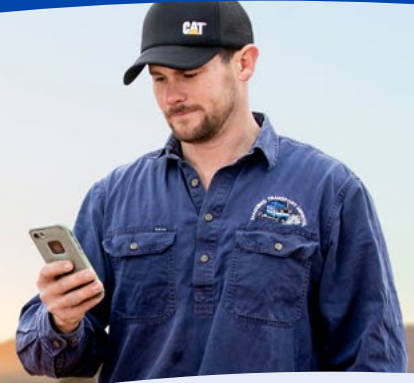


# Customer Newsletter

October 2019



gwcc.nsw.gov.au



## Monitor your water consumption with our new App and save!

Goldenfields Water customers have become the first water utility consumers in Australia to have the ability to access and monitor their water consumption from the convenience of their mobile phone, with the launch of the Goldenfields Water App in July.

The mobile phone app is a free service that enables customers to monitor their water consumption 24/7 and receive live information and updates on property leaks, drought restrictions, emergency outages and supply interruptions.

Customers can also set consumption targets and receive alerts if these targets have been exceeded, a handy tool for customers as we move into the warmer months. Customers can also see how much they are spending on water at an hourly, daily or weekly rate and have the ability to report service requests such as a broken meter, water quality or burst mains.

Customers can simply download the app for free from Google Play or the App Store. They then need to create an account and will need to enter their contact details and property details – including their water meter number and account number.

Until the 20th December 2019, customers who download and sign up to the Goldenfields Water App will also be in the running to win a brand new iPhone XR or a \$500 gift voucher that will be redeemable towards their water account.

A draw will take place on October 31, November 29 and December 20, so make sure you download and sign up today for your chance to win!

## Have a water issue? Report it.

The best way to resolve the issue is to let us know.

Report water issues by calling us on 6977 3200 (9am to 4.30pm Monday to Friday) or via the Goldenfields Water App.

In case of an emergency or after hours, call 1800 800 917 (24 hours a day, seven days a week). This will enable us to get all the details we need to action a response.

During the warmer months there is generally a higher level of reported discoloured water. We're working hard to reduce discoloured water and we encourage customers to report all instances of discoloured water to ensure we can take the appropriate action.

For more information on discoloured water please visit our website to see our Frequently Asked Questions [www.gwcc.nsw.gov.au](http://www.gwcc.nsw.gov.au)



## Bulk Water Filling Stations

Goldenfields Water's new water filling stations significantly reduce the time required to fill trucks, with a typical 10,000 litre truck filling in under 30 minutes.

In addition to the existing standpipes, Goldenfields Water have installed three new bulk filling stations at Temora, Barmedman and West Wyalong.

For more information about standpipe locations and how to access the new bulk water stations, head to [www.gwcc.nsw.gov.au/Community](http://www.gwcc.nsw.gov.au/Community)

## Direct debit is coming to Goldenfields Water

Goldenfields Water is making it easier for our customers to pay their water accounts, with a new direct debit payment option now available.

Direct debit allows customers to have their water accounts direct debited from a nominated cheque or savings account with either weekly, fortnightly or monthly instalments or to pay each quarterly water account in full on the due date.

To sign up for direct debit, you can download the form from our website at [gwcc.nsw.gov.au/Services/Payment-options](http://gwcc.nsw.gov.au/Services/Payment-options) and return it to us via email or post. Alternatively give our staff a call on 6977 3200 and they will be happy to send you a form.

This new payment option is part of Goldenfields Water's efforts to provide customers with easier ways to pay their bills.



## Stage 1 Mandamah Officially Opened

On the 14th August, over 100 Mandamah farmers and local community members joined Member for Cootamundra Steph Cooke and the Water Minister Melinda Pavey to celebrate the official opening of Stage 1 Mandamah Rural Water Supply Scheme.




Stage 1 was completed over two years at a cost of \$4.5 million, which included the construction of two reservoirs capable of holding 650,000 litres each, 67 kilometres of pipeline and a major upgrade to the Reefton Pump Station.

Stage 1 Mandamah Farmers have had access to their water supply since July and construction work on the first half of stage 2 is expected to begin at the end of October. Plans for the second half of stage 2, 3 and 4 are currently in progress with the consultants.





The total overall investment of the Mandamah Scheme is \$10.9 million and is on schedule and set for completion by the end of financial year 2022/23.

## 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)

## Download our App today!

-  Download the free app from Google Play or the App Store
-  Enter your contact details
-  Enter your property account details
-  Personalise your profile and set your targets



### Office Hours

Monday—Friday  
9am—4.30pm

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### Emergencies

T 1800 800 917  
(Available 24/7)