

have you hit target 155?

In December 2008, the Target 155 campaign - a partnership between Western Water and the four Melbourne water businesses - was launched throughout the Western Water region and across Melbourne with the aim of cutting average daily water use to 155 litres per person per day.

"Water storages across the state are extremely low and 95 per cent of homes and businesses in the Western Water region are dependent on supplies from the Melbourne system," said John Wilkinson, Western Water's Managing Director.

"At the start of the campaign, average usage was 165 litres per person per day. But on hot summer days, it climbed well over 200 litres per person per day.

"Householders use 85% of the water in Western Water's systems, so it gets back to simple steps like a four-minute shower with a water-efficient showerhead.

"We also urge customers to use rainwater or greywater on their gardens and apply for a government rebate to put sustainable systems in place for years to come," he said.

"Businesses using one million to 10 million litres per year are being encouraged to do their part by registering with the Support 155 campaign to access water audit and conservation programs."

- ◆ **Stage 3a water restrictions still apply. Telephone 1300 653 126 or visit www.westernwater.com.au**
- ◆ **Learn more about the Water Smart Gardens and Homes Rebate Scheme at www.ourwater.vic.gov.au**
- ◆ **Find out about the rebates available through the National Rainwater and Greywater Initiative at www.environment.gov.au/water/programs/nrgi/**
- ◆ **Call Western Water on 1300 650 422 to request an application form for government rebates.**
- ◆ **Find our new fact sheet about using rainwater and greywater at www.westernwater.com.au**
- ◆ **Telephone 9218 5400 to register your business for Support 155.**



swap your showerhead

Showers consume around 30% of a household's water use. Installing a water efficient showerhead can reduce your water consumption, lower greenhouse gas emissions and save you money!

Western Water, with the assistance of the Shire of Melton, Moorabool Shire Council and Macedon Ranges Shire Council, now has showerhead exchange points at Bacchus Marsh, Gisborne, Melton, Romsey and Woodend. Exchanges may also be made at the Western Water office in Sunbury. Customers must register with Western Water before attending a showerhead exchange point by telephoning 9218 5544.

One showerhead is available per household. This offer is not available to properties that took up the 2006/07 offer. Showerheads are not suitable for gravity-fed hot water systems.

greenhouse gas reduction - one year in

Western Water commemorated the first anniversary of its Greenhouse Gas Reduction Strategy (GHGRS) in November 2008.

"Western Water has set itself a 2017 target of zero net greenhouse gas emissions, starting with a "green makeover" at our Sunbury headquarters," explained Managing Director John Wilkinson.

The first year of the GHGRS included the following achievements:

- At Gisborne and Melton depots, biodiesel tanks and solar powered pumps now fuel vehicles and machinery instead of standard diesel. To date, more than 28,000 litres of biodiesel have been used and nine tonnes of carbon dioxide equivalent emissions saved.

- Western Water's first Solarbee aerator has been buzzing away since August 2008 at the Lancefield Basin and backup electric aerators have not been used since.
- Plans are being made at Melton Recycled Water Plant to capture biogas from digesters to generate electricity.
- Around 60% of the energy consumed by Western Water is used to pump water and sewage along pipelines. A new gravity outfall sewer at Melton South is well underway that will make one of Western Water's largest sewer pump stations redundant.

"In 2007/08, Western Water achieved a 23% reduction of emissions from the 2004/05 baseline, surpassing the target of 20% reduction," said Mr Wilkinson. "We are confident of reaching our milestone of 25% reduction by June 2009."

water wise program - retrofit assistance

Water Wise is a Victorian Government program offering retrofit assistance to eligible households experiencing high water costs as a result of faulty or inefficient water fixtures. If you hold a current concession card, Western Water may be able to offer your household a free water audit. If the audit finds any faults or problems, we can organise a licensed plumber to repair or replace any faulty fixtures and the Water Wise program will pay up to \$500 in plumbing services per eligible household.

