



Recycled water growing Gisborne South

Horticulture in Gisborne South has been given a boost with the announcement of a \$4.3 million scheme to provide recycled water to growers.

Recycled water is the product of wastewater being treated to a high standard at Western Water's recycled water plants, and is already being used to water sports grounds, public gardens, vineyards and orchards across the region.

The new scheme, dubbed GRoWS (Gisborne Recycled Water Scheme) will involve the construction of 19km of pipeline to take recycled water to 13 properties in Gisborne South, growing produce such as grapes, cherries, olives and nursery plants.

Western Water will provide \$2.7 million for the project, while the State Government's Regional Infrastructure Development Fund has committed \$1.27 million. Participating businesses and landholders will contribute about \$280,000.

The area has no access to reticulated water, relying on tanks and dams. Businesses in the area will now have a guaranteed, secure recycled water supply, benefitting them and more than 100 employees.

The scheme is expected to bring more than \$4 million in benefits to the region, including up to 50 new jobs.

If you want to find out more about our recycled water schemes, go to www.westernwater.com.au and click on the recycled water link under "Water and sewer services".



Adalia Park Nurseries in Gisborne South

Our customers say....



Our annual customer research shows:

- 89% of customers are satisfied with our services
- 90% of customers rated our sewerage service at 9 out of 10
- Customers rated their satisfaction with our overall service at 8.2 out of 10
- More than 90% of our customers prefer to drink tap water
- More than 60% of customers did not know we are on Stage 2 water restrictions. For information about restrictions go to www.westernwater.com.au

Watch out for water scams

Several water-related scams have been reported to us in recent months.

Scammers may contact you by phone or knock on your door, claiming there is a problem with the water supply and offering to sell you a water filter. Sometimes they will tell you you have 'won' a prize or ask for personal details.

Western Water's drinking water is treated and filtered and is compliant with stringent Department of Health standards. It does not need a home filter to make it safe to drink.

Western Water staff and contractors always carry identification. Please ask for it if you are unsure.

Our WaterTight program can help you save water. To find out more go to our website: www.westernwater.com.au

Water prices to change on July 1

Trouble paying your bill? We can help. Call 1300 650 422 and we will work with you to arrange a payment plan

From July 1 your water bill will increase to meet rising infrastructure and operating costs. Pricing plans submitted by Western Water were recently approved by the Essential Services Commission, the government body that regulates service providers.

For the average Western Water customer this will mean an increase of \$1.42 per week, or about \$25 on your four-monthly bill. Customers who are high water users will pay more under our tiered pricing system.

Western Water maintains 1700km of water mains, seven water filtration plants and 56 storage tanks to ensure you can turn on the tap and receive clean, healthy drinking water. Including service charges, your drinking water costs about one quarter of one cent per litre.

To safely and effectively remove your sewage we maintain 1000km of sewage pipes and seven recycled water plants.

These systems require constant maintenance, and the region's high population growth means we need to build new infrastructure and upgrade our existing plants to keep pace.

Type of charge	Price in 2010/11	Price in 2011/12
Sewerage service	\$468.15 per annum	\$496.33 per annum
Water service	\$193.43 per annum	\$215.26 per annum
Water usage		
0 to 440 litres/day	\$1.2435/kilolitre	\$1.3838/kilolitre
441 to 880 litres/day	\$1.6496/kilolitre	\$1.8358/kilolitre
More than 880 litres/day	\$3.2993/kilolitre	\$3.6717/kilolitre

These charges are for standard residential connections. For other charges see our website or call us.

A kilolitre is a thousand litres

What am I getting for my money?

The average cost to our customers of having clean healthy water supplied to the tap at home is about \$1.20 a day.

This gives you more than 480 litres of water a day, and includes the cost of the water being filtered, treated and delivered to your home, and the pipes maintained.

The cost of bottled water in the supermarket varies greatly depending on the brand, but the average cost per litre is about \$1.60.

For the same amount you could get 640 litres of tap water - that would refill the empty bottle every day for 21 months.

Your water bill also includes a sewerage charge.

The average cost of having all your raw sewage taken away and treated is about \$1.40 a day.

That's not much when you consider the alternative!



What can I get for \$1.60?



1 litre of bottled water

OR

640 litres of tap water



More than half of plastic bottles are not recycled and end up in landfill.

Your water is treated to ensure its safety before being delivered straight to your tap.