

Water Main Renewal and Replacement Program

IMPROVING
OUR SERVICE
RELIABILITY

We're replacing or upgrading water mains in our service area as part of our Water Main Renewal and Replacement Program.

This program will improve the reliability of our water mains, helping us deliver better water quality and service to you.

Western Water maintains more than 1,924 kilometres of water mains in the Sunbury, Melton, Bacchus Marsh and Macedon Ranges areas.

Water mains are the major pipes that transport drinking water; they are generally located under nature strips, footpaths and roads.

Why are the works necessary?

The work in your area is part of an essential program to rehabilitate or replace old or broken water mains in our water supply network. This work will:

- improve our service reliability to you with less water main failures likely to occur
- improve drinking water quality
- save water by minimising the risk of water main failure
- reduce potential damage to roads and property if our water main fails
- reduce maintenance and repair costs to the water main and water supply network overall.

How do we identify which water mains need rehabilitation or replacement?

At Western Water, we're continually monitoring and analysing the condition, performance and maintenance history

of our water infrastructure so we know when it's time to renew or replace it.

We consider the age, material and performance history of each of our water mains, and use the latest technology to understand their condition. The purpose of this is to identify which water mains need renewing before they fail and interrupt your water service.

How will I know about the works in my area?

If construction is planned for your area, you'll receive a letter from us beforehand. The letter will provide details about the works, such as the expected timeframe, working hours, local impacts like traffic and parking, and any impact on your water supply. We may also door knock your property to discuss the work and its impacts in detail.

What do the works involve?

The new water mains will be laid in the nature strip, footpath or, if necessary, in the road. It will not interfere with your property or garden.

We'll be using a combination of three construction methods to install water mains:

- open trenching – when we dig a new trench to install the water main



PROJECT SNAPSHOT

- Renew or replace old and broken water mains
- Limited interruption to water supply
- Construction team on site mid-June
- Minimal interruption to traffic
- Work expected to be complete (weather permitting) in July 2016
- You will be advised directly when we are going to be working close to your property

FACT SHEET

- remove and re-lay – when we remove the old main and install a new main in the existing trench
- trenchless technology – we usually bore under roads or sealed driveways with no impact, or to avoid damaging trees.

The new water main will be laid and any openings filled in. Once the new main is connected to the existing water network, we'll begin reinstating the footpath, nature strip or road.

Will my water supply be affected?

All works have been carefully planned to minimise any disruption to your water service. Connecting the new main to our existing water infrastructure will require us to interrupt your water supply. We will notify you in advance before this happens.

If you have any water supply requirements other than normal domestic or business use (e.g. health-related needs), please let us know so that we can arrange an alternative water supply.

When will the work take place?

Our contractors are expected to be onsite mid-June. We aim to complete our work (weather permitting) in July. Western Water appreciates your cooperation during this essential work.

Working hours

Working hours will be between 7:30am and 5:30pm, Monday to Friday. Weekend work may be required at times but we will notify you in advance.

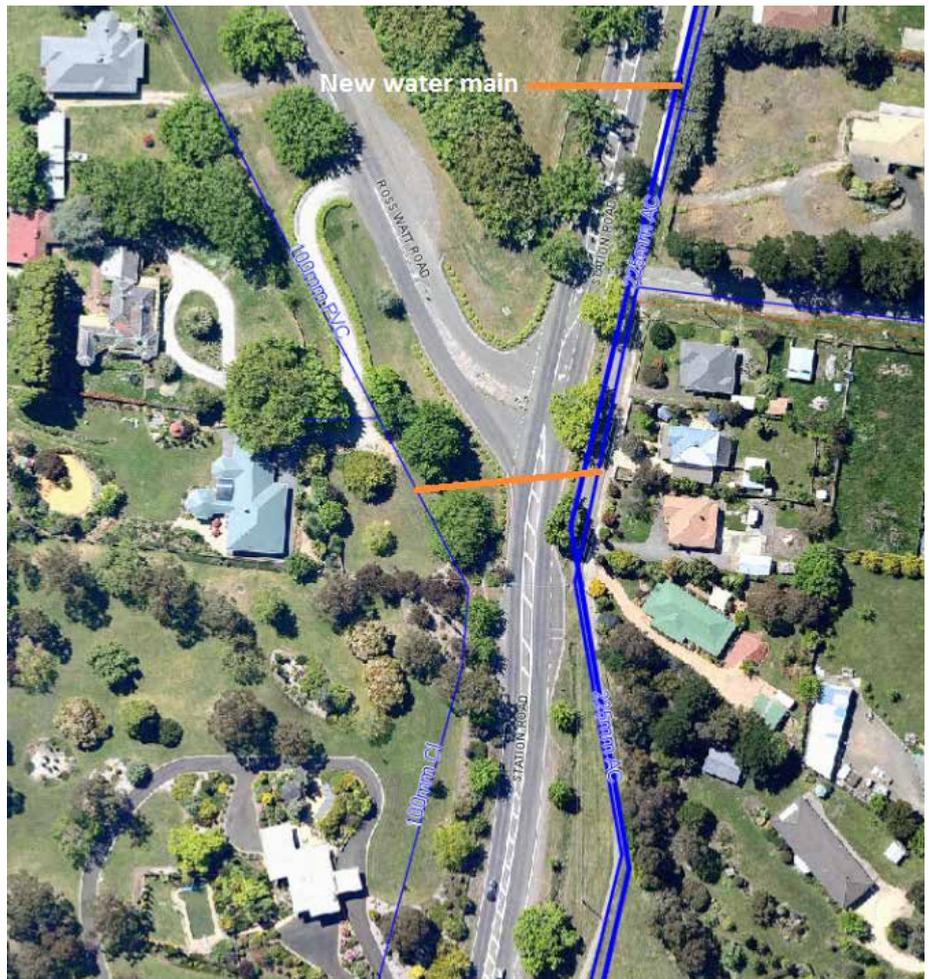
What impacts can I expect during the works?

Western Water will keep construction impacts to a minimum, however the following are likely to occur:

Traffic

Traffic management will be in place at all times as we do this. You will notice increased construction traffic along the street as our contractor goes about their work.

We apologise for the inconvenience and ask that you closely observe changes in traffic and driving conditions.



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 not last long as our contractor will continue to move along the water main alignment throughout the project.

Visual

You can expect to see some excavation work on service roads, and in footpaths or nature strips. Fencing, barricades and trench covers may be used near the worksite to ensure your safety. Our contractor may also establish a storage area in your street for equipment and construction materials.

Will my driveway be affected?

We may need to temporarily work across some driveways. If this is the case, you will be notified in advance so that alternative access arrangements can be made. Your driveway will be reinstated once works are complete.

Will you repair any damage to footpaths, nature strips and roads?

During construction of any new water main, we'll take temporary measures such as filling and covering holes to ensure the work area is safe. At the end of the project, Western Water will restore any disturbed areas.

Where can I get more information?

If you would like to be kept updated on our progress, or ask a question, please go to westernwater.com.au, contact the Senior Community Engagement Advisor on 0409 951 597 or email majorprojects@westernwater.com.au