

27 June 2024

Keeping Wonthaggi whistle clean

Air-scour cleaning of Wonthaggi water supply network – July to November 2024

At South Gippsland Water, we're committed to providing you with the highest quality drinking water.

As part of our regular maintenance program, we'll be conducting **air-scouring** in Wonthaggi from **July to November 2024**. This essential process helps us maintain clean and efficient water delivery to your homes and businesses.

What is air-scouring?

Air-scouring is a specialised cleaning method used to remove sediments and mineral deposits from the insides of water mains. By injecting compressed air and water into the pipes, we can scrub the interior surfaces and flush out any build-up. This keeps our pipes clear and enhances the quality of water that reaches you.

When is it happening?

Our air-scouring activities will take place from **1 July 2024 to 31 October 2024** between 3 July and 30 September 2024. We'll start at 9.30 am in the morning.

- North Wonthaggi – July
- Central Wonthaggi and Dudley – August
- South Wonthaggi – September

Please note that while we are working in your area, you might experience temporary disruptions to your water service, including reduced water pressure or short periods without water. We'll do our best to minimise any inconvenience and ensure that service is restored as quickly as possible.

Notification cards containing specific date and time information will be delivered to your mailbox by our maintenance staff.

- **Residential customers** – we will notify you at least **3 days** prior to commencement of air-scouring in your street
- **Business customers** – we will notify you at least **5 days** prior to commencement

What to expect during and after air-scouring

- **Temporary water discolouration:** After the cleaning, you may notice some water discolouration and air-bubbles. This is normal and can be fixed by simply **running your cold taps for a few minutes**
- **Water pressure changes:** You might experience lower water pressure during the maintenance hours. This will return to normal once the air-scouring is complete.
- **Service interruptions:** short interruptions in your water service may occur. We recommend keeping some water stored for essential use during the scheduled maintenance times.

How you can help

To ensure the best results, we suggest taking the following steps:

1. **Avoid flushing toilets and using large appliances** like washing machines and dishwashers during the scheduled maintenance times.
2. **Store sufficient water** for drinking, cooking, and personal hygiene needs before the maintenance starts.
3. **Run your cold taps** for a few minutes if you notice any discolouration after the service is completed.

We apologise for any inconvenience this necessary maintenance may cause and appreciate your understanding. These steps are crucial for maintaining the integrity of our water supply and providing you with clean, safe water.

Stay informed

For updates and more detailed information about the air-scouring schedule, please check our website regularly or follow us on our social media channels:

- Website - www.sgwater.com.au/Alerts
- Facebook - <https://www.facebook.com/SouthGippslandWater>
- LinkedIn - <https://www.linkedin.com/company/6641584/admin/feed/posts/>

If you have any questions or concerns, feel free to contact our customer service team on **1300 851 636** or sgwater@sgwater.com.au

Thank you for your cooperation and patience!