💧 Guide to Water Supply Interruptions

From time to time, your water supply may be interrupted due to maintenance works, upgrades, or unexpected faults. We understand this can be inconvenient and we always work to restore supply as quickly and safely as possible.

Where works or outages are planned, such as for scheduled maintenance or pipeline renewal works, we will provide advance notice whenever possible.

At times, urgent or emergency repairs may be required due to issues such as burst pipes, leaks, or other network faults. In these situations, we may need to turn water off without prior notice so repairs can begin immediately. We will work as fast as we can to restore your water supply.

External activities like construction work may also inadvertently damage our water pipes, causing unexpected water service interruptions. These events are more frequent in areas undergoing rapid development or infrastructure upgrades, and outages can last longer, depending on the severity of the damage.

In all cases we provide updates on the Faults and Outages page on our website.

Once supply is restored, you may notice temporary changes to water appearance, clarity or pressure. This is usually short-term and can usually be resolved by flushing your taps.

If you have been notified of a planned interruption, or if your water supply has stopped unexpectedly, the information below may help you prepare and manage the outage.

🛠️ Preparing for a Planned Interruption

If we have advised you of an upcoming supply outage, we recommend taking the following steps before the water is turned off:

- ✓ Fill clean jugs, bottles, or containers with enough water for drinking and basic cooking.
- ✓ Don't forget to have a supply of water for your pets as well
- ✓ Ensure all taps are turned off throughout your property.
- ✓ Turn off appliances connected to the water supply, including washing machines, dishwashers, water filters, pool pumps, evaporative air-conditioning units, and irrigation systems.
- ✓ Avoid using your hot water system during the interruption.
- ✓ Remove any wet washing from your washing machine.

These steps can help prevent flooding, appliance issues, or sediment entering household systems when supply returns.

🚨 If You Lose Water Unexpectedly

If your water supply stops without notice, please check the following:

📍 Find Out What Is Happening

- ✓ Check our Faults and Outages page for current works or known issues in your area.
- ✓ If you have recently lost supply and need urgent assistance, call our 24/7 Emergency and Fault Line on **9551 1620** and select **Option 1**.

🏠 Protect Your Property

While supply is off, we recommend:

- ✓ Turning off all internal and external taps.
- ✓ Switching off appliances that rely on water.
- ✓ Avoiding use of washing machines, dishwashers, and hot water systems until supply is restored.
- ✓ Removing any wet washing from washing machines.

🚰 After Water Supply Is Restored

When water returns, it should not be necessary for you to do anything.

However, in some instances you may notice temporary changes to the appearance of your water, such as from air in the pipes or discolouration. Water with air in it has a cloudy or milky white appearance caused by the concentration of thousands of tiny air bubbles. Discolouration is most likely because of a sudden increase in the rate or direction of water flow through pipes which can stir up sediment, causing it to become suspended in the water. The sediment makes the water look discoloured, but it is harmless and the water is safe to use.

To restore normal flow:

- ✓ Run the outside tap closest to your water meter for several minutes.
- ✓ If water from indoor taps remains discoloured, run an outdoor tap at the rear of the property for a few more minutes.
- ✓ Once water is clear, turn appliance taps and systems back on.
- ✓ Check taps and appliances for any leaks.

⚠️ If water quality does not return to normal after flushing, please contact our customer service team for assistance.

📞 Need Help?

We appreciate your patience during any interruption to supply. Our team works hard to minimise disruption and restore normal service as quickly as possible. If you need assistance, please contact our customer service team.