

Fact Sheet

Temporary changes to the drinking water supply in the suburb of Eagleby

Why is this necessary?

This work is part of our commitment to make sure the water supply network is kept clean and the water supplied continues to meet the stringent requirements of the Australian Drinking Water Guidelines.

When will maintenance start?

Maintenance will start on Friday 13 August and is planned to be completed in 3 weeks.

Which customers are affected?

All customers who receive drinking water in Eagleby will be serviced from a different supply zone during these works.

Will there be any difference in water pressure?

No, your water pressure will not change. There may be a short-term impact if we flush the water mains in your area.

I am on dialysis, what does this mean to me?

We don't envisage any changes for dialysis patients as the water supplied will continue to meet the high standards of Australian Drinking Water Guidelines. If your water becomes discoloured, please contact the Princess Alexandra (PA) Hospital for advice about the effect on home dialysis units. We have advised the PA Hospital of these changes and we recommend you confirm your individual requirements with the hospital.

If you have any concerns, please contact the PA Hospital on (07) 3176 2111 or your health care provider.

Will my water supply be turned off?

There shouldn't be a need to turn your water supply off, however if your home or business is affected by a planned interruption, we will notify you in writing at least 48 hours in advance.

Will I notice a difference in my water?

You may notice a slight change to the taste, odour and in rare cases appearance of your water. If you notice any water discolouration, we recommend you run the tap closest to the water meter until it runs clear before drinking.

If your water remains discoloured after doing that, please call us on (07) 3412 3412. We'll investigate and organise for the water main to be flushed again if needed.

If I run the taps to flush the pipes, will this cost a lot?

Flushing a domestic tap for 5 minutes uses about 75 litres of water, which costs about 30 cents. The water can be captured in a bucket and used on your garden.

Why does my water smell like chlorine?

All drinking water providers use two types of disinfectant in the water supply - chloramine or chlorine.

Chlorine is commonly used in water supplies to disinfect it so it's safe to drink, however it does have a stronger smell and taste than chloramine. Eagleby is usually chloramine but the new supply is chlorinated. The levels of chlorine in our water supply are always well within the parameters of the Australian Drinking Water Guidelines.

If you do notice a change in taste or smell, the best way to reduce this is to fill an open jug with tap water and leave it in your fridge overnight.

Once the maintenance is completed, the water supply will change back and any taste or smell changes will no longer be apparent.

Has this been done before?

Yes – the last time the water supply was changed in Eagleby was for 5 weeks in 2020. We regularly supply chlorinated water across different areas of the city.

What if I don't like the taste?

Some customers have personal preferences when it comes to the taste of water. You can choose to fit water filters on drinking water taps. However, as the water supplied meets the high standards of the Australian Drinking Water Guidelines, a water filter is not required. The best way to reduce any change in odour or taste is to fill a water jug and leave it in your fridge overnight.

Is it safe to shower/bathe in the water?

Yes, it is safe to shower/bathe in the water.

Do you have any advice for aquarium owners?

We are unable to provide specific advice about how to treat water to make it suitable for fish. Please contact your local pet store or aquarium specialist for advice about how to make the drinking water supply safe for your fish before using it in aquariums.

Is it ok to use the water in my garden?

Yes, it is suitable for use in the garden.

Is it ok for my dog to drink the water?

Yes, the water will meet the Australian Drinking Water Guidelines 2011 health criteria and is safe for consumption by humans. Therefore, it is safe for consumption by dogs too. If the dog's bowl is regularly washed and cleaned, then tap water is good for our furry friends!

More Information:

(07) 3412 3412

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