

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

Lawrie McKinna

Did you know that Central Coast Council Water is the third largest water provider in NSW? Every day, we supply around 83 million litres of water to more than 150,000 properties.

We have developed our Water and Sewer Customer Charter, which outlines our commitment to residents and goals for continuously improving our services. As part of this charter, we want to keep you informed, help you make the most of your water and sewer services, and hear from you about how things are going. We use this feedback to manage service quality, and shape decision-making.

You can participate in water and sewer community forums through the Your Voice Our Coast online platform, find out about planned or unplanned maintenance by searching for 'water service interruptions' on Council's website, or enquire about your water service by contacting our customer service centre on 02 4306 7900 or emailing [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au).

And why not join us on Sunday 8 June for 'Dam Day Out' at Mangrove Creek Dam Visitor Centre. Part of Harvest Festival 2025, you can enjoy water-wise workshops, food stalls, and fun activities while taking in the breathtaking views of the Central Coast's largest dam. You can even take a free shuttle bus from Pioneer Park, Kulnura.

I encourage everyone to continue to be water wise and visit the [love water website](https://lovecentralcoast.com) for water use tips and information.

[themayor@centralcoast.nsw.gov.au](mailto:themayor@centralcoast.nsw.gov.au)  
0484 034 862

## 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.

## Mangrove Creek Dam Visitor Centre wins award

Mangrove Creek Dam Visitor Centre won a 2024 Newcastle Excellence in Building Award and was shortlisted for the 2025 Newcastle Architecture Awards, showcasing our dedication to sustainable development and meaningful community engagement.

The Centre invites visitors to explore our natural environment, local Indigenous heritage, and the critical role of Mangrove Creek Dam in the Central Coast's water supply. The Centre also offers picnic shelters, a children's play area, and accessible amenities.

Visit the award-winning destination, search '**Mangrove Creek Dam Visitor Centre**' at [lovecentralcoast.com](https://lovecentralcoast.com)



Image by  
Slater Architects

# 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](https://centralcoast.nsw.gov.au)



## Water and sewer project highlights



### Project 1 - MacMasters Beach Sewer Pump Station upgrade

We are upgrading the Sewer Pump Station at Lakeside Drive, MacMasters Beach. The project includes a full site refurbishment, tree removal, and civil works to meet modern standards. This upgrade will future-proof the system and enhance environmental protection for the local community.

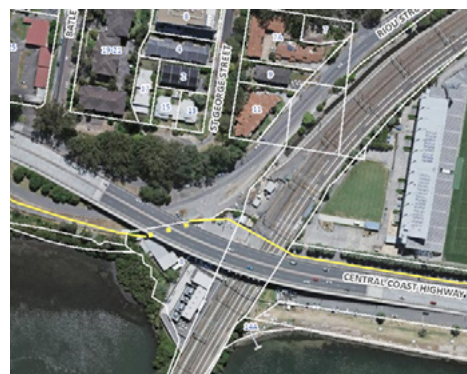


### Project 2 - Day Street Wyoming creek crossing upgrades

Work has begun to replace failed culverts and a water main in a sensitive creek area. After extensive planning, the upgrade will improve drainage, provide new footpaths, and enhance the local environment. The project will ensure long-term infrastructure reliability while beautifying the area for the community.

### Project 3 - Gosford CBD Sewer Pressure Main Southern Rail Crossing

We are installing a new sewer pressure main extending from the western side of the Brian McGowan Bridge. The pipeline will run along the footpath/bicycle track under the bridge and cross the railway line using underground boring. This upgrade will improve sewer reliability and support the future growth in Gosford CBD.



### Project 4 - Gosford CBD Water Main Southern Rail Crossing

A new water main will be installed, connecting to the existing Donnison Street West line. The pipeline will run along Cape Street South and Riou Street before crossing under the railway. This upgrade will strengthen water supply reliability for businesses and residents, supporting future development in Gosford CBD.



### Project 5 - Gosford CBD Northern Gravity Sewer Rail Crossing

We are redirecting sewage flows by decommissioning an old pump station near Dwyer Street. All flows will be redirected through a new underground sewer line that runs along the northern fence of Gosford High School, to the sewage pumping station within Gosford Golf Course. This upgrade supports sustainable growth in Gosford's northern precinct.





