

Fact Sheet: Your water supply

Western Water filters and treats all of the drinking water we supply to our customers. This fact sheet explains which towns Western Water supplies with water and how we treat it to deliver a safe and healthy water supply to your tap.

Who does Western Water supply?

Western Water's water reticulation system currently supplies more than 11 million litres of water per year to almost 50,000 homes and businesses across a 3000 square kilometre service area.

To assist with the efficient management of water quality, our service area is divided into sixteen water quality zones. Each zone is determined by the origin of the water, the location of treatment and storage facilities and the associated delivery system.

What do we add to your water supply?

Disinfection

Disinfection is important in order to destroy potentially harmful micro-organisms in the water supply, thereby maintaining public health. This process kills any bacteria or viruses in the water and provides a disinfection residual to protect the water from recontamination as it travels from a water filtration plant through the distribution system to customer taps. Chlorine and/or ammonia are used to disinfect the water supply.

Chlorination

Chlorination is the addition of chlorine to the water supply and requires minimal contact time to destroy micro-organisms. The water supply in smaller towns responds most effectively to chlorine because the pipe network is smaller.

Chloramination

Chloramination is the addition of ammonia to chlorine, to form chloramines. Chloramines are less reactive than chlorine alone enabling them to travel further into the distribution system to safely disinfect the water supply. Chloramines are also less likely to generate taste and odour issues, compared to chlorine alone.

Fluoridation

Fluoride is added to the water supply in some towns for dental health benefits, in accordance with Victorian Department of Human Services (DHS) requirements.

PH correction

The water's acidity is corrected to provide a neutral pH, by adding lime. This ensures the water does not corrode our water mains and also maintains disinfection throughout the system.

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Water Quality Zones

1. Gisborne
2. Sunbury
3. Diggers Rest
4. Bulla
5. Macedon
6. Mount Macedon
7. Riddells Creek
8. Romsey
9. Lancefield
10. Woodend
11. Melton
12. Rockbank
13. Toolern Vale
14. Long Forest
15. Bacchus Marsh
16. Myrning



Your water supply system

To ensure a safe water supply, water authorities including Western Water apply some treatment and/or disinfection to water before supplying it to their customers.

In addition to filtration of the water to remove naturally occurring particles, Western Water adds measured doses of chemicals to provide you with safe and healthy drinking water. Different supply systems have different treatment requirements.

The table opposite shows the treatment processes that Western Water uses in each of our water supply systems:

Water supply system	Treatment processes	Water quality zones
Lake Merrimu	Fluoridation, pH correction and Chloramination	Melton, Bacchus Marsh, Toolern Vale, Rockbank, Long Forest and Myrniong
Greenvale Reservoir (via Hillside pumping station)	Fluoridation and Chlorination followed by Chloramination	
Rosslynne Reservoir	pH correction and Chloramination	Gisborne, Macedon, Mount Macedon and Riddells Creek
Greenvale Reservoir (via Riddell Road pumping station)	Fluoridation and Chlorination followed by Chloramination	
Greenvale Reservoir (via Loemans Road pumping station)	Fluoridation and Chlorination followed by Chloramination	Sunbury, Bulla and Diggers Rest
Campaspe Reservoir & Reservoir C	pH correction and Chloramination	Woodend
Kerrie Reservoir	pH correction and Chloramination	Romsey
Garden Hut Reservoir	Chloramination	Lancefield
Pykes Creek Reservoir	Chlorination	Myrniong

For further information

Contact Western Water on 1300 650 425 or visit our website at www.westernwater.com.au

Other useful contacts include:

Department of Human Services (DHS)
www.dhs.vic.gov.au

National Health and Medical Research Council
www.nhmrc.gov.au