

WATER MATTERS

VICTORIAN WATER INDUSTRY ASSOCIATION NEWS

Volume 7 Issue 1 Summer 2006

INSIDE	Page
Victorian Water Educators	Cover
From the CEO's Desk	2
Long Run Marginal Cost Workshop	2
Consumers Beware	2
North East Water	3
Funding for Aero Ovals Project	3
South East Water	4
Accreditation for Drinking Water Quality	4
Sharing Industry Experience	5
VicWater Tours the Goulburn Valley	5
Goulburn-Murray Water	5
Training and OH&S Matters	6
Yarra Valley Water	6
Task Group Topics	7
Biosolids Community Project	8
Victorian Water Review 2004/05	8

Suite 1, Level 6
2 Collins Street, Melbourne,
Victoria 3000
T: (03) 9639 8868
F: (03) 9639 8860
E: vicwater@vicwater.org.au
www.vicwater.org.au

If you'd like to have an article considered for inclusion in Water Matters, email the finished article to vicwater@vicwater.org.au
Due dates: 15 January, 15 April, 15 July and 15 October or call T: (03) 9639 8868

VICTORIAN WATER EDUCATORS AND NATIONAL WATER WEEK STEERING COMMITTEE ACTIVITIES IN EAST GIPPSLAND

East Gippsland Water and Southern Rural Water were recently co-hosts to the Victorian Water Educators and National Water Week Steering Committee meetings in Bairnsdale (9 February) and Maffra (10 February) respectively.

The Victorian Water Educators are a newly formed Task Group that will guide activities supporting staff of Victorian Water Businesses with a role in schools education. Terms of reference and the business plan for the group were discussed as well as progress with 'Water: Learn It! Live It!' the State's Our Water Our Future education resource.

Highlights of tours conducted in the vicinity of Bairnsdale included Macleod Morass Constructed Wetland and Bruce's Track reuse farm - examples of East Gippsland Water's 100% wastewater reuse. Near Maffra, an irrigation farm project illustrated Southern Rural Water's Total Channel Control program designed to significantly improve water use efficiency. The group also visited

Glenmaggie Reservoir and Australia's first and currently only Robotic Dairy.

Inspirational dinner speaker, Nick Gottschalk described his fascinating and confronting experiences as a medical scientist with the International Red Cross in Sudan and Afghanistan, highlighting the crucial importance of water in each situation.

The two-day experience was a beneficial personal and professional development exercise for participants, enabling comparison of approaches to water management in different environments across the State, as well as providing valuable opportunities for networking.

Participants included *Central Highlands Water, Coliban Water, East Gippsland Water, Gippsland Water, Goulburn Valley Water, Grampians Wimmera Mallee Water, Southern Rural Water, South Gippsland Water, Western Water, East Gippsland CMA, East Gippsland Waterwatch, VicWater and DSE.*

The Victorian Water Educators Task Group at Glenmaggie Dam



“from
the CEO's
desk”



Welcome to the summer edition of Water Matters. I am sure that most people took the opportunity for a break over the Christmas period and have returned fresh and ready for an exiting 2006. There will definitely be a range of challenges to keep us all well occupied during the year. Unfortunately the year commenced with extremely severe bushfires that have heavily impacted on many individuals and water businesses. Our sympathy goes to all those who have suffered from those events over recent weeks.

The commencement of the Review of Governance Arrangements in the Victorian Water Sector has been welcomed by the industry. The review has been arranged by DSE and will

consider the following main issues:

- ◆ *Corporate Planning and performance reporting,*
- ◆ *The Board appointment process, and*
- ◆ *The evaluation of capital projects greater than \$5 million.*

It is anticipated that this review will provide significant recommendations to improve and streamline the arrangements that are currently in place. The review is well supported by the industry and we all look forward to the benefits that should be available.

On the staffing front VicWater again has a couple of vacancies for Project Officers. It is intended to advertise these positions in the near future for suitable staff to fill these opportunities, on either a short-term secondment arrangement or on a more permanent basis.

