? Surely you don't read all the results?

A: We conduct a number of surveys each year. Rest assured, we read every single response and use the feedback to improve your overall experience with us.

Want answers to more of these types of questions?

Visit our Water Whys page...
engage.wannonwater.com.au/water-whys

Our annual **Customer Value Survey** is our largest, with more than 1,000 customers responding to questions from our independent market research company each March. It includes questions about overall satisfaction, customer service, water quality and reliability, and sewerage services.

We also conduct **monthly pulse surveys** of around 100 customers to get a more regular idea of any themes to consider or be aware of across our diverse region.

This year, we're also running a **special 'Help shape our services' survey** ahead of our next five-year price submission. We'd like to hear what matters most to you as we're planning for the future of water and sewerage services across our region.

You could also be in the running to win one of five \$100 gift vouchers:
Scan the QR code to complete the survey.



Grampians Supply System

We manage a complex range of water sources across our 24,000-square-kilometre region, supplying nearly 12,000 megalitres of drinking water each year.

They include shallow bores, deep aquifers, surface catchments and an award-winning roof water harvesting system. This quarter, we're putting a spotlight on our Grampians system.

The Grampians Water Supply System has been providing water to local communities for more than 125 years, making it our oldest water supply system.

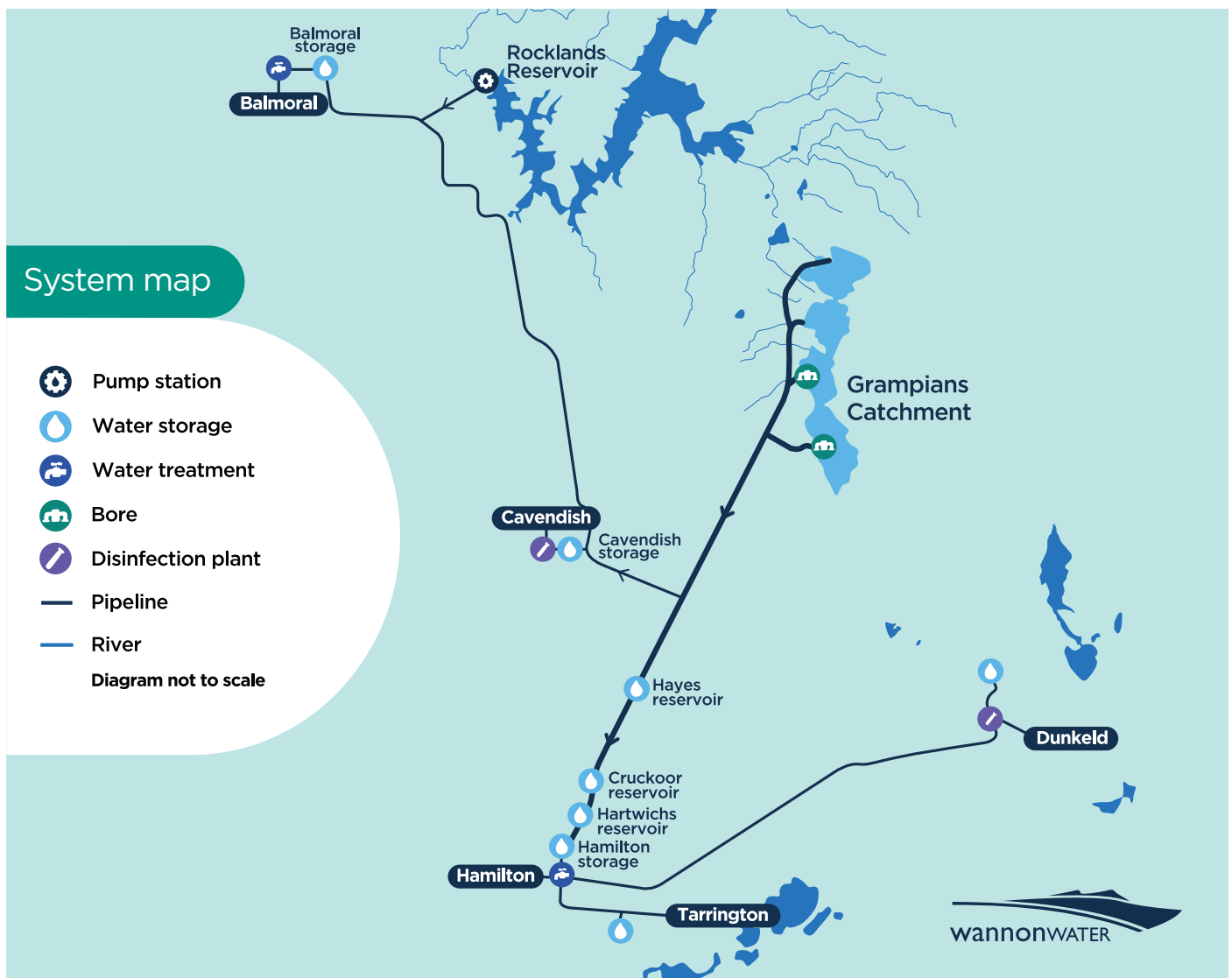
Since 1900, it has supplied customers in Balmoral, Cavendish, Dunkeld, Hamilton and Tarrington.

