



**Healthy Water.
For Life.**

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Hello,

I'm reaching out to let you know that on your return home, we'll need you to check your meter assembly and run some taps to flush water through.

Since your water supply has been off, there may be air and old water in your pipes. It's best not to drink it before flushing because it might taste or smell different.

Step 1. Check the stop tap on your water meter

Locate the stop tap (main shut-off valve) on your water meter. It controls the water flow from our network into your home. It may have been closed recently to prevent waste and damage.



Turn the stop tap anticlockwise (left) until it's fully open to safely restore your home's water supply.

If you need help finding your water meter or operating your stop tap, call our 24-hour Faults and Emergencies team on **13 28 12**.

Step 2. Run your taps for clean water

Run your drinking taps (kitchen, laundry, bathroom, etc.) for **2 minutes** to ensure safe and reliable drinking water flows through your home again.

Don't worry about the water use, we're still taking care of last quarter's water bill which includes your February usage. We've already updated your account and will soon send you a copy of your adjusted bill for your records.

Need to get in touch?

We'll continue keeping you informed and supported during this time. Please don't hesitate to call **0409 025 560** or email **resolutions@sew.com.au**, **Monday to Thursday, 8am to 4pm**.

You'll see us out and about in McCrae and right across our service area, continuing our ongoing work on our network. Our planned and unplanned works don't stop as we continue providing safe and reliable water and sewerage services.

We're here to help

Nicholas Sams (*on behalf of Rebecca McIndoe*)
Customer Resolutions and Advocacy Manager
South East Water



FAQs

Why do I need to run water through the taps in my home as soon as I return?

Running the water helps to flush out any air, old water and sediment that may be sitting in your pipes and taps.

By doing this, the water coming out of your taps will be of good quality.

Which taps are most important to run water through when I return?

Run water through any indoor taps you use for drinking water or cooking as a priority – such as kitchens or bathrooms.

How hard should I turn each tap on? Is there a recommended flow rate?

We recommend you turn on each tap fully, as a stronger flow of water will more effectively remove any air or sediment.

How long should I run each tap for?

Around 2 minutes or until the water runs clear.

What happens if I forget to do this? What are the potential risks?

Without running water through pipes and taps that have had water sitting in them for an extended time, this can affect the quality of the water.

If anyone has drunk some water that's been sitting still in the pipes for a while, there's no cause for concern. While our advice is to avoid it, drinking this water in small doses is fine.

Isn't doing this a waste of water?

While running the taps does use up extra water, the long-term benefits in terms of water quality and extending the life of your plumbing system are important.

As mentioned previously, we're still taking care of last quarter's water bill which includes your February usage. We've already updated your account and will soon send you a copy of your adjusted bill for your records.

What should I do if the water is still discoloured after running the taps?

If discoloration persists, call our 24-hour Faults and Emergencies team on **13 28 12**.

How does South East Water make sure that the water supply meets safety and quality standards?

We have regular testing protocols in place to make sure the water we supply is good quality and meets regulatory standards.

This testing takes place in our network or on our side of the meter. Internal plumbing is the responsibility of the property owner or renter, so once it enters the property we do not monitor the water quality. This is why flushing the pipes and taps with a fresh supply of water after you've been away from your home is important for ensuring good water quality.