

Friday 21 August 2026

Guildford and Yapeen Boil Water Advisory – August 2026

A burst to a water main occurred at approximately 11pm on Wednesday 19 August 2026.

The burst was difficult to locate, and the damaged section of pipe was not located until lunchtime the next day. It was in an isolated area alongside the creek off Midland Highway and difficult to find due to wet, flooded conditions.

The burst water main caused a supply outage for customers in Yapeen and low water pressure or no supply for customers in Guildford.

Answers to common questions

When was the main repaired?	Once it was found we were able to fix the burst main quickly, which restored water supply for customers. However, until we can be sure there is no risk to the water quality, we are advising all customers in Guildford and Yapeen to boil their drinking water before they drink it or use it for food or drink preparation.
Why did it progress to a Boil Water Advisory?	When a water main bursts, particularly in a location like this, we need to be sure dirt or other material hasn't entered the water supply and potentially compromised the safety of the drinking water. We work closely with the Department of Health when a Boil Water Advisory is issued. Boiling water is the safest way to destroy any pathogens or bacteria that may be present in the water supply.
What needs to happen before the Boil Water Advisory is lifted?	Repairs to the damaged pipe have already been completed. Work will commence today (Friday) to flush the water supply network in Guildford and Yapeen. This process draws freshly treated water through the pipes. The flushing process won't interrupt the water supply, but some customers may notice some discolouration or water pressure fluctuations. Before we can lift the Boil Water Advisory, we take samples and test that the water is safe to drink. We are required by the Department of Health to achieve two consecutive sets of clear water samples across different days.
How are you communicating with people in Guildford and Yapeen	We are providing regular communication via our website, SMS, social media, and local media outlets. Members of our team on the ground in Guildford providing information and access to an alternative water supply. We've communicated with the local primary school and a number of other customers with special needs. You can help by sharing the news with family and friends to ensure nobody misses out.
Can I access an alternative drinking water supply	If you are not comfortable boiling your water before use, water trailers can be found at: • The John Powell Reserve in Fletcher Street • Next door to the Guildford General Store Residents can fill suitable containers to supplement their home drinking water supply. We also have a limited supply of bottled water available.
What's the best way to boil water	You should bring water to a rolling boil before using it by heating the water until a continuous and rapid stream of air-bubbles is produced from the bottom of a pan or kettle. Kettles with automatic cut-off switches are suitable. Variable temperature kettles should be set to boil.

What should boiled water be used for?	• Drinking • Preparing beverages like tea, coffee, baby formula • Washing and preparing food • Brushing teeth • Making ice
What can unboiled water be used for?	It is safe to use unboiled water to: • Wash your hands • Shower and bath (be sure not to ingest the water) • Flush toilets • Wash clothes • Wash dishes (ensure they are thoroughly dry before using) • Garden watering, including vegetables
Can drinking unboiled water make you sick?	If you experience gastro-like symptoms, please contact your GP and inform your GP of this advisory.
Can you boil water and set it aside for later?	Boiled water can be stored in a clean, closed container at room temperature for 24-hours. But make sure it's out of direct sunlight. If you're storing boiled water in a sealed container in the fridge, it can be safely kept for three days.
What about my pets?	Some pets, such as dogs, can be susceptible to the same diseases as humans. Consider providing them with boiled water, too.
Can I use my coffee machine?	If your coffee machine is plumbed into the water supply and heats water to more than 100 degrees, it is safe to use during a Boil Water Advisory. If you are unable to set your water to 100 degrees, or are unable to use pre-boiled, or commercially bottled water for the coffee machine, you need to stop using it until the Boil Water Advisory is lifted. If you are using a domestic coffee machine, you will need to boil the water prior to adding it to the canister or use bottled water.
Can I still bath, shower or wash my face in the water from my tap?	While a Boil Water Advisory is in place, it's still safe to bath, shower, or wash your face. But be careful not to swallow the water or get it in your eyes or nose. Remember to keep an eye on small children or people with a disability.
Can I still use the filtered water or ice from my fridge?	If you have a fridge with a water supply or ice maker, don't use the water or ice for drinking or food preparation while the Boil Water Advisory is in place. Once the Boil Water Advisory is lifted, it's important to discard and replace your fridge's water filter.
Can I brush my teeth?	We recommend you use boiled or bottled water when brushing your teeth.
Is it safe to wash my dishes with tap water?	It is safe to wash your dishes. However, you should ensure they are properly dried before use.
This is not the first Boil Water Advisory for Guildford and Yapeen, what are you doing about it?	There was previously a Boil Water Advisory for Guildford and Yapeen in May 2025 and there have been other burst water mains. Guildford and Yapeen are at the end of the Castlemaine Water supply network, meaning high pressure is needed to move water through the system. The pressure used is at the upper limit of what the mains can handle, which unfortunately has resulted in more frequent bursts and water supply interruptions. Improvements to the Guildford Clearwater Storage Tank are due to be commissioned and operational in September/October 2026. This work will provide greater water security for our customers in Guildford and Yapeen and fewer outages. As part of the improvement work, we've installed new mains in Havelock Street and a new Pump Station in Fryers Street.