

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 acknowledgement 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.



## Mayor's Message

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For many years, we've been engaging with residents about the future of our water and sewer service.

We've discussed how we balance service improvements with costs, reliability, and quality to better understand your priorities.

The consultation has now concluded, and I thank everyone who participated in our recent forums, surveys and pop-ups.

Our forums were well attended, and people were enthusiastic and engaged. People also told us they want to be engaged in the future, and I can assure you we're committed to ongoing communication and engagement.

The information we've gathered will impact the options put forward in Council's submission to the NSW Independent Pricing and Regulatory Tribunal (IPART). IPART will respond to our submission later this year, and we'll share their findings with you.

Council has now adopted new strategic plans that reflect the community's vision to 'strengthen and support our community, protect our environment, and create an inclusive, prosperous and accessible place to live, work and thrive, for today and for future generations.'

Our new four-year Delivery Program and one-year Operational Plan have been developed to deliver this vision and include a Water and Sewer section that describes future actions and projects.

You can discover more about our strategic plans and water and sewer options by searching 'Water and Sewer' on our Your Voice Our Coast website.

## Welcome to Coast Connect Water

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 liveability and health of the Central Coast community.

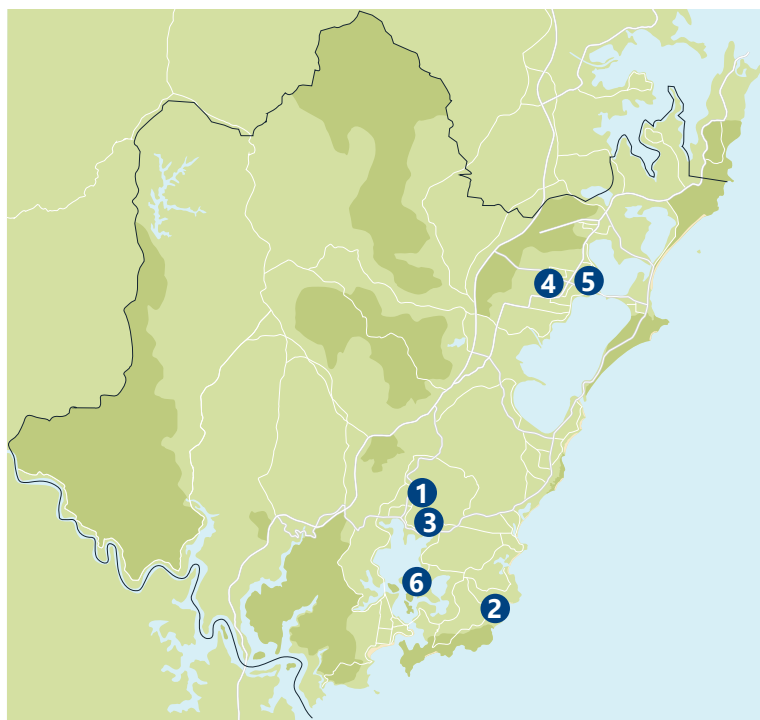
## Carp to Croc comes full circle

Elvis the crocodile from the Australian Reptile Park was one snappy chap after receiving a fresh delivery of carp, thanks to our first ever Carp to Croc fishing competition. The month-long event saw 101 participants remove 296 invasive European Carp from local waterways, raising awareness of the damage carp cause to ecosystems. The final tally made a real impact on our waterway health. The winners scored great prizes, and the crocs and alligators enjoyed 100 donated catches for dinner!

Full results available at: [lovewater.centralcoast.nsw.gov.au](https://lovewater.centralcoast.nsw.gov.au)



# Works in your neighbourhood



Each year, Council plans capital works as part of its operational plan to upgrade our 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](https://centralcoast.nsw.gov.au)



## **Project 1 – Water main relocation and culvert replacement – Day Street, Wyoming**

We are relocating a 375mm water main over the creek and replacing four damaged culverts in Day Street, Wyoming. The project includes stormwater upgrades and new timber trash racks upstream. Environmental protections, including a fish passage, will be in place. Works will take 5–6 months, traffic diversions will be in place.



## **Project 2 – Sewer Pump Station upgrade – Lakeside Drive, MacMasters Beach**

We're upgrading the Sewer Pump Station at Lakeside Drive, MacMasters Beach to meet modern standards and enhance environmental protection. The project includes a full site refurbishment. Early works, including road widening and tree removal, will be completed ahead of construction starting on site.



## **Project 3 – Sewer System upgrade – Althorp Street, East Gosford**

We're addressing a critical sewer bottleneck by constructing a new connection to the major main along Coburg Street. This upgrade will reduce the risk of overflows, particularly near the Althorp and Coburg Street intersection. The project is in design and is expected to start in the second half of 2025.



## **Project 4 – Rising main relocation – Minnesota Road, Hamlyn Terrace**

We're replacing a section of sewer pressure main in Minnesota Road, Hamlyn Terrace using horizontal directional drilling to minimise environmental impacts. A polyethylene pipe will be installed and connected to the existing main. This upgrade will improve the reliability of the sewer network and reduce the risk of future failures.



