### Customer Newsletter



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Capital works represented a significant portion of Councils activities and expenditure for the 2020-2021 financial year, with a number of multimillion dollar projects progressing on track.

The Mandamah Rural Water Supply Scheme continues to progress ahead of schedule and under budget with stage three due to be completed by the end of 2020/21 financial year.

A total of 65 rural connections have been installed across the scheme so far, with another 4 connections listed for stage four. Stage four is the final stage of the project and will include 13.4km of main pipeline. Construction of stage four is due to commence early in the 2021/22 financial year.

The Oura Water Treatment Facility high voltage upgrade commenced in April with civil construction work expected to be completed by the end of September 2021.

Council have engaged Gongues Construction to complete the upgrade, which includes:

- construction of a new switch room building
- installation of a new communications tower
- new 750mm ductile iron pipeline for connection to future reservoirs
- the installation of all new pits and conduits for the electrical cabling
- a high voltage asset will also been installed by Goldenfields Water staff with the assistance of Schneider, Safegroup and JRC Electrical

Benefits from the high voltage upgrade will provide improved reliability of supply and allow Goldenfields Water to continue pumping water when there is no Essential Energy supply. It will also provide provisions for future water treatment operations to ensure council meets the future needs of the growing communities.



## Depth Days delivers firsthand experience to local students

During May, Goldenfields Water hosted a number of enthusiastic Year 11 and 12 chemistry and geography students from Coolamon Central School, Temora High School and Young High School for our annual Depth Days.

Depth Days are held at the Jugiong Water Treatment Plant and specifically designed to cover HSC topics for senior science and geography students.

Students were able to experience firsthand the water processing system as they were provided with a guided tour of the treatment plant and participated in real life water quality testing experiments with staff in the lab.

# Receive your water accounts by email!

Customers can now receive their water accounts via email. By creating an account with eNotices, customers can self-manage all their properties, send accounts to multiple email addresses, and print off additional copies.

To register go to gwcc.enotices.com.au.

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July 2021



## Goldenfields Water the best place to work in 2020

Goldenfields Water has been recognised by Voice Project as a recipient of their Best Workplace Awards for 2020.

Voice Project's 'Best Workplace' award recognises organisations that have achieved exceptional levels of employee engagement and satisfaction. It is an award that recognises strong improvement and has a highly engaged workforce.

"To receive this award is a wonderful achievement," Goldenfields Water Chairperson Dennis Palmer said.

"It is our goal to make Goldenfields Water an employer of choice and for staff to feel supported, empowered and engaged to help drive Goldenfields Water's operational objectives."

On average, Goldenfields Water recorded 10.5% above the rural council benchmark in their September 2020 staff survey. Only a small number of organisations meet this criteria and Goldenfields Water is the first rural council to achieve this.



### 2021/22 water charges and rebates

From July 12021, Goldenfields Water will be increasing prices by 3%. This price increase was initially proposed for last year, however Council decided to delay the increase to assist customers during the peak of the Covid-19 crisis. The charges are as follows:

#### **Water Usage Charges**

Water Use Prices (per kilolitre)	2021/22
Residential (incl Mandamah)	\$2.52
Non-Residential – Rural	\$1.81
Non-Residential – Other	\$2.10
*Excess Charges – when allocated volumes are exceeded	\$3.86

#### **Annual Access Charges**

20mm Connection – Annual Access Charge	2021/22
Residential	\$206
Non-Residential – Rural	\$660
Non-Residential – Other	\$362

Access charges are dependent on connection size and the category of property. Please refer to the 2021/22 Fees & Charges schedule on our website for further details.

#### **Pensioner Rebate**

Eligible pensioners are entitled to an annual rebate of \$87.50. Please contact our office if you are an eligible pensioner not receiving a rebate.

#### Interest

Unpaid water accounts will incur a 6% per annum interest charge.

### Students given a taste of the water industry

Year 9 and year 10 students from St Anne's Central School in Temora were treated to an industry tour of the Goldenfields Water office and workshop in May, as part of Council's involvement in National Careers Week.

The industry tour provided students with an overview of the variety of career paths available within the water industry and local government.

Students heard from a number of Goldenfields Water staff members from different career backgrounds, such as Human Resources and Accounting before heading over to the workshop where they participated in a range of demonstrations such as mechanical, construction, water quality testing, engineering and work health and safety.

