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9 May 2018

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SHAILER PARK HIGH SCHOOL  
3-9 Leaf Street  
SHAILER PARK QLD 4128

## **RE: DRINKING WATER SUPPLY CHANGES IN KIMBERLEY PARK WATER SUPPLY ZONE**

Logan City Council is committed to a high-quality, secure water supply for all Logan residents and water customers.

From 21 May to end of June 2018, Council together with Seqwater will conduct a maintenance program on the water supply network in the Kimberley Park Water Supply Zone. This maintenance includes flushing the system to remove accumulated deposits on the pipes and disinfection by temporarily adjusting chlorine levels.

The works will impact the following suburbs:

- Carbrook
- Cornubia
- Loganholme
- Shailer Park
- Slacks Creek
- Tanah Merah

The maintenance program is necessary to ensure that the water network is kept clean and continues to meet the stringent requirements of the Australian Drinking Water Guidelines. We acknowledge that chlorine levels in the water may be noticeable in many areas and at times discoloured water may be experienced. We believe however that residents will understand that correct maintenance of the water supply system is essential for community health. You can be assured that during this program water will continue to meet all health regulations.

### **DURING WORKS:**

- Some water mains will be flushed, however there should be no need to temporarily interrupt water supply. If any residents and businesses will be affected by planned interruptions, they will be provided with written notification at least 48 hours in advance.
- Some residents may notice a change in the taste, odour or appearance of their water. Temporary discolouration of the water supply can be managed in most cases by running a tap at your property for a couple of minutes. If discolouration persists please contact Council and we will flush the affected water mains if necessary.
- There are some actions you can take to minimize the odour of chlorine in drinking water. It is often sufficient to leave tap water in an open jug in the fridge overnight to significantly reduce its odour. If

you choose to filter the water, the filter must contain activated carbon/charcoal to be effective for the reduction of chlorine.

- The altered chlorine concentration may impact non-drinking uses of water such as fish keeping. We recommend you obtain specialist advice regarding the effects of chlorinated water in such cases.

Attached is a fact sheet which includes frequently asked questions. This information is available online by visiting <http://www.logan.qld.gov.au/environment-water-and-waste/water/major-projects>.

During this time if you experience persistent discoloured water you should call Council's customer service team on 07 3412 3412. They can organise for your water main to be flushed to remove any discoloured water.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'B. Steel'.

Ben Steel  
Water Business & Customer Management Program Leader



# Drinking Water Supply Changes

## Kimberley Park Water Supply Zone

This fact sheet provides key information surrounding maintenance in the Kimberley Park water supply zone and the map attached reflects the suburbs covered during the maintenance period.

### Kimberley Park Disinfection Strategy

In collaboration with Seqwater, Council will be performing water network maintenance centered on the Kimberley Park water supply zone.

Included below are frequently asked questions developed for the project:

### Why is maintenance being undertaken?

This work is in line with Council's commitment to ensure that the water supply network is kept clean and continues to meet the stringent requirements of the Australian Drinking Water Guidelines.

### When is maintenance being undertaken?

From mid-May to the end of June 2018, Council together with Seqwater will perform maintenance on the water network supplied by the Kimberley Park and Hideaway Mountain Reservoirs.

### How many customers are affected by this maintenance?

These reservoirs supply water to more than 9000 properties. The attached map details the geographical area that this project covers.

Residents in the following suburbs may notice a difference in the taste, odour or appearance of their water:

- Carbrook
- Cornubia
- Loganholme
- Shailer Park
- Slacks Creek
- Tanah Merah

### Will my water supply be turned off?

Flushing of some water mains may be required however this should not require a need to temporarily interrupt the water supply. Should any residents and businesses be affected by planned interruptions, Council will provide written notification at least 48 hours in advance.

### Will I notice a difference in my water?

You may notice a change to the taste, odour or appearance of your water. Temporary discolouration of the water supply may occur in some areas due to the flushing of water mains. Running the tap closest to the water meter at your property for a couple of minutes will clear the water in most cases. If you experience persistent discoloured water you should call Council's customer service team on 07 3412 3412, they can organise for your water main to be flushed to remove the discoloured water if necessary.

