

# Customer Newsletter

July 2020



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## Have Your Say on Goldenfields Water's 2020 Customer Survey

Goldenfields Water are collaborating with expert social media market researcher Iris Research to roll out their Customer Satisfaction Survey during the month of August. The survey will be conducted via telephone and as an online questionnaire, designed to provide important insights into the local community's priorities and satisfaction levels, including Goldenfields brand recognition and reputation, customer service experience, product quality and service delivery.

The research insights will help determine Goldenfields Water's immediate and longer-term priorities, to improve service delivery to our customers and understand the community's expectations.

We are encouraging anyone who receives a call to take the time and have your say, or complete the online questionnaire. Keep an eye out on our website and Facebook page for more information and access to the link.

## Fees and Charges Increase on Hold Until July 2021

A reminder to all customers that Goldenfields Water recognises the difficulties our customers are facing due to the current COVID-19 crisis and has made a significant decision to help alleviate the financial burden.

There will be no increase to fees and charges for the 2020/2021 financial year. A 3% increase to fees and charges was scheduled to commence as of 1 July 2020, however this has been cancelled in light of the COVID-19 crisis. Goldenfields Water trusts that these measures will provide assistance to our customers during this time.

## Are You Spending More Time at Home Now Than Ever?

It is important to keep up to date with your water usage. Goldenfields Water have you covered. Download our free Goldenfields Water app today, it's simple and easy to use.

In four simple steps you can have your account all set up!

**Step 1:** Download the Goldenfields Water App from Google Play or the App Store.

**Step 2:** Enter your contact details, including personal details which will be used to verify your identity against Council records.

**Step 3:** Enter your property account details, including account number and biller reference.

**Step 4:** Access your dashboard and personalise your profile. Customise your alerts and consumption data.

It's that easy!



## Mandamah Stage 2 Update

Stage 1 was officially opened on 4 July 2019, consisting of 66kms of mains, two reservoirs and a pump station, supplying 23 connections. The remaining three stages and 50 connections are to be completed by June 2022.

Currently the construction crew has installed 50kms of the 66kms of water mains required for the completion of stage 2. This consists of:

- 8km of 100mm OPVC pipe along O'Briens Lane, between Sutcliffes Lane and Mandamah Forest Road
- 7km of 63mm HDPE pipe along Gardners Lane and Weises Lane
- 2km of 200mm OPVC pipe along Sutcliffes Lane to Mandamah Forest Rd
- 13kms consisting of 150mm and 100mm OPVC. 63mm HDPE from Mandamah Forest Road through to and under the Newell Highway, then South along Tyndalls Lane towards Beckom Road
- Services are being connected to the relevant properties as the pipeline passes through
- Currently construction is continuing south along Cress Lane towards Beckom Road
- The expected completion date for stage 2 was originally June 2021, but due to the current rate of progress and weather permitting, an earlier completion date is envisaged

Construction commenced in November 2017 and the project is currently 20kms and six months ahead of our original predicted schedule.



## Capital Works Update

Goldenfields Water is aiming to deliver upwards of \$14 million in capital works in the 2020-21 financial year. The majority of this budget is aimed at renewing or upgrading existing infrastructure. However, there is the ongoing commitment to construct the Mandamah supply scheme, which is currently being constructed under budget and ahead of schedule.

Some of the major projects included in the 2020-21 financial year include:

- Rosehill to Harden pipeline replacement – renewal and upsizing of approximately 11km of trunk main
- Oura high voltage renewal – replacing the high voltage electrical equipment at our Oura pump station which is the supply source for 45% of the water provided by Goldenfields Water
- Jugiong old water treatment plant demolition – the demolition of the old Jugiong water treatment plant to make room on site for future electrical and treatment plant upgrades

Staff will also be completing operational tasks, annual renewal programs, as well as investigating and designing major projects for future years. These projects will ensure Goldenfields Water can continue to provide customers with reliable drinking water as well as planning for the future needs of the organisation.

## Connect with us

We're now on social media. You can follow us at:

 [facebook.com/goldenfieldswater](https://facebook.com/goldenfieldswater)

 [twitter.com/goldenfieldsWCC](https://twitter.com/goldenfieldsWCC)

 [instagram.com/goldenfieldswater](https://instagram.com/goldenfieldswater)

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### Emergencies

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