

# Fact Sheet: Your Water Supply - Lancefield

Lancefield's \$3.1 million Water Filtration Plant (opened February 2008) treats a mixture of groundwater and surface water through the latest filtration technology and chlorine disinfection to ensure a safe drinking water supply.

## Drinking water regulation requirements

Western Water operates its drinking water supply systems under the Victorian Safe Drinking Water Act administered by the Department of Human Services (Health Department). We are required to manage health risks associated with drinking water, effectively monitor the water and undergo annual audits of our management systems. Western Water is fully compliant with the Safe Drinking Water Act requirements.

## Lancefield's water supply and filtration plant

Lancefield's Water Filtration Plant supplies Lancefield with high quality drinking water and assists water supply security to the township. The plant uses the latest proven technology to produce a safe and high quality water supply for the local community.

Lancefield is supplied by a mixture of groundwater from two local bores (north and south of the town) and surface water collected at the nearby Garden Hut Reservoir. The mix of groundwater and surface water varies according to storage levels and drought conditions.

Water quality from each of the sources may vary. Colour, bacteria, taste and odour may originate from surface water, while groundwater contains iron and other minerals.

The filtration plant addresses colour, iron, certain taste and odour issues and other potential concerns to significantly and consistently improve the water quality.

The Lancefield Water Filtration Plant is a fully automated system with monitoring systems continuously operating. The plant uses Supervisory Control and Data Acquisition (SCADA) technology to remotely monitor and control the plant.

## Chlorine disinfection

In addition to the filtration processes, chlorine disinfection is used to destroy potentially harmful micro-organisms in the water. This process kills any bacteria or viruses and provides a disinfection residual to protect the water from recontamination as it travels from the water filtration plant through the distribution system. Chlorine is the most widely used disinfectant for drinking water in Australia.

## Taste and odour

While chlorine levels in Lancefield are well below Australian Drinking Water Guidelines, customers may experience some residual taste and odour. If this is the case, chlorine can be removed from drinking water by:

- Exposing the water to sunlight for a number of hours (e.g. letting the water stand in a covered clear container on a window sill or similar).
- Allowing the water to pass through a granulated activated carbon filter (e.g. domestic activated carbon filter). When using a water filter please ensure that the manufacturer's instructions are followed, particularly with respect to timing of the filter cartridge changes.
- Chilling the water will usually improve the taste and odour.

## Hard water

As Lancefield uses a mix of surface water and groundwater the water contains natural minerals which make it "harder" than the soft Melbourne Water supplies. "Hardness" is a measure of the concentration of calcium and magnesium salts in the water.

Hard water is safe to drink. In fact, medical research indicates that hard water contributes towards human dietary needs for calcium and magnesium and may have a beneficial effect on health, particularly some types of cardiovascular diseases. Drinking water in many cities has hardness levels similar to Lancefield.

However, customers may experience some spotting or staining in sinks, toilets and bathrooms due to the hardness of the water. Some common cleaning products, such as CLR, can help to remove stains from hard water.

Hardness levels in Lancefield are approximately 160 milligrams per litre which is regarded as "good" in the Australian Drinking Water Guidelines. Common household appliances are designed to operate within the water quality limits set in the Australian Drinking Water Guidelines.

## Further information

Please contact Western Water on 1300 650 425 and ask to speak to a member of our Water Quality team.