

# Customer Newsletter

January 2025



## Goldenfields Water welcomes new board

The new Goldenfields Water Board convened on Thursday 31 October 2024, with the introduction of six new members.

The board consists of eight elected delegates from each of Goldenfields Water's constituent councils, with two members from Hilltops Council. The board retained two past members, Cr Graham Sinclair from Temora Shire Council and Cr Alan White from Coolamon Shire Council.

New members to the board include Cr Cameron Rouse from Narrandera Shire Council, Cr Rodney Crowe from Bland Shire Council, Cr Joanne Mackay and Cr Neil Langford from Hilltops Council, Cr Les Cooper from Cootamundra-Gundagai Regional Council and Cr Matt Austin from Junee Shire Council.

Cr Alan White was appointed as the new chairperson, with Cr Graham Sinclair taking on the role of deputy chairperson.

Chairperson Cr White expressed his gratitude for the appointment, stating he was honoured to be elected and looked forward to collaborating with the new board.

## Goldenfields Water alerts customers to potential discoloured water

With the warmer months approaching, Goldenfields Water is aware there has been a spike in discoloured water events across their water supply schemes.

Goldenfields Water wants to reassure its customers that our focus on reducing discolouration of water events is a high priority.

After several successful trials of a new mains cleaning technology via contractors, Goldenfields Water is seeking to invest in its own asset which would make this only the second operational system in the country. The delivery of the new technology is scheduled for mid-2025.

For more information on discoloured water please visit [gwcc.nsw.gov.au/our-water/water-supply/discoloured-water](https://gwcc.nsw.gov.au/our-water/water-supply/discoloured-water)





## Meter and Automatic Meter Reading (AMR) device replacement program

Water meters and automated meter reading (AMR) devices which are battery powered have an asset life of approximately 10 years. These meters and AMRs are now at end of life requiring replacement.

Goldenfields Water staff over the next 12 to 18 months will be attending properties in Ariah Park, Beckom, Bethungra, Coolamon, Cootamundra area (not urban properties), Junee, Ganmain, Grong Grong, Matong, Mirrool, Stockinbingal, Temora, West Wyalong, and Wyalong to replace aged property water meters and automated reading devices.

In addition to those properties in towns or rural villages, rural properties supplied by Goldenfields Water between these localities will be attended as part of this program.

### Common Questions!

**What do I need to do?** Just ensure clear and safe access to your meter for staff attending the property to carry out works as required.

**Will I be billed?** No. These works are programmed maintenance and will not be billed to customers.

**Will I have water?** Water will be temporarily turned off to your property at the meter for no longer than 10 minutes while replacement is carried out and then turned back on.

**My water bill seems lower in value than normal?** When AMR devices reach end of life and are not functioning as designed this can cause errors with meter reading. Goldenfields Water encourages all customers who are aware of their consumption to review their water bill. If your bill is less than \$60 it's likely you are only receiving an access charge without usage due to an error. To avoid an increased bill when such matter is corrected by our billing team, customers are encouraged to make contact to confirm if there is any concern.

## Recognising our Local Students

As part of our Community Engagement Strategy, each year Goldenfields Water makes a donation to every school and preschool within our supply area.

This donation goes towards purchasing an award to recognise a student for their hard work and dedication towards their studies. In 2024, Goldenfields Water donated a total of \$13000 to over 65 schools and preschools. The Councillor for each school area makes the effort to try and attend the schools award presentation events to present the award on behalf of Goldenfields Water.

Goldenfields Water are proud to be able to support our community's younger generation and look forward to continuing our annual school partnership for many years to come.



## Connect with us

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-  [twitter.com/goldenfieldsWCC](https://twitter.com/goldenfieldsWCC)
-  [instagram.com/goldenfieldswater](https://instagram.com/goldenfieldswater)

### Office Hours

Monday–Friday  
9am–4.30pm

### Contact

84 Parkes Street, Temora NSW 2666  
PO Box 220, Temora NSW 2666  
T 6977 3200 F 6977 3299

[office@gwcc.nsw.gov.au](mailto:office@gwcc.nsw.gov.au)  
[gwcc.nsw.gov.au](http://gwcc.nsw.gov.au)

### Emergencies

T 1800 800 917  
(Available 24/7)