

Water main renewals

Our water main renewal program replaces water mains in nature strips and roadways to deliver safe and reliable water services for you.

Why do we need these works in our street?

The renewal and/or replacement of the water main will:

- Improve service reliability and water quality for future development.
- Reduce maintenance and repair costs.
- Replace aging infrastructure.

How will I know about the works in my area?

We will provide advanced notice of these works in your area. If works are deferred, we will send you another notification of the new proposed start date for the works

What do the works involve?

Depending on the location of the works, we will use either an open trench method of construction or trenchless techniques.

What hours do you work?

Working hours are generally between 7.00am and 5.00pm, Monday to Friday. Weekend or night work may be required at times, but we will notify you in advance.

Will my water supply be affected?

All works, including service connections, have been carefully planned to minimise any disruption to your water service. Your water will remain available throughout construction unless otherwise advised.

We will notify you at least 48 hours in advance of any planned service disruptions. If you are on dialysis, life support or have other special needs, please register as a **Special Needs Customer by calling us on 13 44 99** so we can assist you.

Will water supply to my property be disrupted?

During these works, we may need to supply your property with water via a temporary service pipe. The temporary water is a blue pipe connecting properties in your street. Please do not attempt to modify, disconnect, or turn off the temporary pipe work.

Can I drink this temporary water supply?

Yes, the water supplied is of the same high standard as your normal service. You may notice reduced pressure and the water from your cold tap may be warmer than usual, particularly during warmer weather.

Will my driveway be affected by the works?

In many cases, the temporary pipe will be laid across driveways. To maintain safe vehicle access, the project team will install crossing ramps designed for normal vehicle use.

When will the temporary supply be removed?

Your property will be reconnected to the new water main once works are complete.

What impacts can I expect during these works?

We will keep construction impacts to a minimum, but the following is likely to occur:

Traffic

Traffic management will always be in place as we carry out these works. You will notice increased construction traffic along the street. Delays should be expected for road users.

Reduced parking

At some locations, our contractor will need to lay the new water main or place their machinery in parking bays and along the roadside where you park. For your safety, and the safety of others, traffic management will be in place to minimise parking impacts.

Noise and dust

At times, you will hear construction noise and see dust coming from our site. This will be temporary as our contractor will work in sections through the project.

Visual

You can expect to see some excavation work. Fencing, barricades and trench covers may be used near the work site to ensure your safety. Our contractor may also establish a storage area in your street for equipment and materials.

Will you repair any damage?

During construction of any new water main, we will take temporary measures such as filling and covering holes to ensure the work area is safe. At the end of the project, we will restore any disturbed areas. We will provide you with further information about permanent reinstatement works once the water main renewal is complete.

Where can I get more information?

Information on our upcoming projects can be found at gww.com.au, by contacting our project team on 13 44 99, or emailing us at renewals@gww.com.au.