

We're taking  
the pressure off  
our system



# Water pressure management

We're moving away from our dependence on rainfall (and its ever diminishing returns) and instead creating new water sources such as desalination plants and groundwater replenishment.

We're also taking the pressure off our water system (literally) through network efficiency projects, including pressure management. This will see our pipes and other water assets last longer and help to reduce the amount of water lost through leaks and breaks in the pipeline.

By bringing areas with very high water pressure down to a standard level around Perth, these projects will help save over 7 billion litres of water each year. That is the equivalent of seven Optus Stadiums filled to the top!

## What will my water pressure be?

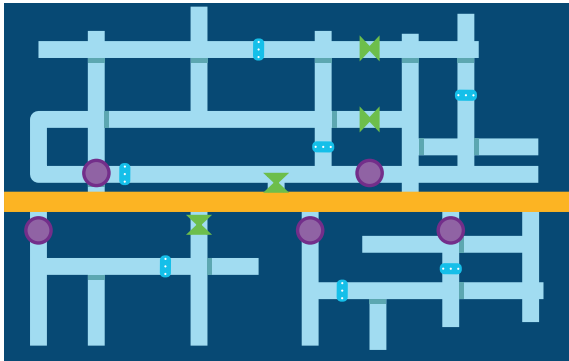
The water pressure will vary from service to service depending on the pipe network, contours in the land and customer types. However, all pressure managed areas will be designed to deliver a water pressure greater than our required minimum standard of 15 metres head.

## What does metres head mean?

Metres head is the measurement used to determine water pressure. It refers to the height (head) water rises to vertically in a pipe. For example, 25 metres head of pressure would allow water to rise to a height of 25 metres.

## How does it work?

The process involves isolating a high pressure area from the general water network and installing specialised equipment. This includes advanced pressure control valves to gradually modify the water pressure until an optimum level can be maintained. This equipment will detect times of higher demand and ensure an increased volume of water is provided at the same pressure.



- Specialised equipment (pressure and flow monitors)
- ↔ Valve
- █ Water main
- ▭ Distribution pipe

## Where will pressure management projects happen?

We assess and prioritise suburbs based on the water pressure they receive, the number of leaks and breaks in the pipe network, the overall water use and the suitability of the area.

If your suburb is identified as a high water pressure area requiring works, we'll notify you approximately four months before work begins.

## Will I notice change in my water pressure?

This is dependent on a number of factors, including your current water pressure, location of your house and internal plumbing. In our trial suburbs of Rossmoyne, Shelley and Waterford, over half of the residents reported seeing little or no effect of water pressure management in their home or garden.



Most people who experienced an impact reported a change in their garden irrigation systems. See "Will my garden retic still work with changes to pressure?" for more information.

You may notice a change in water pressure if you have special or unusual water using devices, such as dialysis machines, reverse osmosis units, water misters, large aquariums, or low water pressure (see our simple test opposite). If you are concerned please contact us to arrange a representative to come to your house free of charge, and assess the impact you may experience.

## Will my garden retic still work with changes to pressure?

Advice from industry experts indicate correctly installed and maintained systems will work with pressures of 20m to 25m, and the majority of our network will receive pressures greater than these levels once pressure management begins.

You may experience reduced "throw" from your sprinklers. We will visit you free of charge if you if you would like someone to offer advice about the configuration of your garden irrigation system. If your system operates from a private bore then there will be no impact on its operation.

## Will my dishwasher, washing machine, hot water system and toilets still work the same?

Dishwashers, washing machines and toilets may take slightly longer to fill after pressure management has been introduced in your area. Most hot water systems and dishwashers are designed to work with minimum pressures of 15m to 20m and pressure management will deliver pressures greater than this. Customers may wish to contact the manufacturer of their appliances to seek reassurance.

