

Customer Newsletter

October 2022



Keeping our communities hydrated

As part of our commitment to the 2017 – 2022 Community Engagement Strategy, Goldenfields Water donated one community drinking station per financial year to each of our constituent councils.

Over the last six years a total of forty-four community drinking stations have been installed across our scheme. Goldenfields Water are proud to have invested over \$270,000 into our communities to provide access to clean, fresh drinking water whilst helping the environment by reducing the need for single use plastic bottles.

To continue offering our communities with free readily accessible drinking water, Goldenfields Water have portable water bottle refill stations and water drinking stations that can be hired by any community or school group within our constituent councils for FREE.

These water stations are suitable for any community event – big or small and can be hired by emailing communityengagement@gwcc.nsw.gov.au

Illegal use of hydrants



Goldenfields Water is required by law to install hydrants in its water mains as may be necessary for the ready supply of water to extinguish fires.

Over the years, Goldenfields Water have been experiencing issues with illegal use of Council hydrants. By law a person may only draw water from a County Council water supply or standpipe with the prior approval of the County Council. Withdrawing water without prior approval is theft.

Issue arising from illegal use of hydrants include:

- theft of water
- improper use of hydrants often results in damage to the hydrant valves as well as creating shocks through the adjacent pipelines resulting in leaks
- Disruptions to the water flow resulting in discoloured water for nearby towns
- Potential contamination of the water supply without correct contamination prevention devices

Penalties WILL apply for illegal access. For more information on where to access Goldenfields Water standpipes and bulk water refill stations, visit gwcc.nsw.gov.au/Community/In-the-community

Have a water issue? Report it immediately.



Report all water issues by calling us on **6977 3200** (9am - 4.30pm Monday to Friday). In case of an emergency or after hours, call **1800 800 917** (24 hours a day, seven days a week).

New trial of mains cleaning for Junee and Coolamon completed

During August and September Goldenfields Water engaged contractors NO-DES to complete the flushing and inspection of water mains within the Junee and Coolamon urban areas.

Traditionally, water mains have been flushed by opening fire hydrants and letting water discharge onto the street. The NO-DES method is an innovative and effective way of cleaning water mains with virtually no loss of water.

The NO-DES system works by attaching two fire hydrants and creating a temporary above ground loop through which the water is circulated, cleaned, and returned to the water main. The NO-DES machine flushes the water between the hydrants at a velocity that intentionally stirs up the sediment and then removes them in the purpose built NO-DES filters.

Goldenfields Water is committed to providing quality water for their customers and as part of the annual maintenance program they will continue inspecting and flushing mains in highly affected areas in the coming weeks to help alleviate discoloured water before the peak summer period.



High voltage upgrade for Jugiong Water Treatment Plant

Civil works have commenced at the Jugiong Water Treatment Plant to allow for the renewal and upgrade of the high voltage assets.

This upgrade will be highly beneficial for customers as it will:

- improve the reliability of water supply
- give Goldenfields Water the ability to continue pumping water even when there is a power outage to the plant
- provide provisions for future expansions and additional electrical loads

The civil works are expected to be completed by early December 2022 and will include the construction of a new switch room building, installations of a new communications tower and the installation of all new pits and conduits for electrical cabling.

Following this, Goldenfields Water will then manage the installation of the new high voltage equipment which is expected to be completed by late March 2023.

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-  facebook.com/goldenfieldswater
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Office Hours

Monday—Friday
9am—4.30pm

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