A quick reminder of the dates for the main VicWater conferences planned for this year:

- ◆ *Sustainability Conference*
23rd May 2006
- ◆ *Finance Issues Conference*
25th and 26th May 2006
- ◆ *VicWater Annual Conference*
27th – 29th September 2006

These three major events continue to grow and are a valuable source of information and networking within the industry.

I would also like to pass on congratulations to David Downie on his recent appointment as the Deputy Secretary, Water Sector Group at DSE. David is well known throughout the industry and I am sure that we all look forward to working closely with him to address the many issues of concern within the industry.

LONG RUN MARGINAL COST WORKSHOP

Financial and technical staff from around the industry converged on Bendigo for a Long Run Marginal Cost (LRMC) workshop hosted by Coliban Water on 9 February 2006.

The training workshop was organised by the VicWater LRMC Working Group to advance the industry's skills in creating supply demand forecasts and performing the LRMC calculations.

Businesses are required to submit the first round of LRMC calculations to the ESC by June 2006. The workshop was well attended with participants keen to get

started on this massive project. As it requires a large amount of technical input, the workshop saw engineers working alongside the accountants and economists; and some of the time they were even agreeing with each other!

The collective industry has benefited enormously from the contributions of Dale Jackson, courtesy of Central Highlands Water. Dale has pioneered the development of the model which formed the basis of the training. Not only is the model powerful and easy to use, it provides an important industry standard.

The efficiency of developing a single model has also saved each business substantial development costs.

The forum also provided an excellent networking opportunity, including attendance by Melbourne Water, City West and South East Water. The metropolitan representatives shared their experiences in calculating LRMC from the first water plan, including the feedback they received from the ESC.

It is anticipated the ESC's LRMC model will be released in March 2006, with associated workshops to follow.

CONSUMERS BEWARE

Water businesses in Victoria have recently received complaints from concerned customers about the marketing and sales techniques of at least one water filter business. Complaints have been raised about water filter businesses using misleading information on the quality of water supplied by water businesses. Water businesses are required to

deliver a high quality product to their customers and The Safe Drinking Water Act 2003 provides a regulatory framework for drinking water quality that includes:

- ◆ A risk management framework from “catchment to tap”.
- ◆ A set of standards for key water quality criteria.
- ◆ Information disclosure requirements for water businesses.

For information on Victoria's drinking water quality regulatory framework contact DHS on 1300 761 874 or visit www.health.vic.gov.au/environment/water/drinking. Concerns about salespersons or advertising should be referred to Consumer Affairs Victoria on 1300 55 8181 or www.consumer.vic.gov.au.

NORTH EAST WATER CARING FOR THE LAND

Like many businesses in the water industry, North East Water owns a substantial amount of land – 1400 hectares in fact. In an age where sustainability has become an industry buzzword, this asset represents a golden opportunity to take a hands-on approach to improving the environment.

North East Water recently refreshed its Strategic Intent to reflect, among other things, an increased commitment to environmental care.

The result is a Land Stewardship program, which aims to showcase North

East Water's treatment plants, depots and reuse sites as examples of sustainable land management. Steering the program is Chief Financial Officer, Craig Heiner, whose obvious passion for land stewardship stems from a dairy farming background in the Kiewa Valley. "As the rest of the industry will know, there is an onus upon bodies like water authorities to invest in the protection and conservation of the environment," he said. "Our Strategic Intent reflects our desire to become an environmental champion, and we see the best way to achieve this aim is to begin in our own

back yard." The Land Stewardship program is divided into three sections:

- ◆ *Rural sites, such as reuse properties*
- ◆ *Depots and treatment plants*
- ◆ *Urban projects, including cooperative ventures with other bodies for water smart gardens and similar concepts*

North East Water Chief Executive, Jim Martin, is an active supporter of the project, and has even pulled on the workboots for a spot of weeding himself. Jim recently accompanied a group of 10 staff to a business-owned patch of remnant vegetation near the Yarrowonga reuse site to help rid the property of weeds such as Patterson's Curse and horehound. There are already several major projects in the pipeline, including:

- ◆ *The renovation and landscaping of a building in North Wangaratta to provide needed office space and showcase to the community water wise gardening*
- ◆ *The establishment of a water wise garden in Wodonga's Sumsion Gardens*

For further information, contact Matt Lane, Media & PR Officer, (02) 6022 0562, 0438 582 719



Louise Machonachie, Les Ryan and Jim Martin help out.

