

Pressure Management Program frequently asked questions

South East Water is undertaking a pressure management program in areas that have been identified with having excessively high water pressure.

To remove the risk of burst pipes and impact to the community, we're reducing pressure in certain areas to ensure it's at a more manageable level.

Q. What is pressure management and what is involved in the pressure management program?

A. Pressure management refers to managing the water pressure that comes out of our taps. Water pressures within a network vary due to a number of factors, including the number of customers using water at the same time.

We regularly monitor water supply pressure across our network and have identified some areas as receiving excessive water pressure. In some instances, water pressure has been found to be greater than 100 metres, which is well above the optimum level of 50 - 60 metres. This means if a pipe were to burst, water could potentially shoot up into the air to a distance of 100 metres or more.

The Pressure Management Program will reduce water pressure in selected regions to a more desirable level in areas it has been identified as excessively high.

Q. I am a residential customer. How will I be impacted by this project?

A. Most residential customers are not expected to notice a significant change in their water service. Some customers in particularly high pressure areas may notice reduced plumbing noise and less pressure when they use appliances or turn the tap on. For example, it is likely that your household whitegoods will have less wear and tear and reduced hose breakages once water pressure has been reduced.

Depending on how water is used, in the long-term some customers may even notice a reduction in water usage. If you have any concerns about your water pressure or would like to report noticeable changes contact the Project Team on the below contact details.

Q. My property has a fire service. Will this be impacted?

A. If your property has a fire service you will need to have it assessed by a hydraulic consultant to make sure that the new pressure level won't affect its operation and compliance.

South East Water has identified those customers with a fire service which may be impacted and have sent pressure and flow information to them for their hydraulic consultant. If you haven't received this information and have a fire service, please call 03 9552 3082.

Q. What areas are included in the Pressure Management Program?

A. Pressure Management Areas (PMA) that have been identified for this program incorporate approximately 6,700 properties. The proposed PMAs are:

Phase 1

- Caulfield South, Ormond, Elsternwick and Gardenvale

Phase 2

- Balaclava, Caulfield North, Elsternwick, St Kilda and St Kilda East

Only selected areas of these suburbs will be impacted. Plans showing the extent of the proposed PMAs can be seen overleaf and found at southeastwater.com.au. South East Water is continuing to analyse other areas of its network that receive excessive water pressure for the potential to expand the Pressure Management Program. We will continue to update our website as new Pressure Management Areas are proposed.

Q. Will I notice a change in pressure?

A. Customers are not expected to notice a significant reduction in their water pressure. If you are experiencing no water supply at all, please contact our Faults and Emergencies team on 132 812.

Q. I already have a Pressure Reducing Valve (PRV) installed, will I notice a change in pressure?

A. Customers with PRVs are expected to notice little, if any change in their water supply pressure as it is already being reduced prior to entering the property. We will also try to minimise any impact by reducing pressure gradually where possible.

Q. When will this program start?

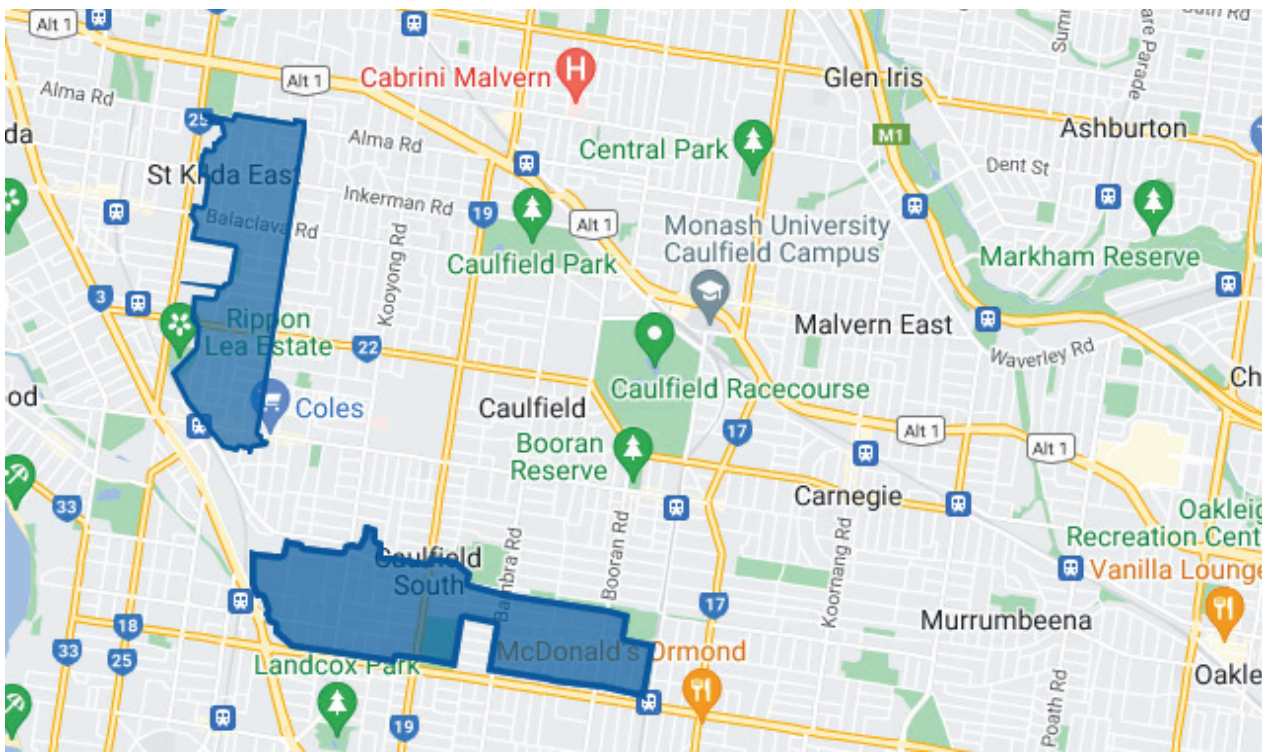
A. Initial information will be sent to customers from June 2022 for the first phase. Pressure levels will be decreased gradually, where possible, in the following areas:

Phase 1

- Caulfield South, Ormond, Elsternwick and Gardenvale - from July 2022

Phase 2

- Balaclava, Caulfield North, Elsternwick, St Kilda and St Kilda East - from September 2022



Impacted areas

Need to get in touch?
We're here to help.

Here's how to reach our project team:

Pressure Management Program

PO Box 2268
Seaford VIC 3198
Australia

03 9552 3082
engagement@sew.com.au
southeastwater.com.au



National Relay Service (NRS)
TTY: 13 36 77 (ask for 131 851)

Translator Interpreter Service
03 9280 0779

خدمة الترجمة الشفهية: 9209 0130

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口譯服務 9209 0130

خدمات ترجمانی 9209 0130

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口译服务电话 9209 0130

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