Water is sourced from a mix of reservoirs, streams and groundwater across the Grampians region. In Balmoral, water comes from Rocklands Reservoir and is treated at a local water treatment plant using filtration and disinfection processes before it reaches customers.

For the small community of Cavendish, water is drawn from streams or groundwater bores in the Grampians. The supply undergoes ultraviolet treatment and disinfection before being delivered to around 100 customers.

Hamilton, Dunkeld and Tarrington share a larger supply system that services about 6,100 customers. Their water comes primarily from streams in the Grampians. During dry periods, additional water can be sourced from Rocklands Reservoir and shallow groundwater bores to help maintain a reliable supply.

Before treatment, water is stored in Hayes, Cruckoor and Hartwicks reservoirs. This storage allows water from different sources to mix, helping to balance water quality and allowing sediment to settle naturally. The water is then transferred to the Hamilton Water Treatment Plant for treatment before being supplied to homes and businesses.



Every drop counts

Being water wise isn't just good for the environment, it can save you money on water and energy costs. Sometimes the simplest changes can have the biggest impact.

Our stepped charging structure aims to promote water efficiency, so the more water you use, the more you'll pay.

The good news is that a residential customer who uses an average amount of drinking water at their property each day (411 litres) will pay the lowest price. That's \$1.87 for every 1,000 litres if you're in a Group A* town or \$1.21 for Group B* towns.

However, once your water use exceeds 438 litres a day, you'll pay \$2.86 for every 1,000 litres in Group A towns and \$2.20 in Group B towns.

If you use more than 822 litres a day, the price rises to \$4.30 for every 1,000 litres in Group A and \$3.31 in Group B.

We understand that your quarterly water bill may sometimes be much more than usual due to a leak or unexplained increase in water usage.

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

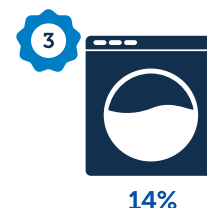
Note: Group A - Allansford, Balmoral, Camperdown, Caramut, Cavendish, Cobden, Derrinallum, Dunkeld, Glenormiston, Glenthompson, Hamilton, Heywood, Koroit, Lismore, Mortlake, Noorat, Penshurst, Port Fairy, Portland, Purnim, Simpson, Tarrington, Terang and Warrnambool.

Group B - Casterton, Coleraine, Dartmoor, Macarthur, Merino, Peterborough, Port Campbell, Sandford and Timboon.

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.



Service charges on unconnected properties

All customers who have access to our water supply system or sewerage system are required to contribute to the cost of maintaining these systems.

Fixed service charges apply regardless of whether your property is physically connected or not. If a water or sewerage main runs past, through, or near your boundary, your property is legally designated as 'serviced' land.

Even if your property is not connected to the services, the infrastructure exists and must be maintained to ensure it remains reliable.

These charges are known as 'availability' charges or 'unconnected' service charges.

It's important to remember that all properties benefit from the presence of water mains for firefighting purposes.

All properties also benefit from the presence of sewerage infrastructure due to the reduced environmental and public health impacts of septic tanks in urban areas.

If your property isn't connected to water, but the service is available, you won't pay any usage charges, you'll only pay the water service charge.

If your property isn't connected to the sewerage system, but the service is available, you'll pay a sewerage service charge. This is a reduced charge – around 70 per cent less than the charge that applies to properties that are connected to the sewerage service. The charges have been approved by the Essential Services Commission who is the independent industry regulator.



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Already signed up? Great news, you're automatically in the draw.

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Jump online wannonwater.com.au/ebilling or call us on **1300 926 666**.

*Terms and conditions apply.

