

Talk to a local

75% of Western Water's employees live within our service area - in Bacchus Marsh, Gisborne, Lancefield, Macedon, Melton, Riddells Creek, Romsey, Sunbury and Woodend - which means they are also Western Water customers.

"When you call Western Water, in a very short time you will probably be talking to a local. In fact, our Customer Relations team members typically answer 94% of calls within 30 seconds," said Peter Donlon, General Manager Customer and Community Relations. "We made a customer-focused decision to avoid machine-based answering."

"Being part of the community, connected to local schools, sporting groups, clubs and services, Western Water employees are in touch with and understand local issues and conditions. Building a sustainable future for this community is an integral part of our daily worklife."



Pinkerton Forest's biodiversity boost

In National Water Week 2009, Western Water celebrated its work with local environment groups on biodiversity restoration around Pinkerton Forest on Melbourne's fast growing western fringe. The Pinkerton Forest Habitat Corridor is one of five initiatives funded in Round 3 of the Department of Sustainability and Environment's Vision for Werribee Plains grants program.

Pinkerton Forest is a significant remnant grassy woodland on Western Water's 690 hectare property at Melton Recycled Water Plant). Nearby is Bush's Paddock, a significant remnant grassland reserve managed by Melton Shire Council. The Habitat Corridor project involves restoration of a degraded 12 hectare paddock at the Melton Recycled Water Plant to link the two important wildlife habitats, Pinkerton Forest and Bush's Paddock.

Securing our future: what's happening in your town?

Gisborne South Outfall Sewer (project cost \$3 million): Construction of the sewer has commenced with works occurring around the Calder Freeway. When complete in late 2009, it will service the growing population of Gisborne.

Loch Road Drinking Water Tank for Macedon and Mount Macedon (project cost \$2.3 million): Completion of a 3.5 million litre tank will increase the drinking water storage for residents of Mount Macedon and Macedon and provide an additional resource for CFA fire fighting efforts.

Melton Recycled Water Class A tank (project cost \$2 million): A new storage facility will be constructed at Surbiton Park by January 2010 to improve the reliability of supply of Class A recycled water.

Melton Recycled Water Plant Stage 2 (project cost \$12 million): A contract has been awarded to begin construction. New aerators at the plant will increase the plant's capacity to receive and treat more water. The project's anticipated completion date is December 2010.

Melton Sewerage Upgrade (project cost \$13.3 million): The new 6 km major gravity sewer main will be completed by November 2009. A pedestrian bridge will span Toolern Creek as part of the new regional park. The sewer will enable the decommissioning of one of Western Water's major pump stations at Blamey Drive, substantially decreasing electricity use.

Woodend Recycled Water Plant (project cost \$6.1 million): Due for completion in early 2010, works at the Plant will increase the quality of recycled water used for the town's parks, sporting grounds and local agriculture.



For more information, please contact:
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Recycled Paper



SAVE TARGET
WATER 155

H₂info

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Turbines will spin gas into green power

In an Australian first, Western Water will use microturbine technology to produce electric and thermal energy from sewage gases at its Melton Recycled Water Plant. In September, the Western Water Board appointed Aquatec-Maxcon to build its new \$2 million co-generation power plant.

Managing Director John Wilkinson said the Aquatec-Maxcon proposal offers a microturbine supplied by US manufacturer Capstone. The microturbine was developed from aeronautical gas turbine technology to operate on natural gas, landfill gas or biogas from sewage.

"While big energy companies, such as Origin, use

these microturbines to generate power from natural gas, this is the first time in Australia this technology will be put to work turning the gases produced in sewer systems into electricity," Mr Wilkinson said.

With an external heat exchanger installed alongside the microturbine, the plant will also deliver heat energy for use in plant processes.

"Producing our own electricity from this renewable source and re-using exhaust heat will cut carbon dioxide emissions at the Melton Plant by 1.8 tonnes per year and reduce costs," Mr Wilkinson explained.

