

Customer Newsletter

October 2020



Want to know where you can fill up?

Since 2017 Goldenfields Water have donated a water refill station to our constituent Councils each financial year, with this year being the last donation as part of our Community Engagement Strategy. These stations provide communities access to clean, fresh water on the go, whilst helping the environment by reducing the need for single-use plastic bottles. Goldenfields Water are proud to announce that we have distributed 38 stations to 20 local communities within our Local Government Area.

The 2020-2021 donations have been distributed and will be installed in the following locations:

- Cootamundra-Gundagai Council – Cootamundra CBD
- Bland Shire Council - Herridge Park Wyalong
- Hilltops Council - Cranfield Oval Young
- Hilltops Council - Mclean Oval Harden
- Temora Shire Council - Gloucester Park Temora
- Junee Shire Council - Old Junee Hall/ Playground
- Coolamon Shire Council - Redgrave Park Coolamon

Be sure to keep an eye out on Goldenfields Water's Facebook and Instagram pages for pictures of the station installs.

Are You Experiencing Discoloured Water?

Coming into the warmer months, reports of discoloured water within our supply area tend to rise. This is due to the increasing water supply demand across our network which can increase the amounts of iron and manganese transported within a reticulated water scheme. Goldenfields Water undertakes a preventative flushing of the water mains in highly affected areas twice a year to help alleviate discoloured water before peak seasonal times.

However, should you experience any discoloured water issues, please ensure you take the following steps:

- Run at least two taps for 2 - 3 minutes to see if the water clears.
- If the water does not clear in a reasonable time, call Goldenfields Water on 6977 3200 (9am – 4.30pm Monday – Friday) or

1800 800 917 (24 hours a day, seven days a week) ASAP to report the issue. You will need to provide your name, location, phone number and account number (if known).

- Goldenfields Water staff will then attend your property to flush the water meter and/or nearby mains and investigate the issue. It is also advisable to refrain from washing any clothes during this time to avoid damaging laundry.

It is vital and Goldenfields Water encourages all customers to contact us if they identify an issue. This is so we can take the appropriate action, such as flushing, but also to ensure we can record the information and use it to build long term strategic plans that will help minimise or eliminate incidents in the future.



School Donations

Goldenfields Water's Community Engagement Strategy forms a vital part of the direction we are taking to become a water industry leader that focuses strongly on its community and customers. In 2019/20, we proudly donated over \$220,000 to various local eligible community organisations, schools, TAFE campuses and Preschools.

This strategy has ensured the continuance of our annual donation made to schools for this year. Each year Goldenfields Water provide financial support by way of a \$200 donation to each of the 70 schools in the local government areas of our constituent Councils. This donation goes towards the cost of prizes and awards for the student's end of year award presentations.

Goldenfields is proud to be involved in recognising the achievements of our young, local talent. Our Board members often attend the presentations to present the Awards to these hard working students.

Keep an eye out on our social media platforms for photos of our Councillors and the students with their awards for this year.



Water Wise Tips

Water is a precious resource that we can all help conserve. Doing so has benefits for customers and the environment.

As well as reducing your water bill, decreased water usage also reduces the amount of electricity needed to deliver water to customers across our large region, which in turn reduces the associated environmental impacts of electricity usage.

Around the home

- Fix any leaking taps and toilets. Did you know that on average a dripping tap can waste up to 20,000 litres a year?
- Cut shower times to four minutes.
- Brush your teeth with the tap off.

Around the yard

- Use mulch on garden beds to retain moisture and reduce the frequency of watering.
- Check your sprinklers target the intended area and don't cover footpaths, driveways, roads or hit nearby buildings. Drip irrigation is another good way to ensure you water the intended area.
- Keep pools covered when not in use to reduce the need for refilling due to water evaporation loss.

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

 facebook.com/goldenfieldswater

 twitter.com/goldenfieldsWCC

 instagram.com/goldenfieldswater

Office Hours

Monday—Friday
9am—4.30pm

Contact

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Emergencies

T 1800 800 917
(Available 24/7)