

Attn: Chief of Staff; News Editor; News Producer

19 January 2010

For immediate release

Media Release

SOUTHERN WATER RESOLVES WATER TASTE AND ODOUR PROBLEMS IN PARTS OF HOBART

Southern Water has now completed the flushing of the water mains system supplying the Hobart suburbs of Mt Stuart, Lenah Valley and the upper reaches of South Hobart and West Hobart to overcome taste and odour problems.

Executive Manager Service Delivery, Mr Ian Dunbabin, said checks in the affected areas indicated the extensive flushing program had been successful.

However, if residents were still experiencing problems they should run taps in their premises for up to five minutes to ensure fresh supplies of water throughout their household system. If any taste or odour problems remained customers should ring Southern Water on 13 MYWATER (136992) to report the problem.

Mr Dunbabin said the problems had occurred when water low in oxygen was pumped from a storage reservoir as part of the normal summer operation of the water system to meeting increased demand. During the day, water was flushed from the system at points in South Hobart, West Hobart and in Lenah Valley and replaced with fresh supplies drawn directly from other parts of the system.

“We sincerely apologise to customers who have been affected by these taste and odour problems,” Mr Dunbabin said. “We appreciate their patience while the flushing program was underway and we will continue to monitor the situation closely.”

For further information contact Sophie Shelswell-White on 0457 300 855.