Your water pressure at a glance

Water pressure can vary from house to house depending on the location of your property and Goulburn Valley Water’s water treatment plants. We guarantee a flow rate in our delivery network to our residential customers of 20 litres per minute at the meter for a 20mm service. This pressure is generally enough to fill a 10 litre bucket in 30 seconds.

Testing your water pressure

We visited your house on _________________ at ____________ to undertake a ‘bucket test’ to determine the flow rate at your water meter.

The result showed that your property has a flow rate of _______________ litres per minute.

If you would like more information on these results, or if your results were less than 20L/minute and you would like to know what happens next, please phone John Xu on 5832 4850.

The water network delivery system

Once water has been treated at one of the 37 Water Treatment Plants across our service area, it is distributed to customers via an underground network of pipes - also known as water mains.

The minimum size of water mains is 100mm diameter. This is the most common size, however in industrial or commercial areas, 150mm mains are used. Today, water mains are constructed from Polyvinyl chloride (PVC), with some ductile iron mains (cement mortar lined) used under roads or for critical large mains.

One hundred years ago, wooden and cast iron pipes were used. Polythene, steel and cement pipes were installed between 1930 and 1980 and many of these mains are still in service.

Water to your meter

Prior to water being sent through the distribution network, treated water is normally held in storage tanks and reservoirs to ensure adequate supply and pressure is available during peak usage periods.

Elevated water storages help create enough pressure to gravity feed water across our service area to homes and businesses. Depending on how far the water network goes, we use booster pumps to increase pressure in some locations. The lower the elevation of your house compared to our water storages, the higher the pressure.

Treated water is reticulated through a network of distribution pipes before being received by customers. At peak times (7-9am and 5-8pm) water flows at an average speed of 1 metre per second through water mains, with it spending anywhere from a few minutes to a few days in the system before making it to your tap.
Why your water pressure may be low

**Supply infrastructure** | The pipes that supply water to your property (GVW-owned), or private pipes within your property, may be old and corroded. Goulburn Valley Water carries out an extensive annual Water Main Replacement program which targets mains based on age and the number of failures.


**Household usage** | The pressure at your tap is adequate for daily household usage based on average consumption requirements. This allows you to use water for a couple of applications at once (i.e. a shower and a dishwasher), however, the more taps you have running at once, the more the pressure drops.

**Peak demand** | Water consumption spikes between 7-9am and 5-8pm, so an easy way to improve your water pressure is to use water outside these hours - for example, run the dishwasher in the evening, or water your lawns on a timer overnight.

We also have Permanent Water Saving Rules in place to encourage water efficiency. These include:

- only using sprinklers before 10am and after 6pm
- hoses can be used at any time if they are fitted with a trigger nozzle
- brooms or blowers must be used to clean hard surfaces.


**Household plumbing issues** | GVW is only responsible for the pipes up to your meter. After the meter, you as the property owner are responsible for the pipes. If the bucket test results on the previous page showed that you are receiving the Guaranteed Service Level flow rate based on your meter size (20 litres per minute for an average 20mm property service pipe), but you are unhappy with your water pressure, it may be worth getting a plumber in to have a look at your pipes.

What should I do if I notice my water pressure is low?

- check the stop tap on your water meter to ensure it’s fully turned on
- check other supply taps to your hot water service, etc, are fully turned on
- check our website to see if there are any planned or unplanned works in your area that may be affecting supply. You can also register your mobile phone number with us to receive service interruption notifications.

If you’re still experiencing pressure issues, please call our 24-hour Customer Service Centre on **1800 454 500**.