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## Section 6A: Local Community Notification Process

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State Water has a record of all minor consumers, address and telephone numbers recorded on the "walfps01" network drive.

In case of notification of residents within the Lithgow Villages' communication with these consumers will be coordinated through Lithgow Council who is the retail supplier of water to these consumers.

State Water undertakes communication with the community surrounding the Fish River Water Supply Scheme via a number of methods depending upon the issues being communicated and the risks associated with the event.

Method of communications included:

- **Customer Information Sheets:** sent to customers via post: these will generally be used to notify customers of general issues or up coming planned maintenance works;
- **Media Notifications of State Water Website:** Media releases and community notifications are placed on the State Water website to notify the community of events. This form of media support the issuing of general communications and up coming planned events.
- **Local Radio Announcements (Lithgow FM 107.9 and 2LT (AM)):** Community notification for water supply interruptions, water quality impacts or environmental pollution incidents will general be notified through notifications via this method where SWC need to get a message out to the broader community.
- **Local Papers:** Community notification for water supply interruptions, water quality impacts or environmental pollution incidents will generally be notified through notifications via this method where SWC need to get a message out to the broader community.
- **Early Warning Network:** State Water operates an early warning network that local customers and the community is able to register for to receive warning notifications for Water Quality, Supply Interruptions or environmental pollution incidents. This system is used where State Water requires sending urgent advice to the community in specific areas.
- **Individual Household Visits:** for site specific or localised incidents, State Water staff will visit individual community members to notify them of an issue.
- **Local Council/Major Customer Communication:** State Water managers a customer committee where information is provided to the major customers and minor consumer representatives (Local Councils). This method of communication is again used to provide advise on planned maintenance events or provide feedback on debriefs of incidents.