



1 April 2009

Information Update for Marysville/Buxton– 1 April 2009

Outlined below is an update on important information that Goulburn Valley Water wishes to convey to the Marysville and Buxton Communities in relation to the water supply and sewerage system.

Correspondence with Customers

In the next few days we will be writing out to people who have lost their property in relation to the cap and sealing of sewer house connections, and encouraging people to use Grocon for the cleanup. If a property owner uses Grocon then the cap and seal will be covered by the Victorian Bushfire Reconstruction and Recovery Authority. However, for those choosing not to use Grocon then the cost for the cap and seal will be charged against the property.

We are sensitive to the fact that some people are no longer with us and as such we will be addressing the letters to the property owner rather than an individual. In this way we hope to alleviate any additional angst for grieving relatives.

If you have a forwarding address we ask that you advise our Customer Accounts & Services staff on 1300 360 007 during normal business hours. This way we can ensure that you receive any important correspondence.

GVW Infrastructure Investigations/Works

Our staff are still locating and marking all of our facilities in preparation for the cleanup and we anticipated that this will be completed by the end of this week.

The replacement of the water supply pipeline from the Steavenson River to Aub Cuzens Reservoir is progressing well and our contractors, DigRite expect to have this completed next week.

Water Supply

As mentioned previously the water supply system is operational and is of drinking water quality. We are also keeping the water level in Aub Cuzens Reservoir at capacity. The capacity has enough supply for six months for the normal occupancy rate. This means if we do experience short term water quality issues, due to the rainfall runoff from the burnt catchment area we can isolate the reservoir until the water quality in the river returns to normal.

Water Meters

If you require a water supply to your property we will organise the replacement of the water meter assembly and provide supply to the front tap at no charge. Our first priority will be given to properties that are to be occupied. Please contact our Customer Service Centre, Free Call 1800 45 45 00 to request a connection.

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Water Accounts

In relation to water accounts, we are still waiting for a directive from the Government. Until such notice we will not be billing any customers in Marysville and any customers in Buxton who have lost their property. As soon as we have a directive will we write to all our customers clarifying the situation.

Allen Gale
Bushfire Recovery Controller
Goulburn Valley Water