## **Project 5 – Water main renewal – Sadie Ave, Gorokan**

We are replacing approximately 275 metres of water main in Sadie Avenue, Gorokan. A temporary main will be installed to minimise impacts on residents. Further renewals are planned for the Blue Haven and Tuggerawong areas. This work will improve water network reliability and help maintain consistent service into the future.



## **Project 6 – Water main renewal – Leslie Parade, Saratoga**

We are replacing approximately 220 metres of water main in Leslie Parade, Saratoga. Some driveways have been under bored to minimise disruption. This project is part of a broader renewal program in the Saratoga area and will improve the reliability and performance of the local water supply network.





## One step closer to a future-ready Mardi Water Treatment Plant

In April we successfully completed shutdown 4 at the Mardi Water Treatment Plant, marking a major milestone in the ongoing upgrade.

During this shutdown, crews installed and tested new pipework, connected new infrastructure, and completed essential repair works to keep the project progressing. Temporary changes were also made to existing assets to allow construction to continue safely and efficiently.

Once complete, the upgraded plant will be capable of treating up to 160 million litres of drinking water per day, securing supply for more than 210,000 homes and businesses across the region.

With just one more major shutdown to go, the \$82.5 million project, supported by \$6.85 million from NSW's Restart Safe and Secure Water Fund, is set to boost drought resilience and long-term water security for our region.

To learn more about this project search '**Mardi Water Treatment Plant upgrade**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Maintaining pressure where it matters most

Our latest Water and Sewer Quarterly Performance Report (January–March 2025) shows fewer than 1% of our more than 150,000 connections reported water pressure issues – an encouraging sign that our network is performing well. We regularly review performance to ensure that trends are identified and opportunities for improvement are captured. These insights help shape better services and long-term planning as we work toward our 2026–2031 pricing proposal.

Search '**water and sewer performance reports**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Shaping our water future together

Between April and June 2025, we invited our community to share their views on future water and sewer services. Through forums, an online survey, and pop-up stalls across the Central Coast, we heard from residents and businesses about how they'd like to balance service improvements with future costs.

This feedback is vital in shaping our pricing submission to IPART for the 2026–2031 period. We've mapped out how customers have engaged with us throughout this process to highlight the journey so far. An engagement summary report will be released in August–September 2025, showing how your input is helping shape future services.

For more information search '**future service options**' at [yourvoiceourcoast.com](https://yourvoiceourcoast.com)



### Keep in touch and up-to-date:

- Sign up to Coast Connect e-newsletter [centralcoast.nsw.gov.au/enews](https://centralcoast.nsw.gov.au/enews)
- Read the latest news online [centralcoast.nsw.gov.au/news](https://centralcoast.nsw.gov.au/news)
- Share your feedback on projects at [yourvoiceourcoast.com](https://yourvoiceourcoast.com)
- View the Finance Monthly Reports, search '**finance monthly reports**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)
- View key capital works projects, search '**capital works program map**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)
- Follow us on all the socials:
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  - Youtube [@CoastConnect](https://www.youtube.com/@CoastConnect)

## You asked, we answered



### How much water can Council extract from Wyong River?

Wyong River plays a vital role in our water supply. A weir maintains water levels and supports downstream ecosystems and wildlife. Water is pumped to Mardi Dam, then treated at Mardi Water Treatment Plant. Council can extract up to 35,000 megalitres of water per year under a WaterNSW licence, ensuring sustainable use of this important natural resource.



### How do I report an urgent water or sewer issue?

Spotted a mystery water feature in your street? If there's a burst pipe, sewer spill, leak, discoloured water or no water at all, report it fast!

Call Council's Water Operations Centre on 02 4306 7900, 24 hours a day, 7 days a week. It's the direct line for urgent water or sewer issues, day or night, we're here to help.



### Why can't I flush wet wipes even if labelled "flushable"?

Despite what the label says, "flushable" wipes don't break down like toilet paper and can clog pipes, pumps, and sewers. They clump together with fats and other waste to form fatbergs, which block pipes and damage our sewerage system. Blockages can lead to costly repairs and overflows into our creeks and lakes.

Only the 3 Ps—Pee, Poo, and (toilet) Paper—should be flushed!

Find out more at [lovewater.centralcoast.nsw.gov.au](https://lovewater.centralcoast.nsw.gov.au)



## Did you know?



### Little Drops Early Learning water education program

Council's Water & Sewer Education Team offers a fun, free water education program for pre-schools called Little Drops. Through songs, stories and games, children learn where water comes from, how to use it wisely, and what not to flush. It's a great way to introduce water-wise habits early. The program is fully booked for 2025, but bookings are now open for 2026. Open to Central Coast-based Early Learning Centres. Don't miss out—spots fill quickly!

Find out more [lovewater.centralcoast.nsw.gov.au/education/learn/early-childhood](https://lovewater.centralcoast.nsw.gov.au/education/learn/early-childhood)



### Want faster, easier access to your rates notices?

Make the switch to digital with eNotices—our secure online portal where you can view and manage your rates and water notices anytime, anywhere. By signing up for digital delivery, you'll reduce paper waste, cut clutter, and help the environment. Signing up is easy and free:

1. Visit [centralcoast.enotices.com.au](https://centralcoast.enotices.com.au)
2. Sign up with your email and eNotices reference number (found on your notice)
3. Verify your email
4. Enter your mobile number and create a password