Congratulations to Sunbury residents - lowest water users in Victoria for 2008/09 at 151 litres per person per day!

Gardening on Target 155

Watering your garden for 10 minutes with an everyday hose, even with a trigger nozzle, uses at least 150 litres. So how can you use less than 155 litres of water per person per day (Target 155) and maintain your garden?

Western Water has plenty of helpful advice for gardeners trying to reduce their water use. A free fact sheet called *Saving water in the garden* is available for download from www.westernwater.com.au or by telephoning 1300 650 422.

The Smart Garden Watering planner at www.smartgardenwatering.org.au was developed with the assistance of numerous horticultural and water management specialists.

If you live in the Melton or Sunbury areas, the planner can help you to estimate the specific water requirements of your garden and create a watering plan.

The Victorian Government's Water Saver Garden Centre program delivers accredited training to nursery and garden centre employees on best-practice in waterwise gardening.

There are more than 55 accredited garden centres

across the state providing a one-stop-shop service with the latest water saving ideas and products.

To find a Water Saver Garden Centre near you, visit www.ourwater.vic.gov.au or telephone 136 186.

For more water saving tips and information, visit www.target155.vic.gov.au



Your supply in the big dry

In addition to the challenge of keeping crops and gardens green in the heat, summer brings two other major water-related challenges: bushfires and ground movement due to drought can impact on our water supply. Western Water recommends that you keep a supply of drinking water (some filled bottles or jugs in the fridge) available throughout summer in case your water supply is interrupted.

When the soil becomes extremely dry, the earth sometimes shifts and creates unbearable pressure on our pipe networks, causing cracks or bursts. If you discover a burst water pipe, please contact Western Water immediately on 1300 650 425 or call 13WATER (1392837). Our local repair crews will respond quickly and restore supply as soon as possible.

As discussed in the brochure enclosed with your water bill - *Bushfires and your water supply* - every summer, our service area experiences a high fire danger period. In the event of a bushfire, Western Water cannot guarantee to maintain water pressure or an uninterrupted water supply. When making your fire plan, be prepared with an independent water supply.

Convenient ways to pay your bill

Western Water offers a variety of bill payment options. A convenient way to pay your bill is to set up a direct debit account with Western Water. On the due date of your bill, payment will be automatically debited from your nominated cheque or savings account at your bank, credit union or building society. You can nominate to pay your account in weekly, fortnightly or monthly instalments. To request a direct debit form, please contact Western Water on **1300 650 422**.

Using BPAY, you can pay your bill online or over the phone. You may also pay in person at any Australia Post outlet or at Western Water's Sunbury office. For more information please refer to the back of your water bill.

