

Flushing Maintenance

We undertake water mains cleaning across our service region as part of our annual maintenance program.

What process do you use for routine cleaning?

Our annual maintenance program involves cleaning the mains pipe with high pressure water. A small amount of chlorine is also added to the water supply. Chlorine helps by removing the biofilm from inside the pipes – this, combined with the high velocity flushing, is proven to be a very effective cleaning method.

Why is this cleaning important?

The flushing process removes any natural sediment or silt that has built up along the water mains. While this organic matter is harmless, it can cause low water pressure or discoloured water. Flushing the mains results in better quality water and flow for our customers.

Will the cleaning process interrupt my water supply?

Most of the time our cleaning program will not cause any disruptions to your water supply. Our team will always provide a letter of notification outlining when cleaning works will occur and inform you in advance of any interruptions to your water supply.

Will the water taste different?

Some customers may notice changes to the taste or odour of their drinking water during the cleaning period. This is temporary and will usually resolve itself after a period of one week.

Will the water look different?

Water can have a cloudy appearance after the flushing is complete. This is harmless and is caused by the remaining residue of natural sediment that were stirred up during the flushing process.

If you notice cloudy or discoloured water, please turn on your front garden tap until it clears, or for up to 5 minutes.

Is adding chlorine during the cleaning process safe?

Throughout the cleaning period, your water remains safe to use for all purposes – the temporary addition of chlorine will not affect the health and safety of the water.

Please note, that while increased chlorine is harmless for humans, it may be toxic to fish. Please seek advice from a pet store or aquarium specialist if you have any concerns.

ROUTINE
FLUSHING IS
AN IMPORTANT
PART OF OUR
MAINTENANCE
PROGRAM



KEY POINTS

- Western Water performs annual routine maintenance by flushing the mains network.
- To ensure the mains are cleaned effectively, a small amount of chlorine is added. This is harmless to humans.
- During the cleaning process customers may notice a change in the taste or odour of their water.
- If customers experience cloudy water they can turn on the front garden tap until the water runs clear, or for up to 5 minutes.
- At all times the water will meet the Australian Drinking Water Guidelines and will be safe to drink.
- The cleaning process will result in better quality water and flow.

If you have any questions, please call 1300 650 422 and press 1 for our Operations Team.