

Bemm River Water Supply

Community Update #2
February 2024



We would like to acknowledge and thank our Bemm River customers and the community for their patience, interest and support during the emergency works we needed to undertake over the Australia Day long weekend.



Although water supply was maintained through the use of our contracted water tankers, the community's understanding of the challenges our staff encountered to repair the leak made the work in and around the river much easier.

How have you been maintaining water supply?

Water tankers have been in use since Friday 26 January until Tuesday 30 January 24/7, to supply water from across the river and tap into the water main at the Recreation Reserve.

What repairs have you undertaken?

We have made a temporary repair by successfully slipping a high density polyethylene water pipe into the existing below-riverbed pipeline from Pardew Farm across to Dolly's Garden.

Further works to install and connect a second pipe will be carried out early next week.

How is the temporary repair working?

The existing pipeline has become a conduit for the new pipes. One of the pipes is now actively supplying the Bemm River township and surrounds and the second pipe will remain as a secure spare.

Customers may notice a temporary presence of bubbles in their supply, which may cause minor discolouration. This will ease as the network returns to normal operation.

What is the longer-term solution?

We are confident that the current flow and pressure from the pipeline is good and we will continue to monitor water flow over the next month. Further assessments are currently underway regarding future options and the potential need for a permanent upgrade.

How were customers informed about the problem?

As the customer water supply was uninterrupted, information relating to the leak was through key stakeholders in the community and our social media channels. We've also had many face-to-face conversations with locals and visitors whilst we and our contractors have been doing the work.

What do I do if I need further information?

Our Customer Support Team can be contacted on 1800 671 841 or to report a fault or emergency, please call us 24/7 on 1300 134 202.

As a thank you to our staff, contractors, customers and the community, we will be hosting a community barbecue at Bemm River. More details will be provided in the near future.



1800 671 841
General Enquiries



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Email



1300 134 202
Faults and Emergencies