

## Water mains cleaning of Bendigo water supply network

**When does this program start and finish?**

Our program will be carried out from Wednesday 27 January until the end of April 2021.

**Why do these works need to be done?**

Works of this nature are routine and are carried out approximately every 2 to 3 years to ensure the disinfection levels across the Bendigo network are maintained.

**What does it involve?**

Chlorine is added to drinking water to make it safe, and this process is called disinfection.

There are two ways in which chlorine can be added to drinking water. The first is achieved by adding chlorine to drinking water, and this is known as chlorination.

The second way is achieved by adding chlorine and ammonia, and this is known as chloramination.

At Bendigo Water Treatment Plant (WTP), chloramination is the usual process that is used for disinfection, and the cleaning works will involve changing the disinfection method at the WTP from chloramination to chlorination for the duration of the works.

**Will this have an impact on my water supply?**

The works will not impact the flow or pressure of your water supply. Some customers may notice a change in the odour and taste of the drinking water. At all times the water will continue to be safe to drink. This practice is consistent with the Australian Drinking Water Guidelines.

**Will taste and odour be more noticeable in some areas?**

Yes. In some areas current chlorine levels may have dropped slightly and this process will restore them to normal levels. Therefore, some customers may taste or smell the additional chlorine more than others.

**Will the water be safe for my pets?**

Yes, the water is safe for your pets to drink. Advice can be sought from your local pet shop regarding aquariums as there will be more chlorine present than usual. You may like to review your water treatment processes if you intend on refilling an aquarium during the period of works.

This may include passing the water through a filter or purifier. Another option is to let the tap water sit for a period of time and aerate before using it in a fish tank.

## How can I reduce the taste of chlorine?

You can pass your drinking water through a purifier or filter. Another option is to fill a jug and place it in the fridge for a ten minutes as this will remove the taste of chlorine.

## Can chlorine cause skin irritations?

Chlorine sensitivity can be a concern for a very small number of people. If you believe that you are sensitive to chlorine, you can pass your drinking water through a purifier or filter. If you still have concerns, it is recommended that you contact your medical practitioner for further advice.

## Why is it necessary to add chlorine to the water?

Drinking water is treated at our water treatment plants to ensure it is safe for consumption. Maintaining chlorine levels is important as it protects against contamination as the water travels through our water mains to your property.

## How do I stay updated?

Information and updates about the Bendigo water mains cleaning program can be found on our website via the current projects page at <https://coliban.com.au/community/current-projects>

If you have a query, you can ring our Customer Support Team between 8am and 5pm Monday to Friday on 1300 363 200.