ABOUT THIS PROJECT
It is evident that customer expectation of water pressure is growing. Some customers feel they should be able to use multiple water sources in the household at the one time, with no impact to their water pressure.

Although it is believed that our water pressure does meet minimum standards, feedback has indicated that it is not meeting the expectations of some of our GVW customers.

The areas that have expressed most concern with pressure seem to be in smaller towns such as Picola, Stanhope and Tatura; which are all flat areas in Goulburn Valley Water’s district.

ACTIONS TO DATE
We have worked with targeted towns who have told us they have concerns about their water pressure, including further investigations and conducting pressure tests.

We have engaged a consultant to assist us in reviewing our existing standards of water pressure. This will form a report that will be completed by June 30, 2019 which will guide our next steps.

WHAT’S NEXT?
Once the report is submitted this will determine if changes to our water pressure standards are required. If so, the first step is to identify the problematic areas. In doing this, we will conduct a survey with all GVW customers and use their responses to help us to narrow down the areas that require action. A program will be developed for each township affected in order of priority over the price period.

OUR ACCOUNTABILITY FOR THIS PROJECT
The identified towns from the initial customer survey will be addressed in priority order.

We’re progressively surveying customers who have provided their email address about water pressure satisfaction. All surveys are expected to be sent out by June, 2019.

Where the survey results do not meet Customer Charter requirements, a GSL credit of $25 per year will be made to affected customers until such time as the pressure meets the standard.