AGENCY SUBMISSION FROM SYDNEY WATER 19/07/18 (Converted from email)

Dear Carolyn,

Thank you for your enquiries regarding the water pressure issue at Appin Township.

We have consulted with our engineering team, and provide the following comments,

* Sydney Water is not aware of the low-pressure issue in the water system in Appin. There has been only one recorded customer complaint in the last five years. It was found to be related to onsite stormwater, not the drinking water supply.
* Sydney Water has a permanent pressure gauge at Macquariedale Road, and this gauge has been consistently reading around 25-30 metres pressure in the last five years (generally, anything above 20 metres would be considered satisfying). Our Operating Licence requires us to provide 15 metres pressure at the point of connection to our system.
* Additionally, a booster pumping station was constructed in 2013 to boost pressure to several properties near Appin Reservoir.

Should you have further questions or request further investigation, please contact Troy Cooper of Customer Delivery on 8763 8622 who can organise to measure pressure in the system for the properties in the subject area.

Kind regards,

Growth Planning & Development Team