## Our progress in placing customers at the centre of our services

As part of our commitment to improve the performance, accountability and transparency of your water and sewer services from 2022 to 2026, Council previously adopted a Water and Sewer Delivery Plan.

Listening to our community is central to achieving the Plan's objectives. In 2024, our engagement activities provided valuable insights into what matters most to our customers. These insights will shape future investment decisions for the next IPART pricing proposal (2026–2031). Our customer preferences will also inform the upcoming Water and Sewer Masterplan.

To build trust as a service provider, we are embedding our community priorities into key areas of our operations, including:

- service levels
- asset management
- long-term strategic planning
- expenditure forecasts approach
- future engagement approach
- education programs.

In response to customer feedback, we have also published a customer-defined Water and Sewer Performance Report, showcasing our achievements in delivering on our commitments in 2024.

## School students take action on water conservation

Four Central Coast high schools joined Council at Rumbalara Environmental Education Centre in an interactive Schools Water Efficiency Program in 2024. Students audited water use, identified leaks, and developed Water Savings Action Plans. They also created and screened their own water efficiency films. Engaging activities like the Water Escape Room and Water Relay made learning fun, with one student calling it the *"Best lesson they have ever had"*. The program empowers students to lead water conservation efforts in their schools.

To find out more about water conservation visit [lovewater.centralcoast.nsw.gov.au](https://lovewater.centralcoast.nsw.gov.au)



Meanwhile, our Water and Sewer Quarterly Performance Report update shows strong results across October to December 2024, particularly in reducing service interruptions.

Notably, our water main renewal program continues to reduce disruptions across the quarter. Unplanned water interruptions dropped by 68%, from 1,665 properties impacted in October, to 519 properties impacted in December.

We remain committed to delivering reliable, customer-focused water and sewer services that meet the needs of our growing community.

Learn how we are progressing, search '**water and sewer performance reports and delivery plan**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)

### 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)
- Give us 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:
  - Facebook [CentralCoastCouncil](https://CentralCoastCouncil)
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  - Linkedin [/central-coast-council](https://central-coast-council)
  - Youtube [@CoastConnect](https://@CoastConnect)

# You asked, we answered



## Does Council filter our water?

Council is committed to delivering safe, high-quality drinking water to the region. Sourced from local rivers, creeks, and dams, water undergoes rigorous filtration and disinfection at Somersby and Mardi plants before reaching homes. Low levels of chlorine is added to maintain safety as it travels through the system. Regular testing ensures compliance with Australian Drinking Water Guidelines.

Find out more by searching **'drinking water quality'** at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## What is liquid trade waste?

Liquid trade waste is wastewater from businesses and industries, not household sinks, showers, or toilets. Council works with businesses to ensure compliance by monitoring discharges through Trade Waste Officers. Businesses producing liquid trade waste must submit an application with required details. Council's team is available for assistance, and application information for various activities is available on Council's website.

Find out more by searching **'liquid trade waste'** at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## What happens after you flush?

Everything flushed down the toilet reaches one of Council's eight sewage treatment plants, where 87 million litres of sewage are treated daily. This process produces biosolids - a dry, nutrient-rich material created through dewatering. Around 30,000 tonnes are recycled annually for agriculture, mine site remediation, or composted into fertiliser. This supports soil health and sustainable land management. After you flush, we ensure your waste gets a second life!

Find out more by searching **'sewage treatment'** at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



# Did you know?



## Dam Day Out Returns – Sunday, June 8, 2025

Join us at Mangrove Creek Dam's Visitor Centre for Dam Day Out, part of Harvest Festival 2025. Enjoy breathtaking views of the Central Coast's largest dam, explore its stunning flora and fauna, and learn how water reaches your tap with Council's Water Education team. The event features water-wise workshops, food stalls, and fun family activities. Hop on the free shuttle bus at Pioneer Park, Kulnura. Don't miss this exciting and educational day out—mark your calendar and stay tuned for more details.



## Simple Steps to Protect Your Home's Water Quality

Maintaining your home's water quality starts with regular plumbing checks. Old, corroded pipes can affect taste and appearance. We recommend replacing galvanised pipes with copper or polyethylene. Keep taps clean, change water filters regularly, and be aware of backflow risks, which can contaminate your supply. Taking these simple steps helps ensure clean, safe drinking water for your household.

Find out more by searching **'drinking water quality'** at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)