We want to hear from you if you have special or unusual water using devices such as fire sprinkler systems, fire hoses, hydrants or other water firefighting systems, dialysis machines, reverse osmosis units, water misters, large aquariums, or home water storage systems. Please contact the team via (08) 9420 3667 or email [pressure.management@watercorporation.com.au](mailto:pressure.management@watercorporation.com.au)

# What can I do to prepare?

There are many ways you can prepare if pressure management is coming to your area:

- Ensure taps on all of your appliances such as dishwashers, washing machines and air conditioners are open by turning them all the way to the left, and with a slight turn back to the right to prevent them from sticking.
- Make sure all of your shower heads and taps are clean and not blocked by a calcium build up.
- Many washing machines and dishwashers have strainers at the water inlet pipe. Make sure they're clean and don't restrict water.
- Check your irrigation system is running well and you have no broken or blocked sprinklers.
- Check your waterflow rate. We're required to supply at least 20 litres of water a minute, but we expect most customers in an area receiving pressure management to obtain more than 20 litres of water a minute. Conduct this simple test:

## Step 1:

Turn off all taps and water-using devices, then write down the black and red numbers on your meter.

## Step 2:

Turn on your front garden tap for 60 seconds. Make sure you collect this water and use it to water your garden or pot plants.

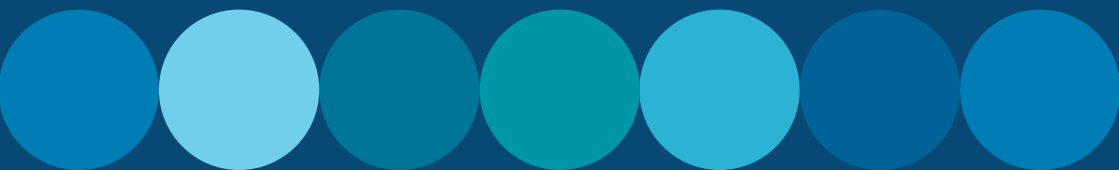
## Step 3:

Take another meter reading and subtract the first meter reading from the last. This will tell you how much water came out within the 60 second period.

## Step 4:

If you're receiving less than 20 litres per minute from your garden tap call us on 9420 3667 and we'll visit you, free of charge, to investigate further.

We will provide more advice on preparing your home for water pressure management as we near the implementation of the program in your suburb.



I run a business in the area, what impact will the pressure changes have on my business?

This will depend on your business and its location within the identified area. All non-residential customers will be identified from our records and we'll contact you to outline any potential impacts.

Will the water pressure management program be rolled out to all water services across the state?

No. Suburbs are assessed and prioritised based on the water pressure they receive, the number of leaks and breaks in the pipe network, the overall water use and the suitability of the area. For example, pipe configuration or lots of hills may make an area impractical to implement pressure management.

My pressure is already low - will these pressure works reduce my pressure even further?

No. We are focussed on areas where the network pressures are above average.

Where else is water pressure management implemented across the world?

Water pressure management is common in Europe, and is also in place in parts of Queensland and Sydney. Many water utilities throughout the world have existing programs to manage pressure, or are working towards this.

## Why are you primarily targeting residential areas?

There are more drinking water pipes in residential areas, to service each household. Therefore, taking the pressure off our system in these areas will see larger reductions in leaks and breaks in the pipe network. Also, households use the vast majority of water travelling through our network; well over the amounts used by commercial and industrial properties combined. This means that by ensuring network efficiency in Perth suburbs, we have the greatest potential to make a significant contribution to reducing water use.

We work closely with our business customers to reduce their water use. You can find out more at [watercorporation.com.au/waterwisebusiness](https://www.watercorporation.com.au/waterwisebusiness)

## What else is Water Corporation doing to improve network efficiency?

As we investigate areas for pressure management, we are also making changes to water supply arrangements. These changes will allow us to collect more up to date information on how water is moving within our network. This will help us to detect leaks and breaks in pipes more quickly to minimise the impact on the community and reduce water loss.





If you have any questions or concerns about the water pressure management program please contact the team on **(08) 9420 3667** or email **[pressure.management@watercorporation.com.au](mailto:pressure.management@watercorporation.com.au)**

13 13 85 Account Enquiries (8am - 5pm weekdays)  
13 13 75 Faults, Emergencies and Security (24 hours)  
13 36 77 National Relay Service

This information is available in alternative formats on request.  
**[watercorporation.com.au/contact](http://watercorporation.com.au/contact)**

ISBN: 1 74043 877 9  
October 2018

