

Frequently asked questions



Pressure Management Program

We're undertaking a pressure management program in identified areas, to improve network performance, manage supply and maintain our customer service levels.

We'll be increasing pressure in the Pakenham area.



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



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 where water pressure can be increased. We're managing water pressure so you can always rely on us when you need a drink, a bath or to wash the clothes or dishes.

The Pressure Management Program will increase water pressure to a more desirable level in areas where it's been identified as lower than average.



Will I notice a change in pressure?



Most residential customers won't notice a significant change in their water. Some customers may notice an increased pressure when they use appliances or turn the tap on.

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.

If you're experiencing no water supply at all, please contact our Faults and Emergencies team on 13 28 12.



When will this program start?



Initial information will be sent to affected customers prior to pressure being increased. Pressure levels will be increased gradually, where possible, from mid-March 2026.



Find out more

Scan the QR code or visit southeastwater.com.au/pressuremanagement to find out more info about this project.





What areas are included in the Pressure Management Program?



The current Pressure Management Areas (PMA) will include parts of Pakenham. You can view the specific areas for Pakenham in the map overleaf or on our website at southeastwater.com.au/pressuremanagement.

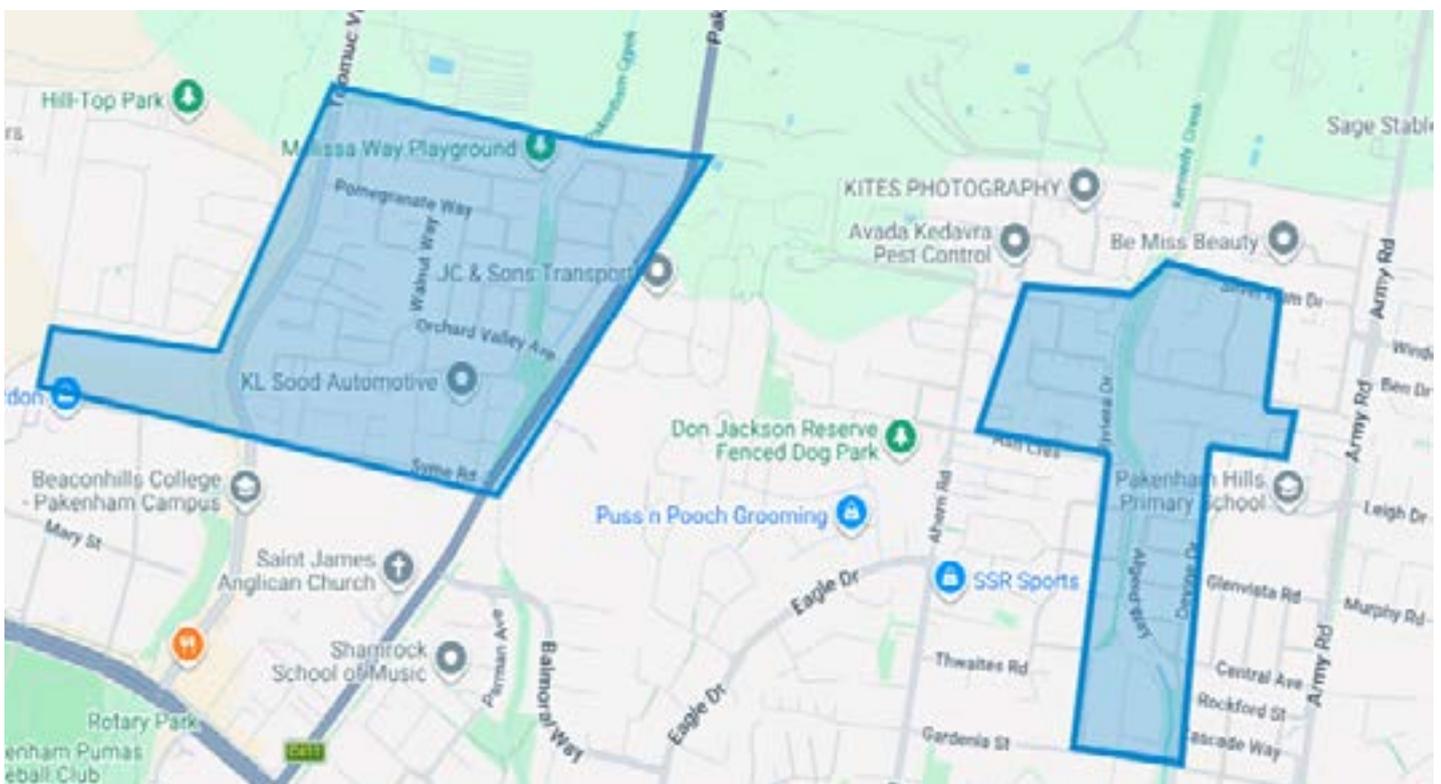
We're continuing to investigate other areas that may need to be included in future Pressure Management Programs and will continue to update our website as new PMAs are proposed.



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



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 increasing pressure gradually where possible.



How to get in touch

Report a leak or check interruptions
mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs)

Account enquiries 13 18 51
(8am – 6pm, Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Interpreter service

 **Languages other than English**
03 9280 0779

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9280 0779

Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9280 0779

Follow us on socials for updates



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