

Post flood tap sanitation

How we ensure water quality during floods

Riverina Water works closely with NSW Health to ensure water quality in the water supply system is safe for human consumption.

Extensive testing is performed by Riverina Water, including chlorine residuals, turbidity and bacteria.

How floodwater impacts your water connection and plumbing

Following floods, properties may have had reduced or no water consumption, and/or household taps and fittings may have been submerged by floodwaters.

You must extensively flush all taps on your property with fresh chlorinated water from Riverina Water's supply system to ensure contaminants are removed and bacterial risks are neutralised.

How to flush your taps

Beginning with the tap at your water meter, turn the tap and run the water until clear water is delivered.

Follow this process one tap at a time, working your way back from the water meter and ending at the tap furthest from your connection. This process is for cold water taps only.

It is also recommended to rinse each tap with a weak bleach solution if they have been submerged in floodwaters.

Bubblers, such as in schools and parks, should be flushed and sprayed with a weak solution of chlorine, about 5%, then rinsed off with clean water.

Help and support

If you need a payment plan or extension, visit rwcc.nsw.gov.au/emergencies or call us on 6922 0608

Please contact us if you are in short or long-term financial hardship to discuss how we can support you during this time.