FUNDING FOR AERO OVALS PROJECT

Mildura's largest sports and recreation complex will be 'drought-proof' following a \$176,654 grant under the first round of the \$10 million Stormwater and Urban Water Conservation Fund.

The sports complex boasts 14 individual sports venues catering for more than 2,000 members, as well as parkland, bike tracks and playgrounds. The funding will now allow the Old

Aerodrome Sporting Complex to use reuse water from the Lower Murray Water Seventh Street Water Treatment Plant for irrigating its recreation grounds.

This will replace Council's existing supply accessed from the Murray River. This project showcases strategies as set out in the Victorian State Government White Paper – Securing our Water Future Together released in June 2004.

This Mildura project is an excellent example that will save up to 300 ML of drinking water each year, savings that will be a direct gain for the Murray River, the source of Mildura's drinking water.

The grant to the Mildura Rural City Council was one of 22 projects selected out of 102 proposals Victoria wide which together will share \$3 million in funds and save 22,000 ML of water over 25 years.

SOUTH EAST WATER MURALS BEAT GRAFFITI



South East Water has introduced an innovative program to reduce graffiti on its infrastructure and provide the community with some permanent outdoor artwork.

The water business will invest \$30,000 over the next year to paint eye-catching murals on wastewater pumping stations across its service area. Pumping stations vary in size from small steel roadside boxes to larger brick sheds in parks.

Those in areas with high incidents of 'tagging' and graffiti will be turned into art to discourage any future vandalism. All murals are coated with transparent anti-graffiti paint so that any graffiti can be easily and quickly removed.

South East Water has enlisted the help of local artist Tony Sowersby to paint the murals. To date Mr Sowersby and his team has painted seven murals on pumping stations, which have all been

well received by the community.

This includes several on the foreshore in Chelsea and another in a park in Frankston.

Each mural is designed to fit with the local area. Those by the beach feature divers, sea creatures and fish and those in parks depict local wildlife and the importance of saving water and caring for the environment.

South East Water Managing Director Dennis Cavagna said that graffiti can be a problem for utilities with public assets. "South East Water has hundreds of assets scattered around a 3640 square kilometre area which can be challenging and very costly to keep graffiti free." "We often find scribble and 'tags', which can turn our pumping stations into eyesores! By painting murals in these problem areas we have been able to turn dull, graffiti ridden steel boxes and brick sheds into bright and colourful artwork that the whole community can enjoy."

ACCREDITATION FOR DRINKING WATER QUALITY RISK MANAGEMENT PLANS AND SYSTEMS

The Victorian Water Industry Association (VicWater), the Water Services Association of Australia (WSAA) and the Department of Human Services are working with RABQSA, Australia's leading personnel certification and training service provider, to develop a competency-based accreditation scheme for the accreditation of auditors for the audit of drinking water risk management plans.

Under the Safe Drinking Water Regulations 2005 Victoria's water businesses are required to develop and implement risk management plans for their drinking water supply systems.

These risk management plans, which employ a catchment-to-tap risk management philosophy, provide a proactive, rather than reactive, approach to the management of drinking water quality. Water businesses are required to conduct audits of the risk management plans.

WSAA is developing a 'Water Quality Framework Continuous Improvement Tool' that identifies to water businesses their progress in implementing of the Framework for the Management of Drinking Water Quality in the Australian Drinking Water Guidelines 2004.

WSAA also has a requirement for high quality independent personnel to assess and assist water utilities to implement the National Guidelines risk framework.

The intended outcome of this process is the development of a pool of high quality personnel who have the capacity to independently assess the quality and risk management systems in place by water businesses both in Victoria and nationally to deliver high quality drinking water to consumers.

