

Coast Connect Water

Central
Coast
Council

Water
and Sewer

Central Coast Council as a water utility provides essential water and sewer services to the Central Coast Local Government Area. Our focus is on listening to our community and working hard to meet expectations and improve Council's water supply services.

Continue reading to see a snapshot of how Council's Water and Sewer team are working to provide water and sewer services that preserve our environment and maintain the livability and health of the Central Coast community.

We acknowledge the Traditional Custodians of the land on which we live, work and play. We pay our respects to Darkinjung country, and Elders past and present. We recognise the continued connection to these lands and waterways and extend this acknowledgment to the homelands and stories of those who also call this place home. We recognise our future leaders and the shared responsibility to care for and protect our place and people.

CEO's message

We welcome our newly elected Mayor and Councillors, whose leadership will guide our community's future by building on the progress achieved during Rik Hart's tenure as Interim CEO and Administrator. His leadership was pivotal in steering the Council from financial crisis to stability, laying a solid foundation for the opportunities ahead.

One significant accomplishment during this period was the adoption of the Water and Sewer Community Engagement and Education Strategy, developed in response to IPART's recommendations. We would like to thank the community for their valuable contribution and honesty at recent community engagement activities, surveys, deliberative forums, telephone interviews, online surveys, commuter pop ups and business workshops. Insights from these activities will inform and drive the preparation of our 2026–2031 IPART pricing submission. The outcomes of these activities will be published soon.

As CEO, I remain focused on ensuring the effective delivery of Council's services, supporting our new Councillors in implementing their policies, and maintaining regulatory compliance. I look forward to working closely with our Councillors to achieve positive outcomes for our community, as we continue to strengthen our financial position and enhance essential services. I am confident that our water and sewer services will continue to advance under their leadership.

David Farmer
Chief Executive Officer



Fishways pilot program

We are collaborating with the University of New South Wales in testing a new way to encourage Australian native fish to move across creek and river weirs, improving native fish migration.

We have welcomed the use of Mangrove Creek and Ourimbah Creek to test the new design currently being pilot tested across Australia. Unlike alternative fishways, 'The Tube Fishway' works through a self-powered, water propulsion design that could offer greater benefits compared to other fish passage options.

The project is funded by State Government grants including NSW Government Recreational Fishing Trust.

To learn more search 'fishway' at centralcoast.nsw.gov.au



Works in your neighbourhood

Each year, Council plans capital works as part of its operational plan to upgrade our roads, water and sewer and other community infrastructure. This includes sewer pump stations and treatment plants, refurbishment of water reservoirs, renewing drainage and other community facilities.

For more information on capital works happening in your neighbourhood, scan the QR Code or search 'capital works' at centralcoast.nsw.gov.au



① SPS upgrade – Lakeside Drive, MacMasters Beach

Council will refurbish the sewage pumping station, upgrading old infrastructure to enhance reliability and safety. The project will reduce maintenance costs, improve access for staff, and minimise environmental risks.

Expected completion is December 2025, benefiting the community by ensuring a safer and more reliable sewage system.



② Wamberal Sewer Pump Station

We are currently undertaking refurbishment works at Forresters Beach sewer pump station and partially replacing the sewer rising main along the eastern boundary of the Entrance Road between Crystal Street and Tumby Umbi roundabout.

These upgrades will enhance efficiency and serviceability, benefiting residents by improving the pump station's performance.



③ Tacoma Sewer Pot systems

We are nearing completion of a \$3.5 million pressure sewer system upgrade in Tacoma South. This system is tailored for the area's flat terrain and high-water table, reducing water infiltration issues and enhancing efficiency.

Completion is expected by October 2024, ensuring quicker recovery and better monitoring during floods.



④ Bateau Bay Sewage Treatment Plant – odour control

Upgrade works at Bateau Bay Sewage Treatment Plant are ongoing, focusing on enhancing the plant's overall operational performance.

The initial odour control works package is nearing completion and is expected to be completed by the end of 2024, improving air quality for nearby residents.



⑤ Donnison Street and Mann Street – Gosford CBD

We will be adding new gravity sewers and replacing sections of the existing gravity sewers in Gosford CBD, including Kibble Park, Mann Street and Donnison Street. Work is planned to commence in September, with completion expected by early December. All construction will be carried out mainly during the night-time.



⑥ Gwandalan STP major upgrade

We are working towards developing the detailed design scope for the major upgrade of the Gwandalan Sewage Treatment Plant. The design is expected to be finalised by mid to late 2025, with early construction works anticipated to begin in early 2026. These upgrades will enhance the plant's efficiency and capacity.



Savvy ways to save water this Summer



As we move into warmer weather, understanding when to water your garden can be an important factor in reducing your daily water usage.

