

Customer Newsletter

October 2023



Goldenfields Water

gwcc.nsw.gov.au



Pictured on site is Goldenfields Water Chairperson Matthew Stadtmiller, General Manager Aaron Drenovski, Production and Services Manager Geoff Veneris alongside Quay Civil Pty Ltd representatives.

Committed to Delivering Water Reliability

To ensure water reliability to the communities we service, Goldenfields Water commits to yearly upgrade and maintenance works.

In the next 12 months Goldenfields Water is undertaking:

- Hydraulic Valve Maintenance Program
- Pressure Reducing Valve Upgrade Program
- Oura Water Treatment Plant Stage 2 Upgrade
- Oura Water Treatment Plant Stage 3 Upgrade
- Jugiong High Voltage Upgrade
- Thanowring Road Main Renewal
- Urban renewals for Coolamon, Ganmain, Matong and Junee

All projects are dependent on weather and current global supply chain disruptions.

To find out more about these projects and recently completed major projects visit www.gwcc.nsw.gov.au/Our-Water



Oura Water Treatment Plant Stage 2 commences

Preparations have begun for Stage 2 of the Oura Water Treatment Plant Upgrade.

The multimillion dollar Oura Water Treatment Plant upgrade will be completed over three stages and will increase Goldenfields Water's capacity to store and provide quality drinking water to Junee, Marrar, Temora, Ariah Park, Ardlethan, Barellan, West Wyalong, Ungarie and all the communities in between.

Goldenfields Water Chairperson Matthew Stadtmiller said "the Oura Water Treatment Plant Upgrade is fundamental in meeting the future needs of our growing communities. It's very exciting to see Stage 2 commence and the benefits of this project are enormous for our customers."

Goldenfields Water invested \$7.5 million into Stage 1, which was completed in November 2022 and involved the renewal and upgrade of the plant's high voltage assets.

A further \$12.6 million will be required for Stage 2, which will include the design and construction of two new reservoirs and aerator.

"By implementing the reservoirs and aerator into our treatment process, we are providing an increase in storage which will facilitate better removal of iron, provide adequate supply for future demands and provide energy savings by being able to operate our systems outside of peak tariff periods." said Mr Stadtmiller.

Quay Civil Pty Ltd was awarded the contract and is expected to complete Stage 2 by the end of 2024.

Stage 3 will commence in the coming months and will involve the construction of a new pump station and new dosing facilities for the treatment process.

Homestretch for West Wyalong

The \$12.5M West Wyalong Water Reliability Project is nearing completion just twelve months after the project commenced.

The project will deliver a new water reservoir, 8 kilometres of water supply trunk main, 7 kilometres of water distribution main and a new pump station to assist with West Wyalong and Wyalong's low water pressure.

Contractors Quay Civil Pty Ltd are completing the final touches at the reservoir site whilst Killard Infrastructure are installing the last of the townships water meters and preparing for pressure and chlorination testing.

In mid-September, representatives from the Department of Climate Change, Energy, the Environment and Water (DEECCW) and Water Infrastructure NSW (WINNSW) visited and were provided with a tour of the project by Goldenfields Water Engineering staff.



Download the Goldenfields Water App

As the first water utility in Australia to implement, you can now monitor your water usage anytime and anywhere for free on your mobile phone using the Goldenfields Water App. If you're already a MyH2O customer, simply download the free app and use your existing login details or sign up in four easy steps:

1. Download the free app from Google Play or the App Store
2. Enter your contact details
3. Enter your property account details
4. Personalise your profile and set your targets

All your water usage information is now in the palm of your hand.



What to do when you experience discoloured water

As we come into the warmer months, reports of discoloured water will increase across our scheme.

To help alleviate discoloured water, Goldenfields Water undertake preventative flushing measures prior to peak seasonal periods, however this will only minimise the issue, not remove it.

Anyone connected to any water supply system can be affected by discoloured water, as it occurs due to the build-up of iron and manganese within a system. As the weather warms and the demand for water supply increases, more water is pushed through our system stripping the pipes of the build-up and as a result, customers can experience periods of discoloured water.

If you experience discoloured water, run at least two taps for two to three minutes to see if the water clears. We recommend using outdoor taps so the water can be used on the grass or garden. If the water does not clear, **please call the Goldenfields Water office on 6977 3200 during office hours or the 24/7 duty officer on 1800 800 917.**

Once you report your discoloured water incident, a staff member will promptly attend to your property to flush the water meter and/or nearby water mains and investigate the issue.

It's crucial that customers report discoloured water so that Goldenfields Water can record the information and use it to build long term strategic plans that will minimise or eliminate incidents in the future.



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Office Hours

Monday—Friday
9am—4.30pm

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Emergencies

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(Available 24/7)