### Will my water be safe to drink?

Yes. The water supplied will continue to meet the high standards of the Australian Drinking Water Guidelines. It is safe and healthy to drink.

**Please note:** If you do experience discoloured water, we recommend that you turn on a tap and flush the discoloured water through your pipes for approximately 10 minutes, the water will clear in most cases. If discoloured water continues after this time, please contact Council on 3412 3412 so we can investigate and flush the water main that services your local area if necessary.

### Why does my water smell stronger / like chlorine?

Chlorine is commonly used in city water supplies to disinfect it to make it safe to drink. At times the level of chlorine may vary hence a chlorine odour/taste may be detected. The levels of chlorine in our water supply are well within parameters of the Australian Drinking Water Guidelines. A balance exists between sufficient chlorine in the water (to ensure the water is safe to drink) and customers' taste preferences. To alleviate any chlorine odour/taste it is suggested that you fill a water jug and leave it in your fridge overnight.



## Fact Sheet

### Is there fluoride in the water or any additional fluoride?

Yes, fluoride is present in the water supply. Seqwater manages water fluoridation throughout South East Queensland. Council does not add additional fluoride to the water, and no additional fluoride will be added to the water during this program. Any fluoridation queries can be directed to Seqwater on 1800 771 497.

### Will there be any difference in water pressure?

No, your water pressure will not change other than short term impact if mains flushing is undertaken in your area.

### I am on dialysis; what does this mean to me?

The disinfectant during this program will change from chloramine to chlorine. We do not envisage any changes for dialysis patients as the water supplied will continue to meet the high standards of Australian Drinking Water Guidelines.

Council has advised the hospitals of these changes and we recommend that you confirm that your individual requirements are not affected by the change from a chloraminated water supply to a free chlorine water supply. Please contact PA Hospital on (07) 3176 2111 or your health care provider.

### Will this water cost me more?

No, your water charges will remain the same.

### What if I don't like the taste?

Normally, any slight change in the taste of water becomes indiscernible after a couple of days. Some customers have personal preferences when it comes to the taste of water, so they choose to fit water filters on drinking water taps. However, as the water supplied meets the high standards of the Australian Drinking Water Guidelines a water filter is not required.

### Has this been done before?

Yes, changes were applied in the Kimberley Park water supply zones during August 2017.

### Do you have any advice to aquarium owners?

Logan City Council is committed to providing a safe drinking water supply to its customers. In order to ensure that the water is safe to drink, the water supply is

disinfected with either chlorine or chloramines. These chemicals are used to kill or inactivate bacteria and viruses in the drinking water supply. Logan City Council periodically changes the amount or type of disinfectant in the water for water quality or network maintenance purposes. Changes in water sources to different water supply zones can also alter the water chemistry at your house.

Drinking water is not suitable for use in aquariums or fish keeping straight from the tap, and must be tested and treated prior to adding to your fish tank. Disinfected tap water can kill your fish and other aquatic animals and also kill the (good) nitrifying bacteria that break down wastes in your fish tank filter.

Logan City Council is unable to provide advice as to how to treat water to make it suitable for particular types of fish. Please contact your local pet store for specific information on how to make the drinking water supply safe for your fish prior to using it in aquariums.

Further to the information included above, Council also has a fact sheet available on 'Logan City Council Water Supply Disinfection Information'. This is also available on Council's webpage: <http://www.logan.qld.gov.au/environment-water-and-waste/water/faqs-maps-and-forms/factsheets>.

