



**for further information contact:**

Mary Connelly-Gale  
Public Relations Officer

Tel: (03) 5832 0471

Mobile: 0407 543 605

Email: [maryc@gvwater.vic.gov.au](mailto:maryc@gvwater.vic.gov.au)

## Important Information for Marysville

Goulburn Valley Water has the following important information to convey to the Marysville Community in relation to water supply and sewerage system

### GVW Infrastructure Investigations/Works

- 1) GVW Staff have been inspecting our facilities over the last few weeks and have isolated most of the leaks in the water supply system. We still appear to be losing water and will continue to follow this up. If you notice a leak can you please report it to our 24 hour customer service centre on Free Call 1800 45 45 00.
- 2) GVW staff are currently locating and marking all of our facilities, including water meters and sewerage houses connections. We will have people in Marysville over the next week or so. Their work will entail
  - a) Assess if assets have been damaged by the fire
  - b) Clearly mark the location of assets so that they are not damaged during cleanup.

We will start in Falls Road and work through the town. This will mean working through the backs of some properties to find sewer mains. Our staff will be wearing GVW uniform and carrying identification and will introduce themselves to people if they see them. They will try not to be intrusive in any way. This work is very important and we ask that community members be understanding about what they are doing.

- 3) Contractors, DigRite are in the process of replacing the water supply pipeline from the Steavenson River to Aub Cuzens Reservoir. We lost an above ground section of the pipeline in the fire. The replacement pipeline will be Concrete Lined Ductile Iron.

### Water Supply

- 1) The water supply system is operational and is of drinking water quality as of Tuesday 24 March 2009.
- 2) There is no need for bottled water or tanks in Marysville. However,;-
  - a) We have bottled water at our Alexandra Operations Centre that we can deliver to Marysville in an emergency.
  - b) If someone installs a tank GVW will provide water free of charge to fill the tank for the first time, but the owner needs to organise and pay for cartage.
- 3) There is ample water in Aub Cuzens Reservoir. We have approximately 50 megalitres in storage, and we can isolate the reservoir if needed too, to protect

water quality in the event of short term contamination from runoff from the burnt catchment.

### **Water Meters**

- 1) The isolating valves in the water meters have melted and we will need to replace all damaged water meters.
- 2) We will organise replacement of the water meter assembly and provide supply to the front tap at no charge to the property owner. Priority will be given to properties that are to be occupied in the near future. Please contact our Customer Service Centre on Free Call 1800 45 45 00 to request a connection.
- 3) The property owner will be required to pay for any extension of the water supply within the property beyond the front tap.

### **Sewerage System**

- 1) The system and wastewater management facility are fully operational.
- 2) We need to cap and seal all sewer house connections to avoid run off, soil and debris washing into our sewers and creating a public health issue. This means locating the house connection at the sewer point, cutting the connection and sealing it temporarily until the property owner is ready to reconnect.

The recommended approach to having the house connection sealed and capped is:

- a) We are working with Grocon to have the cap and seal done at the same time as they clean up. Grocon will organise to have the work done and recorded and we will assist with locating the connection points.
- b) The Victorian Bushfire Reconstruction and Recover Authority has advised that if the work is done as part of Grocon's work there will be no charge against the property. However, we must also cap and seal those properties that Grocon is not contracted to clean up. It is our understanding that the Authority will not cover costs in these cases and it will be a charge against the property.
- c) We need a clear direction from you (via Grocon) as to whether you are using them for cleanup so the situation with costs for cap and sealing are clear.

### **Water Accounts**

In relation to outstanding water accounts, we will not be billing any customers in Marysville until we get a Government directive on billing. We hope this will be in the next week or two so that we can clarify the situation for you.

### **Buxton**

Buxton's water supply is fully restored and has no restrictions on use as we disinfect at Buxton.

### **Allen Gale**

Bushfire Recovery Controller  
Goulburn Valley Water