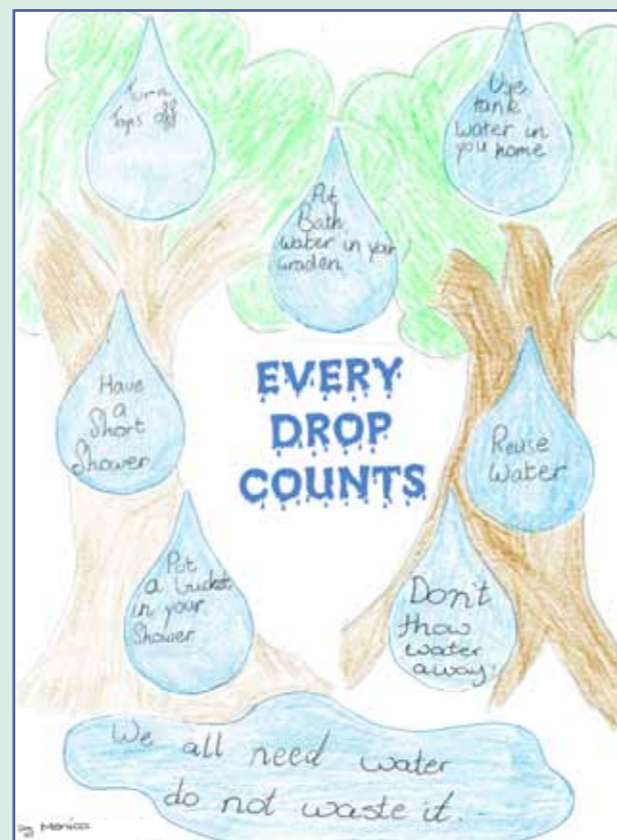
Students show the way

We received over 670 entries for the 2009 National Water Week Poster Competition from primary school students in our service area - a highly commendable effort! Our thanks go to all students, teachers and parents involved.

Held every year in October, the competition aims to raise awareness of water conservation. Students were asked to design a poster on the theme of "securing our water future". The following winners and runners up were selected and will receive a prize pack from Western Water:

Grade 5/6 winner: Jaimee, Bacchus Marsh Grammar
 5/6 runner-up: Cameron, Bacchus Marsh Grammar
 Grade 3/4 winner: Monica, St Annes Primary School
 3/4 runner-up: Alyssa, Sunbury Heights Primary School
 Grade 1/2 winner: Ricky, Clarkefield Primary School
 1/2 runner-up: Luke, Our Lady of Mt Carmel Primary School
 Prep winner: Jasmine, Melton Primary School
 Prep runner-up: Jacinta, Macedon Primary School

For further information about National Water Week, please visit www.vicwater.org.au or www.westernwater.com.au



Down but not out

Did you know that the water flushed down your household toilets and drains is treated physically, chemically and biologically to remove impurities and allow the water to be recycled for use in agriculture, sportsground irrigation and road construction? In 2008/09, around 10,719 million litres of drinking water was used in Western Water's service region. 88% of this water was recycled and used again for non-drinking purposes, thereby conserving our precious drinking supply.

Impurities removed by the recycled water treatment process are not only organic but also stem from many household products. You can play a role in our region's sustainability by simply being careful about what goes down your drains.

Use detergents that are low in phosphorous; don't pour oil or fat down the sink; and don't flush sanitary products, nappies, cotton buds, cigarette butts or other non-biodegradable items down the toilet; and you will significantly assist the process of recycling water. If you would like to learn more about recycled water, please visit www.westernwater.com.au

Sportsgrounds greened by purple pipes

The impact of drought on grassy sportsgrounds is an issue close to the heart of many Victorians. Western Water strives to keep our region green by supplying recycled water for irrigation wherever appropriate and practical - in colour-coded purple pipes.

"Currently, we supply recycled water to 24 sportsgrounds throughout our service area - in Woodend, Gisborne, Diggers Rest, Sunbury, Melton, Rockbank and Eynesbury," said Les McLean, General Manager Commercial Services. "Many sportspeople benefit and enjoy participating in a range of activities including athletics, football, cricket, golf, lawn bowls, polo and even croquet on green grass all year round."

Remember Restrictions

All towns serviced by Western Water remain on Stage 3a Water Restrictions. Please observe your allocated garden watering times. Remember that a new or existing pool or spa may not be filled and outdoor water toys must not be used with drinking water (no exemptions). However, it is still possible to enjoy outdoor water fun while conserving our precious drinking water supplies by using tank or bore water.

Visit www.westernwater.com.au or call **1300 653 126** for more information.



A new wave of water conservation

Melton Waves Leisure Centre, owned by Melton Shire Council, has achieved remarkable water savings through the onsite installation of water treatment and reuse systems and a leakage reduction program.

"In 2007, the Centre used 6.1 million litres of drinking quality water," said John Wilkinson, Managing Director Western Water. "In 2009, after installing a rainwater harvest and reuse system, instigating pool backwash reuse and clamping down on leaks, the Centre used only 2.6 million litres or 57% less water!

"We are working with the Council to refine the Centre's water management plan to reduce concentrated salt levels in their effluent. We encourage other organisations and businesses to contact us for help with their water plans."