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#### For more information

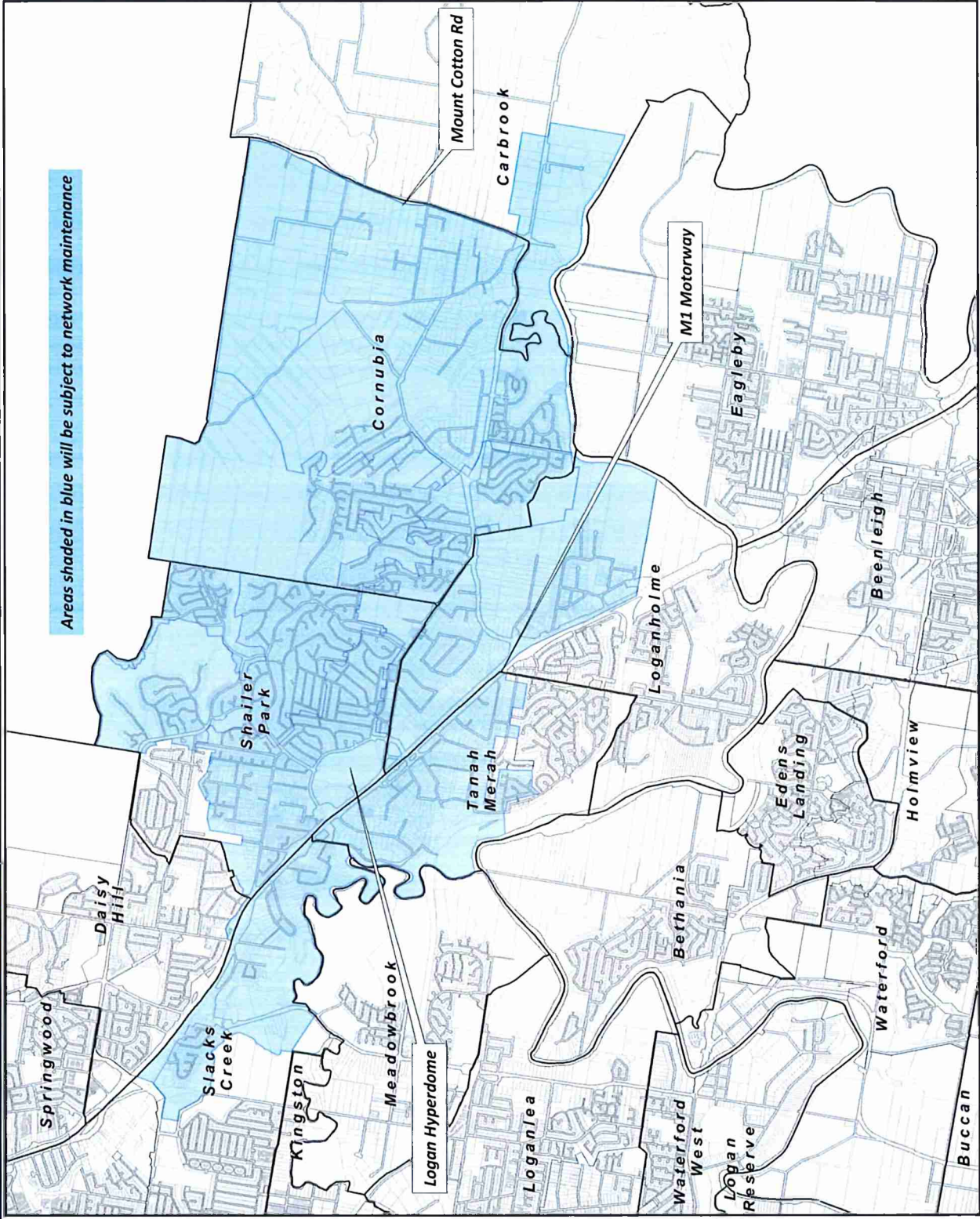
Phone 3412 3412

Visit [www.logan.qld.gov.au](http://www.logan.qld.gov.au)

Email [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au)

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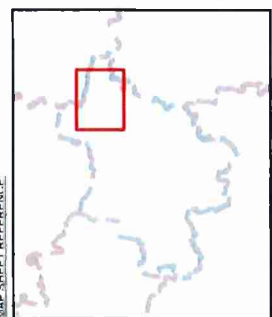




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Scale 1:30,000 at A3 size  
Map Projection: Universal Transverse Mercator  
Horizontal Datum: Geocentric Datum of Australia 1994  
Grid: Map Grid of Australia, Zone 56  
MAP SHEET REFERENCE



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