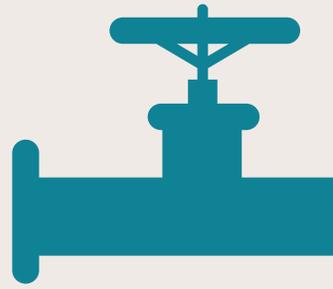


Preparing for a water supply interruption



Looking after 6,800+ kilometres of pipes is a big job. To maintain their condition, we sometimes have to plan interruptions to perform essential maintenance. Here are some helpful hints to help you prepare for a water supply interruption and what you need to do afterwards to ensure minimal disruption.

If a continual water supply is vital due to a medical condition or the operation of your business, please call us on 1300 656 007 as soon as possible so we can work together on an alternative arrangement. We need at least 48 hours notice to organise this.

Prior to your planned water interruption:

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| <p>Ensure you have stored enough water for drinking and cooking during the interruption.</p> | <p>Ensure you have stored enough drinking water for your pets.</p> | <p>Fill up some buckets to flush your toilets (you won't need to do this if you live in a recycled water supply area, with a purple pipe).</p> |

NOTE: If you live in an area connected to recycled water (using a dual pipe), your recycled water (purple pipe) will not be affected by these works.

After the water is restored:

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| <p>We encourage you to run a tap at the rear of your property for 5-10 minutes. If your water looks dirty or milky, run the tap until it turns clear (use this water on your plants instead, it's not harmful).</p> | <p>Make sure you have given a tap at the rear of your property a good flush before turning on any appliances that are connected to the water supply.</p> | <p>Do the same for any water using equipment (such as watering systems or sprinklers).</p> |

If you would like to chat about this planned work or are still experiencing dirty or milky looking water (after flushing the tap at the rear of your property), please give us a call on **1300 656 007**, and quote the reference number on your letter. This service is available 24 hours a day, 7 days a week.

Please note we cannot be held responsible for any damage due to not observing the precautions listed above.