

Customer Newsletter

October 2021



gwcc.nsw.gov.au

Thanowring Road Trunk Main Upgrade

Plans for the replacement of parts of the Thanowring Road trunk main are progressing well, with construction estimated to commence this financial year.

The project design is being carried out by contractors Kellogg Brown Root and the construction work will be completed by Goldenfields Water construction staff.

The project will highly benefit rural customers, providing:

- higher water pressure
- ability to connect more customers
- a decrease in supply interruptions
- replacement of ageing infrastructure

The project includes replacing 30 kilometers of main to the Ariaiah Park Pump Station with 250mm PVC and 10 kilometers of main from the Ariaiah Park Pump Station to Quades Lane with 200mm PVC.

The works are expected to be completed by December 2023.

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.

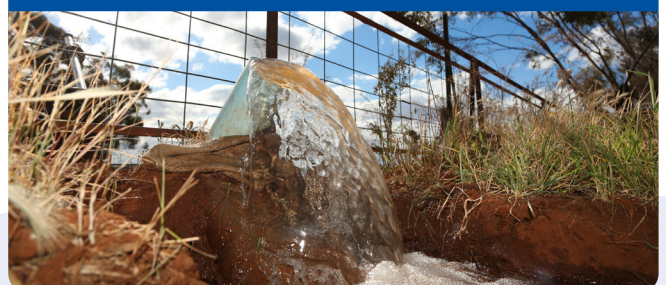
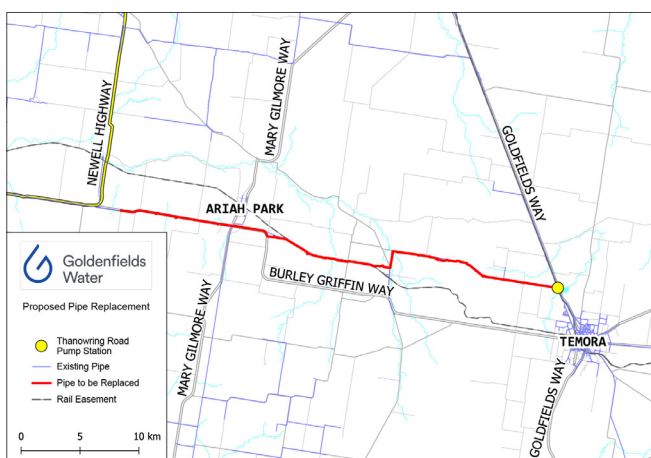
However, should you experience any discoloured water issues, please ensure you take the following steps:

- 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



Junee township mains replacements

In early July, the Goldenfields Water Construction team replaced approximately 850 metres of water main that services the towns sewerage treatment plant and animal shelter. The original 50mm galvanised pipe was replaced with new 100mm OPVC pipe and included the installation of new hydrants and four new services.

In the coming months the Construction Team have several main renewals scheduled for the Junee township, these replacements include:




- Approximately 300 metres mains renewal on Lorne Street
- Approximately 600 metres mains renewal on Junction Street
- Approximately 600 metres mains renewal on Lord Street

Goldenfields Water will advise all affected customers when the works are set to commence.



Connect with us

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

-  facebook.com/goldenfieldswater
-  twitter.com/goldenfieldsWCC
-  instagram.com/goldenfieldswater

Fill up at our standpipes this spring and summer

Goldenfields Water has over 20 standpipes located throughout our scheme that are available for anyone to access.

All standpipes are owned by Goldenfields Water and operated by a local resident. To access any of the standpipes, simply view the locations and operator's contact details on our website to arrange a time to fill up your truck:

gwcc.nsw.gov.au/Community/Standpipes

Goldenfields Water also provides 4 bulk water filling stations located at West Wyalong, Barmedman, Temora and Ardlethan. These filling stations are available for our customers and significantly reduce the time required to fill a truck, as they have the capacity to fill a 10,000 litre truck in under 30 minutes.

To gain access to any of our 4 bulk water filling stations, Goldenfields Water customers need to sign up and fill out an application form to receive their access key (ibutton). More information and a copy of the application form can be found on our website:

gwcc.nsw.gov.au/Community/Bulk-Water-Refill-Stations

Make payments easier and sign up to direct debit

Did you know Goldenfields Water offers customers the option of direct debit?

There are many reasons why we recommend setting up a direct debit account, here are a couple of them!

- No more late payments
- Direct debit reduces your admin time – we know how busy life can get!
- It lets you 'set and forget'
- It's environmentally friendly
- It's super flexible

Call our friendly Customer Service Team on 6977 3200 between 9am – 4.30pm Monday – Friday to sign up or head to our website and fill out an application form at: gwcc.nsw.gov.au/Customer-Service/Payment-options

Office Hours

Monday—Friday
9am—4.30pm

Contact

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T 6977 3200
F 6977 3299

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Emergencies

T 1800 800 917
(Available 24/7)