

Summary

Central Coast Council Water and Sewer are gearing up to commence the \$82.5 million major upgrade of Mardi Water Treatment Plant. Council is upgrading the Plant to ensure the security of our water supply, now and into the future.

Why are Council completing this upgrade?

We are upgrading Mardi Water Treatment Plant to ensure the security of our water supply now and into the future. Following this upgrade, we will be able to optimise the efficiency of water storages into the future and improve our ability to manage water quality risks within the network.

Will the plant be operational during the upgrade?

There will be several scheduled shutdowns where Mardi Water Treatment Plant will be out of service.

Whilst measures are in place to ensure water for the region is delivered through Somersby Water Treatment Plant and our connection to Hunter Water, turning off a water treatment plant in the network can present some level of risk to supply. Should there be an interruption of water services, we will ensure the public is informed in a timely manner.

What are the risks associated with shutting down Mardi Water Treatment Plant?

A number of scenarios have been considered to ensure that all risks are identified and mitigations put in place. Some of the risks include;

- Reduced water supply to some suburbs
- Discoloured water
- No water (except to Gosford/Wyong Hospital)
- Boiled water alerts
- Reduced water pressure.

We are well prepared to respond to these risks should they eventuate, though it is critical that we all work together and take all steps possible to prevent them from occurring.

Will I still have access to water?

Contingencies are in place to mitigate any impacts on our customers during this upgrade. Water supply will be maintained via Somersby Water Treatment Plant and our connection to Hunter Water. Should there be an interruption of water services, we will ensure the public is informed in a timely manner.

What should I do if I have discoloured water?

A sudden increase in the flow rate or direction of water through pipes can stir up sediment. This can happen during planned maintenance on the water supply network or during emergency repairs to fix a fault in the network.

Frequently asked questions

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.

It is important to remember that is not harmful to drink discoloured water, though we recommend waiting until the water runs clear to wash your clothes.

More information on discoloured water can be found by searching '**drinking water quality**' at **centralcoast.nsw.gov.au**

What do I do if I receive a Boiled Water Alert?

A Boiled Water Alert will come from NSW Health when there is a risk to the water supply that cannot immediately be rectified, and consumers will be exposed to contaminated water.

Water used for drinking or food preparation should be brought to a rolling boil. Kettles with automatic shut off switches can do this. Water should then be allowed to cool and stored in a clean container with a lid and refrigerated.

Everyone, particularly people caring for young children, should be careful to avoid scalding, when you are heating and then cooling the water.

Tap water is safe for bathing. There is a potential risk if water is swallowed during washing and

bathing. Parents and carers could consider a sponge bath for children as an alternative.

Further information is available by searching '**boiled water alert**' at **health.nsw.gov.au**

What should I do if there is a water outage?

1. Stay Informed: If there is a water outage near you, it will be posted on Council's Facebook page and updated on Council's website.

2. Alternative Water Sources: If available, consider utilising alternative water sources such as bottled water, water from nearby sources like friends or family, or water from emergency supply stations.

3. Water Conservation: Prioritise essential water usage and conserve water wherever possible. This could include shorter showers, turning off taps when not in use, and postponing any non-essential water activities.

4. Special Medical Needs: If you or someone in your household has a medical condition that requires regular access to water, such as dialysis or other medical treatments, contact your healthcare provider or local hospital to discuss contingency plans or temporary relocation options during the outage. It's essential to prioritise the health and well-being of those with special medical needs during this time.

Remember, while water outages are inconvenient, measures are in place to minimise

Frequently asked questions

disruptions. Staying informed and being prepared is the best way for customers to help manage those impacts within the home.

What can I do to help conserve water during the upgrade?

We are encouraging the community to revisit their water usage at home and take active steps towards looking after our precious resource.

There are numerous simple yet effective actions that households can take to achieve this. These include:

- 1. Fixing Leaks:** Regularly check for and promptly repair any leaks in taps, pipes, or appliances to prevent unnecessary water wastage.
- 2. Shorter Showers:** Limit shower times and consider installing water-efficient showerheads to reduce water usage.
- 3. Watering Practices:** Adjust outdoor watering schedules to avoid overwatering gardens and lawns.
- 4. Collect Rainwater:** Collect rainwater for outdoor use, such as watering plants or washing vehicles.
- 5. Turn Off Taps:** Turn off taps when brushing teeth, shaving, or washing dishes by hand to prevent wasting water.
- 6. Full Loads Only:** Wait until you have a full load before running the dishwasher or washing machine.

7. Reuse Water: Collect and reuse water from activities such as rinsing fruits and vegetables or cooking pasta for tasks like watering indoor plants.

8. Postpone Non-Essential Water Activities: During the shutdown period, consider postponing non-essential water activities such as filling pools or washing cars. Prioritise essential water needs to minimise the strain on our water supply system.

Advice on saving water at home is available at **lovewater.centralcoast.nsw.gov.au**

What steps should residents with medical conditions requiring continuous access to water take?

Residents with medical conditions such as dialysis that require continuous access to water should make arrangements beforehand to ensure continuity of care. They are encouraged to contact their healthcare provider or local hospital to discuss contingency plans or temporary relocation options during the outage. Council has been in contact with residents who fall under this category and will continue to communicate with them as needed throughout the upgrade.

Ask us a question.

Please contact Council's Customer Service Team via **ask@centralcoast.nsw.gov.au** or by calling **02 4306 7900**.