

## Coronavirus (COVID-19) – important information for you

### **What is Greater Western Water and its project partners doing to help reduce the risk of transmission?**

The health and wellbeing of our people and customers is our priority. We have made important changes to the way we will work with you when we need to carry out work on our water and sewer networks, consistent with government health advice.

We continue to prioritise our work program based on need and have introduced enhanced regular cleaning and sanitisation processes.

We are practicing physical distancing, which means we will leave at least 1.5 metres distance between you and our staff/contractors to reduce in-person contact.

We understand that this will impact on some of the ways in which we would usually engage with you and are encouraging more opportunity for contact via phone and email.

### **Why are you doing these works now?**

Our works program has been carefully considered to ensure that the most critical work is completed at this time. This includes planned upgrades and maintenance of our water and sewer networks, as well as support for current major infrastructure projects happening across our city.

The risk of not doing this work now may include unplanned water outages and bursts, or blockages in our sewerage network.

This proactive, planned work is necessary to maintain safe and reliable services to you.

### **I'm concerned about noisy works and heavy machinery operating when I'm at home.**

We understand that construction can be noisy and unpleasant when you are at home all day.

Our team will endeavour to work as quickly as possible to complete the works to minimise the time that you have construction activity outside of your home.

### **I am connected a temporary water source (above ground pipe) is this still safe?**

The water from your temporary source is the same quality as that from your tap. It may be warmer than normal, particularly in hot weather. You may also notice lower pressure than normal.

If you are connected to an alternate water source, we will work as a priority to connect you to a permanent water source.

### **What can I use if the water main must be shut off for repairs?**

We understand your increased water dependence to maintain hygiene.

When undertaking repairs or upgrading our network, please be understanding that there are times when water will need to be reduced or stopped to safely conduct repairs or undertake connections.

We plan outages to reduce customer impact as best we can and remain focused on minimising the length of time of any water outage. We will provide clear notification in your letterbox when the water will be switched off.

If the water is turned off, alternative water supplies will be available, such as a tap on a nearby hydrant or bottled water on site.

Before the water supply is interrupted, we suggest that you:

- Store water in containers for cooking and drinking.
- Fill your sink/bathtub with water for washing.
- Fill a bucket with water for flushing the toilet.
- Turn off all taps and appliances that use water (this helps air getting into the pipes).

### **If you enter my property, will you clean the areas you touch?**

We have implemented measures to minimise touchpoints on our work sites. Our teams also wear appropriate protective equipment on site and carry sanitising equipment for use when required.

### **Do you keep a record of who is working on site?**

We keep records of our staff and contractors attending our work sites to help with any future contact tracing.

### **Who can I speak with if I have more questions?**

For questions about this project, please contact the representative listed on our previous works notifications to you.

- For general customer enquiries, faults and emergencies, call us on 13 44 99
- For translation services, please contact 03 9313 8989.