

10 April 2026

Water Main Cleaning Program to commence in selected areas

Westernport Water is committed to delivering safe, reliable and high-quality drinking water to our customers and the wider community.

As part of this commitment, routine maintenance will be carried out on sections of the water network between **21 April and 30 April 2026** using a process known as **air scouring**.

Air scouring is a standard water industry practice that helps maintain water quality by removing naturally occurring sediment from inside water mains. The process involves pushing compressed air and water through the pipes at high speed, with loosened sediment safely discharged through nearby hydrants.

This year's program will be carried out in **selected areas** of the following townships:

- Cowes (West)
- Wimbledon Heights
- Smiths Beach
- Bass

Not all of Westernport Water's customers will be affected.

Temporary water supply interruptions will occur **only in affected streets** while the cleaning is undertaken. Our contractors will move progressively through each township as works are completed.

Customers whose properties are affected will receive **direct notification** ahead of time in their mailbox (or near their front door if a mailbox is not available). The interruption notice will include the expected date and time of works. Registered medical priority customers will be contacted directly via phone in addition to written notification.

Customers are asked to:

- Turn off their stop tap at the water meter before the scheduled start time listed on their notice
- Avoid using taps or water-using appliances during the interruption period.

Customers who require water during this time are encouraged to fill jugs, sinks, baths or containers before the supply is temporarily interrupted.

Please note that contractors may not always be visible on your street, as the works can be completed from a different location when the interruption takes place.

In most cases, the air scouring process will take **less than two hours**, with specific times outlined on individual interruption notices.



We acknowledge the Traditional Custodians of the land on which we live, work and learn, the Bunurong People. We pay our respects to their Elders past and present.

OFFICIAL

Once the cleaning is complete and supply is restored, water may initially appear cloudy. This is harmless and caused by fine air bubbles. The water will clear if left to settle in an open container or by running an outside tap for a short time. The water remains safe to drink.

A detailed schedule of works will be available on the **Westernport Water website** prior to the commencement of the program, and daily updates will also be shared via Westernport Water's **Facebook page**.

Preventative maintenance programs such as air scouring play an important role in maintaining water quality and ensuring our network continues to meet the needs and expectations of our customers. Westernport Water thanks the community for its understanding and cooperation while these essential works are carried out.

A full schedule of works is provided on the Westernport Water website
www.westernportwater.com.au/products-services/water-quality/water-mains-cleaning

ENDS

Media enquiries to Manager Communications and Engagement on 1300 720 711 or email |
communications@westernportwater.com.au



*We acknowledge the Traditional Custodians of the land
on which we live, work and learn, the Bunurong People.
We pay our respects to their Elders past and present.*