

Customer Newsletter

April 2020



Goldenfields Water

gwcc.nsw.gov.au



Water restrictions lifted

Goldenfields Water County Council have lifted water restrictions as of Monday 6 April 2020.

The region's water restrictions have been in place since Thursday 9 January 2020 as a result of the unprecedented bushfire emergency situation confronting communities in Southern NSW and the request to conserve power supply was prompted.

The region has since seen a change with cooler weather, improved environmental conditions and a reduction in demand, resulting in Goldenfields Water lifting the restrictions.

Goldenfields Water would like to thank the entire community who worked hard to significantly reduce their water usage, in accordance with these restrictions and encourages everyone to continue their water saving habits into the future.

Customers financially impacted by COVID-19

Goldenfields Water understands that these are difficult times for customers and wants to provide help where we can. Anyone experiencing financial hardship associated with COVID-19 should contact us on 6977 3200 to discuss suitable arrangements.

For more information, the Debt Recovery and Financial Hardship Policy can be found on the Goldenfields Water website.

Increase to charges slashed for next financial year

The current COVID-19 crisis is having a serious financial impact on many people.

Goldenfields Water recognises the difficulties our customers are facing and has made two significant decisions to alleviate the financial burden on our customers.

- The due date for quarter three water accounts has been extended and interest on overdue accounts has been suspended until 30 June 2020. This applies to all residential and commercial customers, with the exception of bulk customers.
- The draft budget proposes no increase to fees and charges for the 2020/21 Financial Year. A 3% increase to fees and charges was scheduled to commence as of 1 July 2020, however it is proposed this increase be cancelled in light of the COVID-19 crisis.

Goldenfields Water trusts that these measures will provide assistance to our customers during this time.



Still open for business

Goldenfields has taken the precautionary measure of closing its doors to the public due to COVID-19 health concerns, however our staff are still working to provide customers with the essential service of safe, quality drinking water.

Staff can be contacted via:

Phone: 02 6977 3200

Email: office@gwcc.nsw.gov.au

Emergency After Hours Contact: 1800 800 917

Or browse our website to help with your enquiry on the link below:
www.gwcc.nsw.gov.au

Please be patient and respectful during these difficult times as our staff are all here to help.

Goldenfields Water thanks you for your understanding.



Receive important alerts about your water supply

Goldenfields Water is asking customers to make contact with our office to add phone and email contact details to their water account, so that we can get important information out to customers faster. Customer information will only be used by Goldenfields Water for alerts about emergency works, planned water outages and general water supply information. Please contact our office on 02 69 77 3200 or office@gwcc.nsw.gov.au to have contact details added to your water account.

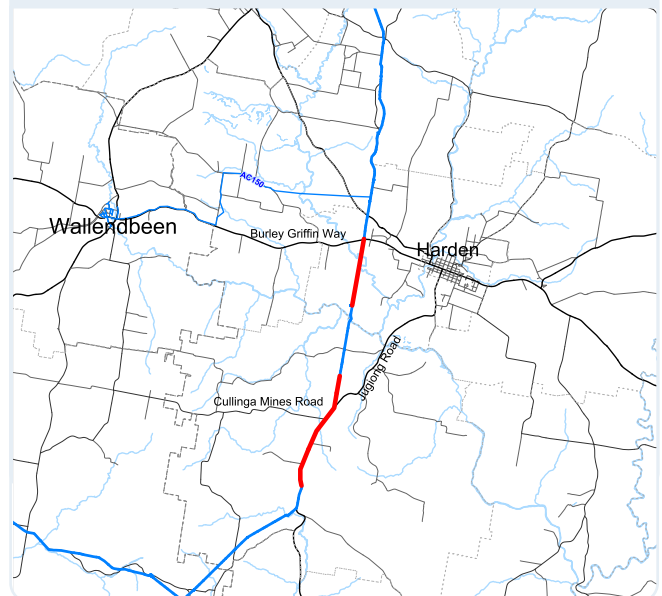
Rosehill project commences

The Rosehill to Harden pipeline project will replace 11kms of pipeline (shown by the 2 red lines on the map below). The pipeline's replacement is required due to the deteriorating condition of the existing pipeline constructed in the 1930s.

What this means for customers:




- Improved condition of the pipeline, reducing the number of bursts and leaks.
- Increased pipeline size to allow for growth in the region.

The pipeline is being constructed of durable ductile iron, which is expected to last 80-100 years before requiring replacement.



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

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Emergencies

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