



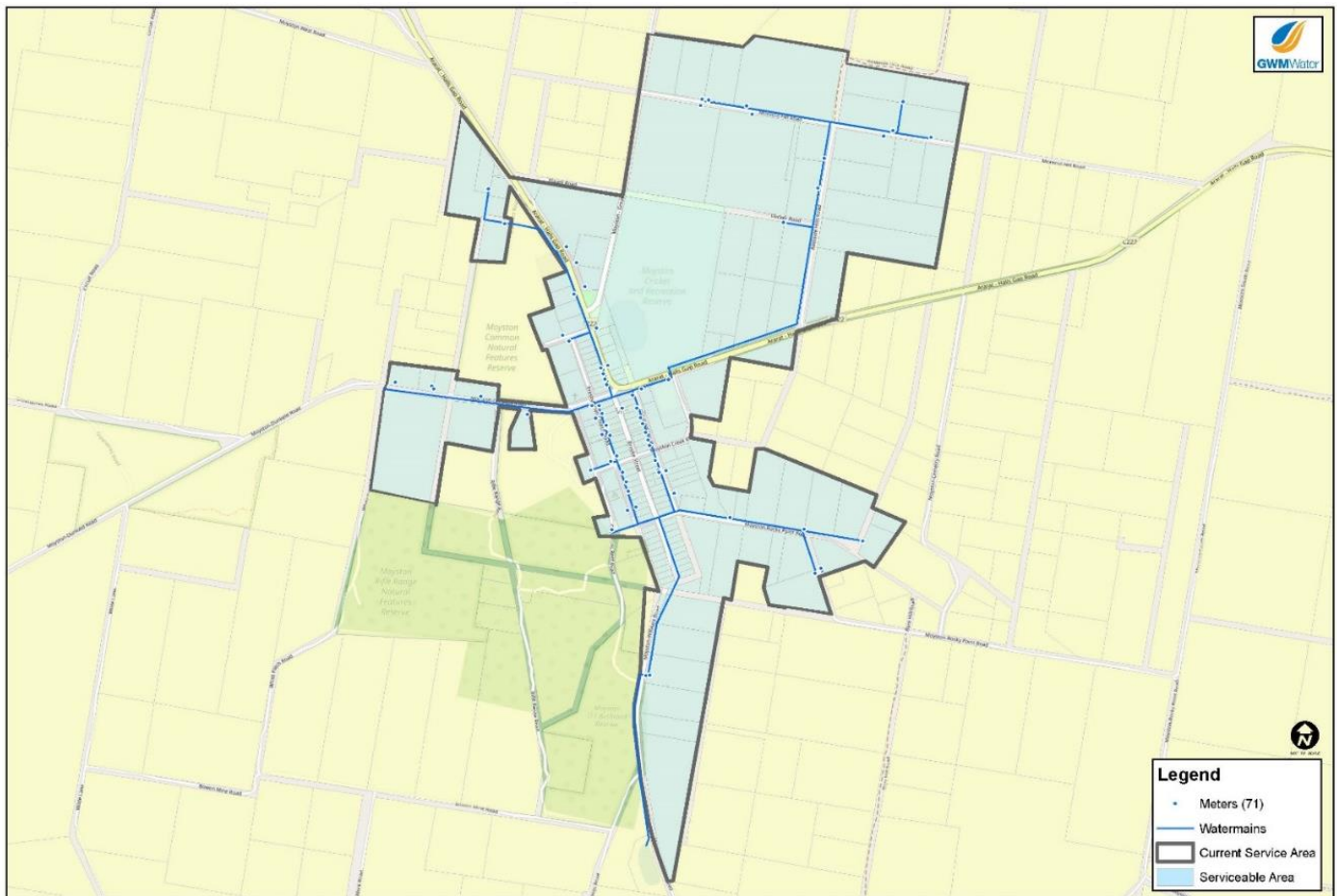
Moyston Drinking Water Supply Project

As part of our ongoing commitment to provide drinking (potable) water to townships across our region, we are pleased to announce that Moyston will receive a fully treated drinking water supply.

The water supply will be treated in line with the Australian Drinking Water Guidelines and will be sourced from the existing Ararat treatment plant.

All Moyston 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.

Moyston Drinking Water Upgrade - Serviced Area



Frequently Asked Questions

Why is Moyston's water supply being upgraded?

Currently Moyston customers receive an untreated water supply which means that it must not be used for drinking, food preparation, ice making or other human consumption purposes.

Ararat Rural City Council has endorsed the project and considers a potable water supply as an extremely important asset for rural townships which ensures a safe resource for use in business and at home.

Upgrading townships to drinking water supplies contributes to the prosperity and liveability of the communities we serve. Drinking water supplies also have the potential to attract more businesses to the town and increase tourism opportunities.

In consultation with the Department of Health (DH), GWMWater identified four priority towns for future upgrades including Moyston. The Essential Services Commission (ESC) approved the project as part of our 2018-23 Pricing Submission.

Why can't we drink our current water supply?

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

Since 2014, GWMWater has consistently received significantly more customer complaints from East Grampians regulated water supply customers than any other urban water customer group.

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

Onsite works to started in early 2026.

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

Yes. Once fully-treated drinking water is supplied to Moyston urban customers they will transition to the same tariff as Ararat and all other towns receiving a drinking water supply. A copy of the current tariffs levied by GWMWater is attached to the newsletter for information.

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 existing Ararat 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 from receiving a drinking water supply?

A drinking water supply will generally provide a more consistent water clarity and quality. This generally improves the life of appliances such as hot water services.

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

Recreation Reserves which are serviced and connected to the urban reticulated water supply will be upgraded to a drinking water supply as part of the current project. However, we will also explore opportunities with Recreation Reserve committees of management and Ararat Rural City Council to provide a rural water supply from the East Grampians Rural Pipeline where appropriate (e.g. watering of sporting fields).

GWMWater 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.

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

Yes. 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. The serviced area outlined on page one of this 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.

We encourage landholders with property outside the Urban Water District to consider expressing an interest in accessing a rural supply via the East Grampians Rural Pipeline.

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 GWMWater will assess each request on its merit.

How can customers keep up to date with the project?

We will keep our customers informed as these works progress through regular newsletters, our website, media and social media. If you would like further information please call our Customer Call Centre on 1300 659 961 during business hours or visit our website gwmwater.org.au

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