

You can help prevent sewage spills

Western Water maintains over 1,000 km of sewer mains, providing a vital public health and environmental service.

We need your help with our Sewer Spill Prevention Strategy.

Incorrect use of a toilet or drain can damage the pipes. That means raw sewage can spill out into your bathroom, laundry or garden, or spoil public spaces and waterways.

If the spill occurs on your property, you may have to pay the costs of cleanup and repairs.

If you take the following steps, not only can we avoid sewer spills, but Western Water can also more easily treat wastewater to produce high quality recycled water:

- Avoid flushing items such as disposable nappies, sanitary products, condoms, bandages or cotton buds down the toilet – they belong in the rubbish bin.
- Keep grease, paints, chemicals and pesticides out of the drain. For safe disposal solutions for these substances, call Sustainability Victoria on **1300 353 233** or contact your local Council.

- In the kitchen, use a sink strainer to stop food scraps going down the drain - put them in the compost or rubbish bin.
- Cooking fats and oils should be cooled and put in the rubbish bin, not down the drain.
- Use environmentally friendly, biodegradable detergents and cleaning products.

Another common cause of blocked sewers is tree roots that force their way into pipes.

- Avoid planting large trees over sewer pipes - check with your plant nursery before you buy a tree as to whether it has spreading roots.
- To find out where the sewer pipes are on your property, you can request a Property Sewer Plan for \$25 from Western Water's contractor, Casey Inspection Services, by telephoning **03 9835 5511**.

If you have a sewer spill on your property, call a licensed plumber immediately. If you see a sewer spill in a public area, call Western Water on **1300 650 425**.



Bushfires and your water supply

Western Water is prepared for the bushfire season, and works closely with the Country Fire Authority (CFA) across our region. We have dedicated crews on standby to make urgent repairs to water mains and hydrants if necessary during a bushfire.

If fire is threatening your property, water restrictions will be waived in defence of your home.

However, Western Water cannot guarantee to maintain water pressure or an uninterrupted water supply in the event of a bushfire. When making your fire plan, be prepared with an independent water supply.

We also recommend that you keep a supply of drinking water (such as jugs in the fridge) available throughout the season in case of water supply interruptions.

For further advice on preparing your family and home for a bushfire, consult your local CFA or visit www.cfa.vic.gov.au

Visit our new, improved website at www.westernwater.com.au

It's packed with information including reservoir levels, current water restrictions and water conservation tips. You can also view Western Water's 2009/10 Corporate Report as an interactive PDF.

Don't let water or money leak away



As the weather warms up, ground soaked by winter rains dries out and may shift, causing water pipes to crack. If this happens on your property, you may end up with a water leak and a large water bill!

The best way to avoid this is to check your water meter. For example, check your water meter before you leave for work, and jot down the number. During the day, if no one is home and no washing appliances or watering systems are operating, no water should be used. When you return home, check your meter again. If the number on the meter has changed, you could have a leak, perhaps a faulty tap or toilet cistern.

If the number has changed significantly, you may have a broken pipe which, if not fixed, could lead to hundreds of litres of water being wasted and a large water bill. If you suspect you have a major leak on your property, turn off the stop tap on your water meter and contact a licensed plumber immediately.



If you have a minor leak in your home, you can book a WaterTight visit from one of Western Water's licensed and experienced plumbers. Our plumber will repair minor leaks, give advice on water conservation, and install water-saving devices.

A WaterTight visit is valued at \$180, but it could cost you as little as \$30. For more information, call Western Water on **03 9218 5421**.

What's happening in your region?

Western Water's Corporate Plan anticipates an average \$46 million per year in capital expenditure for the next five years. Included is an extensive sewer and water mains replacement program. In addition, the following list of major projects shows expenditure by region.

Shire of Macedon Ranges: \$20 million

- Construct 10 million litre storage tank at Rosslynne Water Filtration Plant
- Develop Romsey borefield to augment water supply

City of Hume: \$11 million

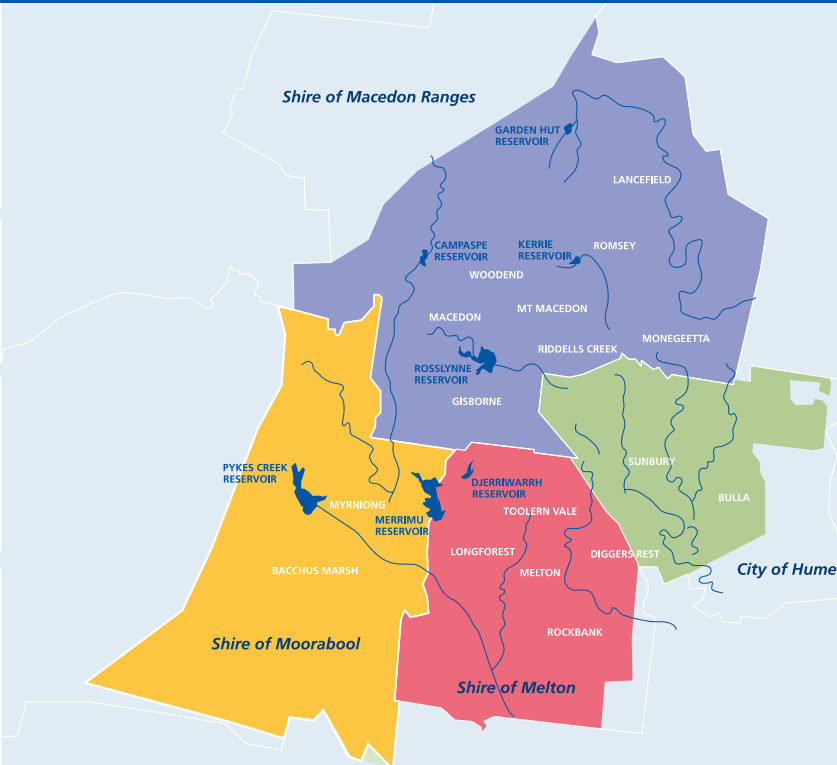
- Upgrade Sunbury Recycled Water Plant, including additional storage

Shire of Melton: \$107 million

- Upgrade Melton Recycled Water Plant
- Construct 10 million litre storage tank at Merrimu Water Filtration Plan

Shire of Moorabool: \$12 million

- Increase capacity of pipe networks, mains and sewers
- Upgrade Bacchus Marsh Recycled Water Plant



Recycled Water News is a free publication produced by Western Water three times per year for anyone interested in the supply and use of recycled water in our region. We also report on our other environmental initiatives in this newsletter.

Loved the newsletter! Great to hear about all the clever re-uses of biosolids, methane, etc... I am a gardener and take great care with my water use... So I am really pleased to hear when big companies are doing their best too. Thanks. Jenny, Melton.

To view past editions of Recycled Water News, visit www.westernwater.com.au To subscribe, email recycledwaternews@westernwater.com.au