FAQs – Recycled water supply ready to commence
Pakenham and Officer region

When will my home receive recycled water?
In the Pakenham and Officer region, the following estates will receive recycled water from 8 April.

- Amberlea
- Eden Brook
- Aspect
- Cardinia Village
- The Arena
- Lakeside at Pakenham (Caversham Waters and Devonia Park)

I live in Grandvue / Worthington / Somerset / Havana estate. When will I receive recycled water?
Your estate is in our next stage of expansion. We are expanding the recycled water network by laying the infrastructure to deliver your supply. We will let you know when these works are completed. In the interim, you will continue to receive drinking water through your recycled water pipes for toilet flushing and outdoor use.

Where is recycled water connected?
Recycled water is plumbed to your toilets and outdoor purple taps. You’ll have two water meters – a standard drinking water meter and a purple recycled water meter.

Where do I get a replacement purple tap handle from?
If your home’s removable purple tap handle is missing, you can replace it with a new one from a reputable plumbing supply store.

Why is my recycled water a different colour to drinking water?
From time to time, you may notice colour variations with the recycled water in your toilet. This is completely normal.

The treatment process to produce Class A recycled water removes most colour, but some colour is likely to remain. Colour removal is added to the treatment process for aesthetic reasons, which means the appearance of colour does not affect recycled water’s quality.

You may wish to use a toilet or in-cistern product to mask or reduce any colour.
Is recycled water safe?
Class A recycled water is very safe and is produced to a high quality, in line with guidelines set by the Department of Health and the Environment Protection Authority. Although it’s not suitable for drinking, it is safe to be in contact with. If you accidentally drink it, don’t be concerned. Chances of becoming ill are extremely unlikely. However, if you do feel unwell please seek medical advice.

How much does recycled water cost?
For the 2012–13 financial year, recycled water is priced at $1.66 per kilolitre (per thousand litres). This price is 5% cheaper than the price of drinking water. From 1 July 2013, water prices will increase. We will advise customers of the new prices on our website and in bills from late June.

The quarterly recycled water service charge until 30 June 2013 is $5.44.

Why do I have to pay for recycled water when it’s not suitable for drinking?
Although recycled water isn’t suitable for drinking, it is actually a high quality water supply and has undergone a rigorous treatment process – with more treatment than what our drinking water supplies go through.

By using recycled water around the home for toilet flushing and garden watering, you’re helping to reduce our reliance on our drinking water supplies.

Where does my recycled water come from?
If you live in Pakenham or Officer, your recycled water is produced at the Pakenham water recycling plant on Koo Wee Rup road, Pakenham. We then deliver it to you through a network of recycled water mains.

What can I use recycled water for?
You can use recycled water to:

- flush the toilet
- water plants and vegetables in your garden
- water the lawn
- wash cars (on the lawn only)
- clean the outside of your home and outdoor furniture
- fight fires

What shouldn’t I use recycled water for?
Don’t use recycled water to:

- drink
- cook with or use in the kitchen
- shower or bathe
- fill the swimming pool or spa
- use in evaporative cooling systems
- fill children’s water toys