- Only water plants early in the morning or late in the afternoon to minimise evaporation.
- Always check soil moisture and the weather forecast – let rain do the work when possible.
- Target the root zone.
- Keep your garden mulched to retain moisture, suppress weeds, and enrich the soil.
- Reduce water use by using a trigger nozzle on all hand-held hoses or a watering can.

Love water, garden wisely!

Quarterly Performance Report

Did you know that a quarterly Water and Sewer Performance Report is available online?

You told us during community engagement that more frequent reporting of Water and Sewer performance results is preferred, so we now provide online Water and Sewer Performance Reports quarterly.

The report highlights the key areas of Water and Sewer performance that are important to our customers. It illustrates monthly progress across 17 items, such as water quality complaints and the number of properties affected by unplanned water interruptions.

We will publish our annual report towards the end of the year which will provide a wrap up of performance results. This report will enable customers to monitor the overall performance trends of our Water and Sewer services.

To access this report search '**water and sewer quarterly performance report**' at centralcoast.nsw.gov.au

Council completes longest shutdown of Mardi Water Treatment Plant



Council's second and longest temporary shutdown of Mardi Water Treatment Plant as part of the current upgrade was completed as scheduled.

These works will improve the safety of treated drinking water, durability of existing structures and increase operational efficiency.

Turning off a water treatment plant in the network can present some risk to supply. We thank our customers for supporting the Water Wise Rules during the shutdowns. These permanent guidelines, promote responsible water usage and support future water security of the Central Coast.

We still have plenty of work to do, with the next phase including shorter shutdowns between September 2024 and September 2025.

This \$82.5 million project is being delivered by Council in partnership with the NSW Government's Restart Safe and Secure Water Program which has contributed \$6.85 million.

To learn more about this project search '**major projects**' at centralcoast.nsw.gov.au

Keep in touch and up-to-date:

- Sign up to Coast Connect e-newsletter centralcoast.nsw.gov.au/enews
- Read the latest news online centralcoast.nsw.gov.au/news
- Follow us on all the socials: Facebook, Instagram, X, LinkedIn and YouTube
- Give us your feedback on projects at yourvoiceourcoast.com
- View the Finance Monthly Reports, search '**finance monthly reports**' at centralcoast.nsw.gov.au
- View key capital works projects, search '**capital works program map**' at centralcoast.nsw.gov.au



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You asked we answered



What is the difference between Water and Sewer usage charges on my bill?

Water usage is read and billed quarterly based on the amount of water measured through the meter. Strata properties share the cost based on their strata plan.

Sewer charges apply to all properties that can readily connect to the sewerage system. Most homes and vacant lands have a fixed sewer charge, while non-residential properties are charged based on their water meter size.



Discoloured Water

Discoloured water can be caused by:

- pipe breaks
- cleaning
- increased demand
- sediment build-up
- natural minerals

If your water is discoloured, run the front garden tap for 60 seconds every half hour to see if it clears. If it doesn't, contact the Council at 02 4306 7900.

Drinking discoloured water isn't harmful, but it's best to wait until it runs clear before drinking or washing clothes.



Fast Fact about your urban water supply...

The Central Coast's urban water supply system incorporates:

- three dams
- three weirs
- three water treatment plants
- over 50 reservoirs
- more than 2,300 kilometres of pipelines

Every day, we supply 83 million litres of water to approximately 135,000 properties.



Did you know?



Dam Day Out 2024

June 2024 saw approximately 400 attendees attend the inaugural Dam Day Out at Mangrove Creek Dam Visitor Centre as part of Harvest Festival 2024.

The day provided a unique opportunity for the community to learn about the journey of water from the dam to their taps. Attendees also enjoyed the picturesque views of Mangrove Creek Dam, along with educational activities on water management, face painting, live theatre, and gardening workshops.

Positive feedback ensures the event will return in 2025.



Our sewage network

The Central Coast sewage network boasts over 2,500 km of pipes and more than 320 pumping stations.

If you laid our vast network of pipes end to end, it would reach from here on the Central Coast all the way to Cape York – the northernmost point of the Australian continent!

These pumping stations work tirelessly to transport your wastewater to one of eight sewage treatment plants owned and operated by Central Coast Council.



Dunny Do's and Dunny Don'ts

Council have launched a new education campaign encouraging people to only flush the 3P's: pee, poo and toilet paper. Wet wipes and sanitary products don't break down and can cause serious blockages in the sewerage network, even if labelled as 'flushable'.

So remember to bag or bin items such as tissues, wet wipes, paper towels, tampons, nappies, and other sanitary products, and not flush down the toilet.

For more information, visit lovewater.centralcoast.nsw.gov.au

