

Customer Newsletter

January 2020



Level 1 water restrictions for entire Goldenfields Water network

Level 1 water restrictions have now been in place for all Goldenfields Water customers since Thursday 9th January 2020.

Whilst water consumption across Goldenfields Water's five water treatment systems still remain below the water allocation, the decision to impose level 1 restrictions was made after careful consideration to conserve water given the ongoing dry conditions, lack of rainfall and protection of vital infrastructure.

Level 1 restrictions include:

Domestic

- Garden and lawns watering – the use of fixed hoses, sprays and fixed sprinklers are prohibited between the hours of 10am – 5pm each day
- The use of hand held hoses is allowed
- No restrictions on swimming pools and spas
- Hosing of pavement/ concrete prohibited during 10am – 5pm each day
- Washing of vehicles allowed

Public/Commercial

- Public gardens, sports grounds, nurseries watering - the use of fixed hoses, sprays and fixed sprinklers are prohibited between the hours of 10am – 5pm each day
- Crop spraying is allowed
- Water cartage is allowed
- Hosing of pavement/ concrete prohibited during 10am – 5pm each day
- Washing of vehicles allowed

Goldenfields Water will continue to monitor the situation over the coming months and thanks all customers for their commitment and support to responsible water conservation.

You now can receive your water accounts by email!

Goldenfields Water now offers the ability for you to have all your accounts sent by email. eNotices allows you to self-manage all your properties, send accounts to multiple email addresses, and print off additional copies.

Your account features an eNotices Reference Number, which you can use to register in 3 easy steps:

1. Go to gwcc.enotices.com.au
2. Enter your email and eNotices Reference Number, and verify your email address
3. Finally, create a password and enter your mobile number

And that's it! Your next account will be sent by electronic delivery.

If you have any questions, please don't hesitate to contact us on (02) 6977 3200 or at office@gwcc.nsw.gov.au



Download our App today!

- 1 Download the free app from the app store or google play
- 2 Enter your contact details
- 3 Enter your property account details
- 4 Personalise your profile, select 'yes' to receive notifications from GWCC and set your water consumption targets



New bulk water filling station for Ardlethan

A joint collaboration between Coolamon Shire Council and Goldenfields Water has seen a new bulk water filling station for the township of Ardlethan.

As part of the Federal Government Drought Communities Program funding, Coolamon Shire Council funded the project and Goldenfields Water will own and operate the station, along with their three other bulk water filling stations and 26 rural standpipes located throughout the scheme's network.

The new station is located at Yithan Street in Ardlethan and will significantly reduce the time required to fill a truck, with a typical 10,000 litre truck filling in under 30 minutes.

Customers wanting to access the bulk water station in Ardlethan will need to sign up in person at the Temora office to receive their access key (ibutton). This key will provide customers with access to all of GWCC bulk water filling stations.

Customers will then be required to pay in advance for their usage and top up as required. Payments can be made in person at the Temora office, over the phone or online.

For more information, head to our website – gwcc.nsw.gov.au/Community/Bulk-Water-Refill-Stations

Recognising our local students

As part of our Community Engagement Strategy, each year Goldenfields Water makes a donation to every school, preschool and TAFE institute located within our supply area.

This donation goes towards purchasing an award to recognise a student for their hard work and dedication towards their studies.

In 2019, Goldenfields Water donated a total of \$14,400 to over 70 schools, preschools and TAFE institutes right across our service area.

Goldenfields Water are proud to be able to support our community members and look forward to continuing our annual school partnership for many years to come.

Reduction in standpipe fees for all rural and residential customers

Since the 1st January 2020, Goldenfields Water have been offering a 25% fee reduction for all rural and residential customers when accessing our public standpipes.

Given that many local farmers and rural residents are now having to rely on water carting for stock and domestic purposes, this reduction will hopefully assist in relieving some financial pressure and will be in place until 30 June 2020.

The cost to access any of Goldenfields Water's bulk water stations located at Temora, Barmedman, West Wyalong or Ardlethan has been reduced from \$6 per kL to \$4.50 per kL. The reduction also applies for the 23 rural standpipes. For more information and standpipe locations, head to our website - <http://www.gwcc.nsw.gov.au/Community/Standpipes>



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

84 Parkes Street
Temora NSW 2666

PO Box 220
Temora NSW 2666

T 6977 3200
F 6977 3299

office@gwcc.nsw.gov.au
gwcc.nsw.gov.au

Emergencies

T 1800 800 917
(Available 24/7)