

FAQ's

Discoloured water

Central Coast Council's Water Mains Flushing Program supports the delivery of quality water to more than 139,000 homes and businesses across the Central Coast.

To help our community understand what is expected when we flush pipes, we have developed the following frequently asked questions.

Managing water quality

Who is the Water Authority on the Central Coast?

Central Coast Council Water and Sewer is a water supply authority directly providing water related services to our customers across the coast.

Is there a standard quality for drinking water?

Central Coast Council complies with many regulations, including the Australian Drinking Water Guidelines 2011 set by Water Quality Australia.

We set and achieve water standards above the Australian Drinking Water Guidelines.

Why do we flush water pipes?

Water pipes are flushed to help maintain the quality of our drinking water. Flushing helps to remove the build-up of sediment commonly responsible for discoloured water.

How are water mains flushed?

Once we have identified an area for flushing the program is put in place. Valves are operated to create fast moving water in the pipe network to help break down the build-up of sediment within the pipes. This water is then removed from the pipe network via selected fire hydrants.

How long does it take to flush pipes?

Water main flushing takes approximately 15 to 45 minutes to complete.

How are locations and areas identified for flushing?

Council receives customer feedback regarding water quality. We then use this information to help prioritise areas to include in our ongoing flushing program.

Why is my water discoloured after flushing?

The flushing process can disturb sediment causing temporary cloudy or discoloured water.

Discoloured water

What causes discoloured water?

1. Pipe breaks
2. Cleaning of pipes
3. Increased demand on water supply system
4. Build-up of sediment in fittings in the water network system
5. Naturally occurring minerals such as manganese in the treated water

What should I do if my water is discoloured?

In the event of discoloured water, residents are advised to run the front garden tap for 60 seconds every half an hour to check if the water has cleared. If the issue persists, report drinking water quality issues to Council on 02 4306 7900.

Is it safe to use discoloured water?

Although it is not harmful to drink discoloured water, we recommend waiting until the water runs clear to drink or wash your clothes.

How does Council monitor water quality?

Council has two Water Treatment Plants: Mardi Water Treatment Plant and Somersby Water Treatment Plant. We test and analyse water daily in our laboratories, as well as locations within the water network and reservoirs. Some samples are also sent to accredited labs for testing. Results are added to our database, monitored, and sent to our regulators.

How does Council maintain water quality?

Every day, we supply around 85 million litres of water. To help maintain water quality the water treatment plants processes include flocculation, sedimentation, filtration, pH correction, disinfection, and fluoridation.

Learn more about the water treatment process, search '**water treatment process**' at centralcoast.nsw.gov.au.

How does Council report water quality?

This information is publicly available in our annual Central Coast Council Water and Sewer Performance Report.

Where can I learn more about the quality of my water?

Learn more about Central Coast water quality, at our website. Search '**water and sewer performance report**' at centralcoast.nsw.gov.au.

This report was first published in September 2022 and will be updated annually as part of our commitment in maintaining transparency and accountability with our customers and community.

How can I learn more?

1. View our Central Coast Council Water and Sewer Performance Report, search '**water and sewer performance report**' at centralcoast.nsw.gov.au
2. Visit Central Coast Council's website, centralcoast.nsw.gov.au and search '**water and sewer**'
3. Sign up to Coast Connect e-newsletter centralcoast.nsw.gov.au/enews
4. Call Council if you have any questions, phone 02 4306 7900, or submit an enquiry anytime through our online Customer service Centre, search '**customer service**' at centralcoast.nsw.gov.au
5. Play our Working With Water online interactive game. Search '**working with water**' at lovewater.centralcoast.nsw.gov.au