

## Community update **17 January 2025**

### Supporting our customers in McCrae

South East Water is taking a thorough and detailed approach to investigating customer reports of water leaks in McCrae.

Ensuring the safety of our customers and community, and seeking answers for you, is at the heart of our investigation – especially for residents who have been directly impacted by the recent landslides along Point Nepean Road.

We're working collaboratively and partnering with Mornington Peninsula Shire Council and the State Emergency Services (SES), to help piece together answers for the people and community of McCrae and will continue to do so.

The preliminary data from our tests indicate the water **is not** from South East Water's network.

#### What does South East Water's investigation cover?

As one of 3 metropolitan water retailers in Melbourne, South East Water is responsible for sending drinking water to our customers and taking the wastewater away.

Mornington Peninsula Shire Council is responsible for managing the stormwater system, drains and gutters.

South East Water's investigation launched on 26 November 2024, following customer reports of water leaks in McCrae. At the request of Mornington Peninsula Shire Council, we expanded our investigations to include water surfacing at several locations in the area.

We're taking a considered and systematic approach to our investigation. These are our focus areas (noting that our number 1 priority is always ensuring the safety of our crews, customers and community):

- our assets and infrastructure
- supporting our customers and community
- collaborating with other authorities
- sharing what we know.

While the cause of the recent landslide is still undetermined, here's an update on South East Water's investigations to date.

**EASE SEE FOLLOWING PAGE FOR A DETAILED UPDATE**



## 1. Investigating our assets and infrastructure

To determine if our pipes are causing the leaking water, here's what we're doing:

- Undertaking leak detection, to assess if any of our pipes are leaking water. This includes analysing water pressure and flow data.
- Taking water samples to help determine the source of the water. We've now conducted multiple site visits to help determine this over the past 8 weeks. As mentioned earlier the preliminary data from these tests indicate the water **is not** from South East Water's network.
- Isolated our large water storage tank at Cornell Street, McCrae, so that we can eliminate our water source as a contributing factor to the surfaced water in the area.

## 2. Supporting our customers and community

Following a request from the SES we've shut off our drinking water supply to the immediate impact area while investigations continue. You won't be able to tell though, as we're providing temporary water supply to those who need it, so that the water flows as usual for our customers.

If you need support, feel free to phone our 24-hour Faults and Emergencies team: **13 28 12**

We've also assigned dedicated Customer Liaison Officers to support the McCrae community as well. You may see them out and about in the local area, in official South East Water uniforms.

## 3. Collaborating with other authorities

We know you're keen for a shared and holistic view of the situation. As always, we're committed to working closely with key authorities, including the Mornington Peninsula Shire Council and SES to help identify the cause of the landslide and take any necessary precautions to ensure the safety of the community.

As a state government authority, we're also continuing to work alongside the Premier's Office, Minister for Water, the Hon. Gayle Tierney and Department of Environment, Energy and Climate Action (DEECA).

## 4. Sharing what we know

As investigations progress, we'll continue to provide updates to impacted customers and the broader community, and to collaborate with relevant stakeholders and the media to address this matter promptly and effectively.

If you'd like to stay across South East Water's investigation, please visit [www.southeastwater.com.au/mccraelandslide](http://www.southeastwater.com.au/mccraelandslide) or scan this QR code.

