



TEMPORARY WATER OUTAGE DURING COVID-19

We understand much of our community is now at home relying on water for hygiene and hydration during these challenging times.

We sometimes need to temporarily turn the water off to carry out essential works on the network. This can include critical maintenance and repairs, testing fire hydrants or replacing water pipes that have come to the end of their service life. This ensures the reliability of our network now and into the future.

We've reviewed our essential works and have made changes to the way we do things to reduce the impacts to our customers including minimising the time the water is off as much as possible.

Preparation is key

We recommend you store some water in containers to use during a temporary outage. Please ensure you set aside enough for your needs including drinking and hand washing.

To wash your hands during an outage:

- use water you've stored in a container or bottled water to wet your hands,
- put soap on your hands,
- rub the soap over all parts of your hands for at least 20 seconds,
- rinse with water and dry thoroughly.

Getting in touch with us

For the safety and protection of everyone, we're suspending face-to-face contact at your property, unless for a critical reason.

For day-to-day project enquires, our crew or contractor's details are included on the planned outage notification, which you should have also received in your letterbox.

Please give our crew or contractors the space and consideration they need to complete these critical works safely.

As the COVID-19 situation unfolds, we'll keep you updated on Urban Utilities' response. Please visit **urbanutilities.com.au/COVID19** to find our latest information. You can also follow us on Facebook or Twitter.

We thank you once again for your patience and understanding while we complete this essential work.

Take care and stay safe.

From the team at Urban Utilities

General Enquiries **13 26 57** (8am-6pm weekdays)
Faults and Emergencies **13 23 64** (24/7)
urbanutilities.com.au

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