



For more information,
please contact us

1800 808 830

Living with an untreated water supply

What you can do as a Private Diverter / District Irrigator

Private diverters or those in an irrigation district that provide accommodation and/or convenience facilities for employees/tenants and those that provide a water supply to residential schemes, syndicates or co-ops are advised that the water supply is untreated, unsuitable for drinking, teeth brushing, food preparation, and that due care should be taken when bathing and showering to avoid swallowing of untreated water. Private diverters must:

- notify the employees/tenants that the water supply is untreated and is not suitable for drinking and due care should be taken when bathing and showering to avoid swallowing of untreated water.*
- notify customers that the water supply is untreated and is not suitable for the above mentioned uses.*

*Extra brochures can be obtained from Lower Murray Water

Stock and Domestic

In general, stock may be allowed to drink this water, however, when toxic blue green algae are present, this water may not be suitable for stock use.

24 Hour emergency service for
urban and irrigation water, sewerage,
trade waste and farm drainage



www.lmw.vic.gov.au

Mildura (Head Office)

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Mildura Victoria 3500
PO Box 1438
Mildura Victoria 3502

Swan Hill (Area Office)

73 Beveridge Street
Swan Hill Victoria 3585
PO Box 1447
Swan Hill Victoria 3585

Kerang (Area Office)

56 Wellington Street
Kerang Victoria 3579
PO Box 547
Kerang Victoria 3579



Managing an untreated water supply

In the interest of public health, Lower Murray Water takes all reasonable steps to ensure that residents and visitors to Meringur, Werrimull, Cullulleraine and Mystic Park are aware that the mains water supply to these towns is untreated and not suitable for consumption. This also applies to irrigation water supplied by Lower Murray Water and water extracted by private diverters.

Other Lower Murray Water reticulated town water supplies are treated and are safe for drinking and food preparation.

The fact that a water supply is untreated means there is no protection against disease-causing organisms, algal toxins and trace elements that may contaminate the water.

Due care should be taken when bathing and showering to avoid swallowing of untreated water.

Untreated water is not fit for such things as drinking, food preparation or cleaning teeth.

The quality of the water supply has not changed, however water businesses are required to inform customers and the public of the unsuitability of untreated water for drinking, teeth brushing and food preparation.

This brochure contains advice about living with an untreated water supply and what Lower Murray Water will do to help.

What will Lower Murray Water do?

To ensure that all residents and visitors are aware that untreated water is unsuitable for drinking or food preparation, Lower Murray Water will:

- Provide a copy of this brochure and reminder notices to all Lower Murray Water customers who are connected to an untreated water supply including private diverters, advising that untreated water is not suitable for drinking, food preparation and bathing
- Supply this brochure to accommodation facilities as requested to assist in informing guests that their supply is untreated and is not suitable for drinking and the above mentioned uses.
- Provide 'Do Not Drink' signs free of charge to the responsible managers of all publicly accessible taps connected to untreated water (e.g. parks, public toilets, schools, halls, caravan parks, etc).
- Provide notification via information statements of the property's untreated water supply to the intending property purchasers.
- Provide new irrigation or domestic and stock customers with an information kit including this brochure - Living with an untreated water supply.
- Make a copy of Lower Murray Water's customer charter available which details the respective rights and obligations of customers supplied with untreated water.
- Make this information available on our website: www.lmw.vic.gov.au

What you can do

- Disconnect untreated water supplies to areas which may otherwise encourage ingestion.
- Ensure no cross connections exist between an untreated water supply and your drinking water source.
- Advise visitors to your home or business not to ingest the untreated water.
- Landlords are advised to notify tenants that untreated water is not suitable for drinking, teeth brushing and food preparation.*
- Managers of accommodation facilities are advised to notify their guests that the untreated water supply is not suitable for drinking, teeth brushing and food preparation.*
- Contact Lower Murray Water for 'Do Not Drink' signs which can be installed near public taps dispensing untreated water (e.g. parks, public toilets, schools, caravan parks and sporting venues)
- Customers should provide adequate storage for 6 weeks' normal use in irrigation or rural districts.

*Extra brochures can be obtained from Lower Murray Water