Eligibility is determined by the Department of Human Services. Assistance is available to applicants who:

- hold a current Pensioner Concession Card, Health Care Card or a Department of Veteran's Affairs Pension Card or Gold Card; and
- are financially responsible for the payment of the water account; and
- reside principally at the property involved; and
- have not previously received retrofit assistance at their current residence; and
- have received a Water Utility Relief Grant within the last 12 months or are currently registered in Western Water's hardship program.

To learn more about Western Water's Hardship Policy or the State Government's Utility Relief Grant Scheme, visit

www.westernwater.com.au or call the Hardship Line (free call): **1800 093 558**.



changes for concession card holders

The Victorian Government Department of Human Services has introduced changes to the way concessions deductions will appear on your water bill. Until now your bill has shown two amounts: the full amount of the bill and the lesser amount to be paid should the bill recipient be eligible for a concession. From 1 July 2009 only one amount will appear on your water bill.

To ensure that all eligible customers still receive the appropriate deductions to their water bills, **concession card holders will now need to register their concession card details with Western Water by telephoning 1300 650 422.**

Visit www.cyf.vic.gov.au/concessions for more information.

Does your property have creek frontage?

You may be eligible for support through Melbourne Water's Stream Frontage Management Program. Financial assistance is available for fencing, weed control and revegetation to protect and improve the health of waterways. For more information, telephone 9235 2231 or visit www.melbournewater.com.au

what's happening in your town?

Western Water is committed to providing a secure supply of safe and good tasting drinking water to an ever increasing population. We are also improving our ability to recycle water to provide an alternative source of water when water of drinking quality is not required.

Bacchus Marsh

- Bacchus Marsh Recycled Water Plant - Project cost \$2.5 million: The functional design for the upgrade to increase the capacity of the plant is complete. Construction will commence in late 2009.

Gisborne

- Gisborne Recycled Water Plant – Project cost \$3.1 million: With the upgrade complete, the plant has an increased capacity to cater for the growing population of Gisborne and its surrounds.

Melton

- Class A Recycled Water Plant – Project cost \$7.2 million: In a first for our region, Class A recycled water is now being supplied from Surbiton Park to residents of Eynesbury for toilet flushing, garden watering and car washing. This will reduce drinking water use by up to 50% in each household.
- Melton Sewerage Upgrade – Project cost \$13.3 million: The new 6 km gravity sewer main will cater for the growing population of the Melton region and reduce greenhouse gas emissions by replacing the pumping station at Blamey Drive.
- Melton Recycled Water Plant – Project cost \$13.3 million: Nearing completion, the upgrade to Melton Recycled Water Plant will increase its capacity to treat sewage from Melton and surrounds. The plant produces recycled water that is supplied to the Class A recycled water plant for further

treatment. It also produces biosolids, a nutrient rich organic material that can be used as a soil improver and fertiliser.

Mount Macedon/Macedon

- Loch Road Drinking Water Tank - Project cost \$2.3 million: Construction of a 3.5 million litre tank will increase the drinking water storage for residents of Mount Macedon and Macedon and provide an essential resource for CFA fire fighting efforts.

Riddells Creek

- Riddells Creek Recycled Water Project - Project cost \$550,000: Due for completion in May 2009, the construction of a 2 km pipeline and associated pump station will provide recycled water from the Riddells Creek Recycled Water Plant to the Riddells Creek Recreation Reserve. This includes facilities for the Football Club, Pony Club and the Dog Club. Partners in the project are Macedon Ranges Shire Council, Regional Development Victoria, Riddells Creek Recreational Reserve Committee of Management and other community groups.

Woodend

- Woodend Recycled Water Plant - Project cost \$6.1million: Commencing in February, works at the Woodend Recycled Water Plant will increase the quality of recycled water for the town's parks, sporting grounds and local agriculture.



For more information, please contact:

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