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Newsletter

August 2021

TRIALLING MULTI-STAGE PUMP SETS

CTW is currently installing a Multi-Stage pressure pump at both our Cargo and Trajere Pump Stations.

Presently these two sites require two 5.5 kilowatt (kW) pumps connected "back to back" to lift water approximately 100m to a reservoir on top of a hill. If one of these pumps fail, no water can be transferred to the reservoir.

The new 5.5kW Multistage pump is designed to deliver the same flowrate of water to the reservoir using one pump only, therefore upon successful completion of these trials, CTW will be able to remove the two original 5.5kW pumps and install a second 5.5kW MultiStage pump at that pump station.

The overall immediate effect is a culmination of halving the pump station operational costs i.e electricity charges, providing true redundancy of having a standby pump available for immediate operation as well as providing CTW with four spare pump sets which will support its existing network.

Additional future benefits include the reduced sizing of a solar electricity system that can be installed to enable these pump stations to operate when the sun shines, and the ability to run both pumps in tandem to support future growth within that reticulation area.



COVID-19 - UPDATE FOR CTW CUSTOMERS

CTW is committed to its role as a regional water authority providing a quality water supply – reliably and sustainably. On a daily basis our staff work tirelessly to make sure the water supplied to your home or business meets the Australian Drinking Water Guidelines. During the ever changing environment of the COVID-19 pandemic, we want to reassure you that we are committed to supporting the health and safety of our people, customers and the community, as we minimise disruption to our organisation.

Continuing to supply quality drinking water

To allay any concerns of our customers regarding their drinking water, please note disinfection processes and methods are applied to inactivate the most resistant viruses, and will also inactivate the COVID-19 virus. No additional or modified treatment is required beyond the current 'business as usual' treatment.

We have implemented COVID-19 Safe plans across our operations, to provide us with the best opportunity to manage any issues that may arise. As such, the following preventative measures have been implemented with immediate effect:

- The CTW Administration front counter has been fitted with protective screens.
- Customers are requested to pay their water accounts online by Bpay, Post Bill Pay or bank transfer where possible, to minimise any cash handling transfer risk.
- Customers are requested to contact CTW on 02 6391 7200 or email water@ctw.nsw.gov.au with any enquiries.
- Customers are requested to adhere to applicable social distancing requirements when conversing with CTW staff.
- NSW Health recommendations for preventing COVID-19 transmission which includes washing and sanitizing hands, social distancing, wearing of face masks are applicable, getting tested if unwell and staying home, and disinfecting hard surfaces.

Updates

We will continue to post regular COVID updates on our Facebook page and website.

LAKE ROWLANDS FEASIBILITY UPDATE

Following the positive outcomes of the additional water modelling and extensive lobbying by CTW with the support of Water Infrastructure NSW, official approval was provided by DPIE Water on 26 March for CTW to proceed with the second stage of the Lake Rowlands Augmentation Feasibility Study of raising the wall at Lake Rowlands by 2.2 metres. This will increase the capacity of Lake Rowlands from 4.5 gigitalitres (GL) to 8GL. This involves the development of the scope of works for the detailed concept design and review of environmental factors. Planning of stakeholder and community engagement information sessions has also commenced, as well as preliminary engagement with landholders downstream of Lake Rowlands on Coombing Creek with further engagement planned with landholders upstream in the near future.

CTW is continuing to work in close collaboration with DPIE Water in the delivery of this vital project.



The level of Lake Rowlands is 108% as at 29 July 2021. Please check our website for regular water level updates. Thank you for using water wisely.

Receive Water Notices by email

You can have your water bill emailed to your nominated email address.

The use of emailed bill delivery is quicker, cheaper and better for the environment.

If you would like your water account emailed, please complete the Water Notice email form available on our website.

<https://www.ctw.nsw.gov.au/forms/online-forms/>

CTW Water Bottles are available for purchase, at \$5 each, at its office in Blayney and constituent councils of Cabonne and Weddin.

* 750ml BPA Free

* Impact Resistant

* Odour Resistant

* Shatter Proof

* Dishwasher Safe.



Paying Water Notices by Direct Debit

Direct debit is a hassle free, automatic account payment which allows Council to directly debit your bank, credit union or building society account. Payment of your water account using direct debit can be made in full on the due date, or by regular fixed payments made weekly, fortnightly or per 28 days. The specified amount will be automatically deducted from your nominated account on the payment due date.

Simply download the Direct Debit Request available on our website, complete and return the form. Or contact Council on 6391 7200 and a form will be forwarded to you.

<https://www.ctw.nsw.gov.au/forms/online-forms/>

2021-2022 WATER CHARGES

Central Tablelands Water (CTW) has adopted new water charges for the 2021/22 year. The 2021/22 usage rate will be \$3.50 per kilolitre (kL) for all water consumed. The annual availability charge has increased to \$248.00 per annum.

CTW aims to provide all consumers with a high level of service, ensuring reliability and quality. To achieve this, CTW's pricing policies need to ensure that sufficient funds are available to renew ageing infrastructure and upgrade existing network assets so that strict regulatory compliance requirements are met.

In 2021/22, Council's Section 64 Developer Charge is \$6,211 per ET (equivalent tenement) as per the 2021 Developer Servicing Plan (DSP) recently adopted by Council in accordance with the 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater.

| WATER CHARGES (PER KILOLITRE) | Residential/Rural | \$3.50 |
|-------------------------------------------|--------------------------------------------|------------|
| | Non Residential | \$3.50 |
| | Industrial | \$3.50 |
| | Automatic Filling Stations | \$7.50 |
| | Standpipe Sales | \$9.00 |
| AVAILABILITY CHARGES (PER ANNUM) | 20mm | \$248.00 |
| | 25mm | \$388.00 |
| | 32mm | \$635.00 |
| | 40mm | \$992.00 |
| | 50mm | \$1,550.00 |
| | 80mm | \$3,968.00 |
| | 100mm and over | \$6,200.00 |
| | Fire Service (restricted to fire use only) | \$248.00 |
| | Unconnected built upon properties | \$124.00 |

Having Trouble Paying Your Water Account?

If you are unable to pay your account by the due date please contact CTW to make an agreed payment arrangement.

CTW is happy to assist with any questions relating to your water services.

To find out more visit www.ctw.nsw.gov.au or call (02) 6391 7200

For 24-Hour Emergency Service please call (02) 6391 7200

Covers the areas of: Blayney, Carcoar, Lyndhurst, Mandurama, Millthorpe,

Grenfell, Quandialla, Eugowra, Trajere, Canowindra, Cargo, Cudal,

Manildra, Cowra Rurals

