



Culgoa drinking water upgrade project

As part of our ongoing commitment to provide drinking water to towns across our region, Culgoa will receive a fully treated drinking water supply, with construction expected to start in 2024.

*Certified to best practice standards
ISO 9001 / 14001 and AS/NZS 4801*

The upgraded water supply will be treated in line with the Australian Drinking Water Guidelines and will be sourced from the Warracknabeal Water Treatment Plant.

All Culgoa properties that are both serviced and connected to the urban reticulated water supply will be upgraded to a drinking water supply.

Properties that are serviced, but not currently connected, can request a drinking water supply as part of the project.

Frequently asked questions

Why is the water supply being upgraded?

Culgoa customers currently receive an untreated water supply, which means that it can't be used for drinking, food preparation, ice making or other human consumption purposes.

Upgrading towns to a drinking water supply contributes to the prosperity and liveability of our communities.

A drinking water supply also has the potential to attract more businesses to the town and increase tourism opportunities.

Why can't we drink our current water supply?

As water flows into rivers and lakes it dissolves or absorbs a range of substances. Most of these substances are harmless. However, at certain levels, some substances can make water unsafe.

Untreated water may contain harmful microorganisms from animals and humans.

It can be particularly dangerous for children, elderly people, those with low immunity, or people visiting or new to town who aren't aware the water isn't suitable for drinking.

What is the proposed timeline to supply drinking water to customers?

Urban customers in Culgoa will be upgraded to drinking water supply, with construction expected to start in mid-2024.

Will there be an increase in the cost of water supplied?

Once Culgoa drinking water supply has been declared, water usage charges will increase to a 'potable' water tariff. This is the same as all other towns receiving potable water such as Horsham, Warracknabeal and Birchip.

The current tariff for drinking water supplied to urban customers is \$1.7482 per kL. We estimate that the bill for a household with average usage would increase by about \$1.70 per week.

How is the water treated?

The water supply will be treated in line with the Australian Drinking Water Guidelines and will be sourced from the Warracknabeal Water Treatment Plant.

Drinking water is typically filtered to remove fine particles of clay and compounds that make water cloudy and coloured, then disinfected to kill harmful micro-organisms, making it safe to drink.

The quality of water is monitored and tested to ensure it meets the Australian Drinking Water Guidelines.

Are there other benefits of a drinking water supply?

A drinking water supply will generally provide a more consistent water clarity and quality.

This also helps to improve the life of appliances such as hot water services.

Will recreation facilities in the township receive a drinking water supply?

Recreation Reserves requiring water to irrigate sporting fields and public spaces will be reviewed to determine the extent they can continue to be supplied with non-potable water.

Any clubhouses and public facilities will receive drinking water.

GMMWater offers water discounts to recreational and sporting clubs, and cemeteries. The discount varies depending on the volume of water required and the supply type.

Contact our Call Centre on 1300 659 961 to check eligibility.

We will continue to seek opportunities to utilise untreated water in community greenspaces.

Can I access a drinking water supply if my property is serviced but not currently connected to the urban reticulated water supply?

Landholders with properties that are serviced (where the property fronts an existing main) but not currently connected can request to connect to the drinking water supply as part of this project. There will be an additional cost for this to be completed.

Landholders can apply to connect via the 'Connect to an urban water main' process via our website: gmmwater.org.au/connect-to-urban-water-main

Alternately, landholders can contact GMMWater for more information.

Can I access a drinking water supply if my property is not serviced?

It may be possible, in the future, to extend the drinking water supply to properties that are not currently serviced.

Applications will be assessed individually and any extension costs would be the responsibility of the landowner.

More information on this process is available at: gmmwater.org.au/connect-to-urban-water-main

What happens if I have an Urban Supply by Agreement in place?

All current customers with an Urban Supply by Agreement will be transferred to a Rural Supply by Agreement and associated tariff.

Alternatively, you may nominate your preference to receive a drinking water supply and GMMWater will assess each request on its merit.

How can I keep up-to-date with the project?

We will keep you informed as these works progress through our website, media, letters and our Tapping In newsletter.

If you would like further information, please call our Customer Call Centre on 1300 659 961 during business hours.

