Emergency works to extend town water supply in the Peel Valley

The NSW Government continues to recognise the difficulties that families and farmers are experiencing with the drought and in June 2019, announced a range of water security projects to extend essential town water supply to Tamworth, Moonbi and Kootingal.

WaterNSW has identified a number of short and long-term works to secure water to meet critical human needs. Works are underway to:

• Install the temporary pipeline and weir on Peel River at the Dungowan Village. These works will redirect water from the Peel River at the Dungowan Village into the existing Tamworth water supply system and will assist with maintaining supply for four months while the permanent pipeline is being constructed.

• Finalise design and plans to construct a new permanent underground pipeline from Chaffey Dam to Dungowan Village, where it will connect to the existing Tamworth town water supply system.

These works will eliminate transmission losses from evaporation and seepage when water travels along the Peel River. It will also conserve the remaining storage in Chaffey Dam, prolonging long-term water supply for critical human needs for Tamworth.

To keep up to date on our progress and upcoming information sessions in early 2020 check out [waternsw.com.au/peelvalley](http://waternsw.com.au/peelvalley)

Check out our Customer Booklet

We’re proud to announce that we launched our Customer Information Booklet recently in continuing to improve our overall customer experience for you.

This valuable booklet will ‘make it easy’ for you to find all the information you need in one place on how to interact with us, our responsibilities and services we provide.

You can view the booklet at:


Metering regulations pushed back

The NSW Government announced on Friday 4 October 2019 that the start date for implementation of the new metering regulations have been pushed back to provide customer relief.

The government recognises that the lack of water in this extreme drought will make it impossible for many water users to meet the current deadline to comply with the new metering rules.

The most immediate benefit for water users with surface water pumps 500 mm and above is that the new adjusted date is now 1 December 2020 rather than 1 December 2019.

The government remains committed to rolling out the metering rules to help you prepare for new mandatory metering equipment conditions that may apply to your water supply work approval.

100 years since the construction of Hume Dam

It will be 100 years since Australia’s Governor-General, Sir Ronald Munro-Ferguson turned the first sod on November 28, 1919 to construct the Hume Dam through steam engines, horse-drawn carts and manual labour.

Hume Dam holds a maximum of 3,005,156 megalitres, about six times the volume of Sydney Harbour being the biggest in the southern hemisphere and one of the largest in the world.

The dam is named after Hamilton Hume, the first European to explore the river upstream of Albury in 1824. Hume Reservoir is the main storage on the River Murray system. It supplies water across three states for irrigated agriculture, environmental flows, town supplies, industry and domestic requirements, flood mitigation and recreation.

By the 1860s landholders were discussing ways of controlling the Murray River’s waters for better navigation, irrigation, and flood and drought control. The broader Australian community also saw the need for a dam to store winter and spring rainfall from the Australian Alps for summer release.

Today the dam continues to play a critical role in capturing winter and spring rainfall from the Australian Alps and releasing it to regulate the flow of the River Murray. As well as irrigation, the dam supplies stock and household needs for towns and landholders along the Murray River across three states, and is used for flood mitigation and hydro-electricity.

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**Have you been affected by the recent bushfires or drought?**

Drought and Fire are a major stressor affecting farmers and their families in rural NSW and can cause financial hardship and stress within family relationships.

Rural and remote communities suffer additional disadvantage due to isolation and limited access to mental health services.

Families in these communities may not seek help in times of stress due to limited availability of mental health services or their attitudes towards health and wellbeing.

Early intervention is a critical task in improving the mental health of rural communities.

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The Centre for Rural and Remote Mental Health (CRRMH) is a state-wide organisation that is committed to improving the mental health, wellbeing and resilience of rural and remote residents.

The Rural Adversity Mental Health Program Coordinators are based across NSW and can provide specialist knowledge and support for people experiencing mental health concerns living in the rural communities.

To access advice regarding mental health, check out [ramhp.com.au](http://ramhp.com.au)

We are committed to helping our customers through difficult times. If you are having trouble paying your WaterNSW bill, contact us on 1300 662 077 to discuss options.

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**Contact us**

Call us on 1300 662 077

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**We've got you covered this holiday season**

We will be open 8 am - 5 pm on all business days to process your water orders and trades or assist with any enquiries. We will be closed on Christmas, Boxing and New Year’s days.