



Customer Information Statement

January 2008

Goulburn-Murray Water (G-MW) is committed to providing regular information on the quality of water supplied to customers so that they can make informed choices regarding their use of the water.

The quality of the water being supplied by G-MW has not changed, however under the Safe Drinking Water Act 2003, G-MW is now required to advise customers and public of the non-potable nature of the water supplied by G-MW.

G-MW supplies raw water for irrigation, stock and domestic purposes and other bulk entitlement commitments.

All water supplied by G-MW is raw (or untreated) and not suitable for human consumption either directly or indirectly without being properly treated. This is because of the open nature of water catchments and the potential effects of land use and developments adjacent to the waterways.

The quality of the water can vary, especially during summer when blue-green algal blooms can occur.

G-MW continues to work with its catchment partners to identify ways of reducing the impacts of land use and developments in its catchments. These may include water quality monitoring, development of management plans and incident response.

G-MW monitors its storages and supply systems for various water quality parameters, including nutrients, salinity and blue-green algae. This information is available to the public via the website - www.vicwaterdata.net.

G-MW has an established process for responding to environmental incidents, including notifying our customers and the general public in the event of poor water quality being detected.

Any collective entitlement holders should advise their customers that the water they supply is non-potable, particularly if they or their customers run accommodation premises or food businesses or if the general public has access to the water (e.g through a public tap)."

This customer information statement will be placed on the G-MW website, referred to in its customer newsletters and provided to any new customers.