

# Customer Newsletter

July 2023



## First customers connected on Thanowring Road Renewal Project

Approximately 24 stage 1 customers have been connected on the Thanowring Road Renewal Project.

The Goldenfields Water Rural Construction team commenced works at the beginning of November 2021 and have been progressing well, reaching the halfway target by the end of the 22/23 financial year.

Once completed, customers will experience an increase in water pressure and reliability. The upgraded pipeline size will also give Goldenfields Water the ability to connect more rural customers to our scheme and allow for future growth in the region.

## 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 their properties, send accounts to multiple email addresses, and print off additional copies.

Follow these 3 simple steps:

1. Go to [gwcc.enotices.com.au](http://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 delivered electronically.

## Improved water reliability for Jugiong customers

Work on the Jugiong High Voltage Project is nearing completion, which will improve the water reliability for customers in the Hilltops and Cootamundra-Gundagai Regional Council's and parts of the Temora Shire.

Following the demolition of the old treatment plant in early 2021, Goldenfields Water engaged Val Mal Group Constructions to undertake the design and construction of a new high voltage electrical building, which has been built alongside the existing water treatment plant, located on Waterworks Road, Jugiong.

Construction on the new high voltage building commenced in March 2022 and will house the upgraded high voltage assets, including new variable speed drives, transformers, switchgear and associated communications/controls systems.

Committed to working towards improving the quality and reliability of water supply, Goldenfields Water Chairperson Matt Stadtmiller says "this project will provide Goldenfields Water the ability to undertake future water

treatment plant upgrades to meet future demands, as well as provide redundancy in operations when there is an Essential Energy power outage.

The existing infrastructure that services the areas of Young, Harden, Cootamundra, Stockinbingal, Wallendbeen and Springdale currently has no ability to connect secondary power supply options. This project eliminates that risk to our supply."

Mr Stadtmiller also passes on his appreciation to fellow board members for their strategic vision and commitment to investing in a safe and secure water supply network for our communities.

Now that the building has been constructed, Goldenfields Water have been managing the installation of the new high voltage assets, with the release of a new electrical installation tender occurring in the coming months.

It is expected that commissioning of the new electrical assets will occur during the middle of 2024.

## Senior students from Coolamon, Temora and Young get involved in Depth Days

40 students from Coolamon Central School, Temora High School and Young High School were treated to a study day at the Jugiong Water Treatment plant in mid-May, as part of Goldenfields Water's commitment to our Community Engagement Strategy.

Known as Depth Days, Goldenfields Water have been hosting these since 2019, providing senior students with an overview of the water treatment process and covering topics relating to HSC Chemistry, Investigating Science and Geography.

As part of the study day, students witness the step-by-step process surface water goes through before reaching our taps and perform several experiments in the Jugiong water treatment lab, such as testing for turbidity, pH and chlorine residual.

Head Science and TAS teacher from Coolamon Central School, Mr Simon Lyons thanked Goldenfields Water for providing their Year 11 and 12 students with an insightful day.

"The students loved the chance to explore the processes from river water to the clean water they drink from their taps at home.

All the staff were engaging in their delivery, and the students gained valuable skills in performing water quality monitoring. We look forward to attending again next time."



## 2023/24 water charges and rebates

From July 1, 2023, Goldenfields Water will be increasing prices by 5%. This price increase is necessary due to the substantial increase in electricity costs and other operating expenses.

The charges are as follows:

### Water Usage Charges

Water Use Prices (per kilolitre)	2023/24
Residential (incl Mandamah)	\$2.73
Non-Residential – Rural	\$2.03
Non-Residential – Other	\$2.27
*Excess Charges – when allocated volumes are ex-ceeded	\$4.20

### Access Charges

20mm Connection – Quarterly Charge	2023/24
Residential	\$55.50
Non-Residential – Rural	\$178.50
Non-Residential – Other	\$97.50

Access charges are dependent on connection size and the category of property. Please refer to the 2023/24 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 9% per annum interest charge.

## Connect with us



You can follow us at:

-  [facebook.com/goldenfieldswater](https://facebook.com/goldenfieldswater)
-  [twitter.com/goldenfieldsWCC](https://twitter.com/goldenfieldsWCC)
-  [instagram.com/goldenfieldswater](https://instagram.com/goldenfieldswater)

### Office Hours

Monday—Friday  
9am—4.30pm

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### Emergencies

T 1800 800 917  
(Available 24/7)