SHARING INDUSTRY EXPERIENCE

Western Water's recent meeting with the Westernport Water Customer Consultative Panel (CCP) provided a forum to share experiences, strategies and develop a strategic path to continuously improving customer service and consultation. Attended by Western Water staff and Customer Advisory Group members, the day was a success with valuable relationships being formed and a wealth of information transferred between the two organisations. Focusing on Westernport Water's Customer Consultation Panel, presentations and tours illustrated the

crucial role of the CCP in developing Westernport Water's Customer Charter and the 2005/08 Water Plan. The meeting included a tour of Westernport Water's assets including, San Remo Covered Storage Basin, King Road Wastewater Purification Plant and Candowie Reservoir and Water Treatment Plant.

A huge thank-you goes out to Rose Thomas, former Chief Executive Mike Paine and Neil Beddoe (CCP Chair) for organising the event. Western Water's Customer Advisory Group members look forward to continuing their relationship with Westernport Water's

Customer Consultative Panel and other businesses customer consultation panels within the industry.

Western Water and Westernport Water staff and Customer Consultative Panel



VICWATER TOURS THE GOULBURN VALLEY

In late November 2006 a number of VicWater staff spent two days in the Goulburn Valley Region to gain a better appreciation for water issues experienced by both the urban and rural water business sectors.

Goulburn Valley Water (GVW) hosted VicWater on the first day with Graham Jolly leading a tour of Shepparton's Water Treatment plant followed by Shepparton's Wastewater treatment plant. At the wastewater treatment plant staff saw the recent addition of high rate anaerobic lagoons (HRAL) to facilitate the collection of methane, aerobic lagoons and water recycling initiatives including a low

management agricultural enterprise (managed by GVW) and forestry research (managed by Universities). The site contributes and continues to develop the goal of sustainability in the Victorian water industry.

Jeff Huddle, Goulburn-Murray Water (G-MW) assisted VicWater on the second day with a visit to the Goulburn Weir, the East Goulburn main channel, the Stuart Murray Canal, the Waranga Basin and concluding at the property level with waterwheels and smaller irrigation channels. A notable infrastructure development was solar powered SCADA technology that automates the delivery of

water in channels, ensuring water supply reliability and efficiency to customers. This commitment to improving irrigation efficiency will ensure the future growth and sustainability of industries within the region.

VicWater visits the Goulburn Valley



GOULBURN-MURRAY WATER JOINS WATER AID

Goulburn-Murray Water is now helping to provide safe water supplies for remote overseas communities by becoming a member of WaterAid Australia. WaterAid has been heavily involved in raising funds and providing safe water supplies in poor countries throughout the world since 1981, and Goulburn-Murray Water is proud to support such an important cause by helping to raise funds and awareness. As Australia's largest rural water authority, responsible for managing 70% of Victoria's stored water, Goulburn-

Murray Water understands that water is essential to life. Without basic water and sanitation services, vulnerable communities are unable to break out of a vicious cycle of disease and poverty. Goulburn-Murray Water is proud to support such a worthy water organisation and, as a WaterAid member, will be developing fundraising initiatives in the near future to contribute to WaterAid's programs.

For more information on WaterAid, visit www.wateraid.org.au

WaterAid Australia Chief Executive Chris Wootton, G-MW's Daniel Lovell, G-MW Chief Executive Russell Cooper and WaterAid UK's Alan Machin.



TRAINING AND OH&S MATTERS

Review of the National Training Package.

Firstly, on 7 February 2006, Paul O'Brien and David Roberts represented the water industry at a national meeting with other sectors covered by the Government Skills Council (Local Government, Corrections and Emergency Services) on the latest policies in regard to Training Package design, including the inclusion of Employability Skills in Training Packages.

Secondly, a State Consultation Meeting on the Review was held at the Metropole, Fitzroy on Tuesday 28th February 2006. The consultation was conducted by Australian Local Government Training on behalf of the Government Skills Australia and followed a similar format to consultations in the other major States.

Finally, VicWater has been asked to conduct several in-depth consultations with Regional water businesses to

gather more input for the Review. These exercises might be regarded as taking a "vertical slice" of the organisation from a training perspective. The exercises will be held at Central Highlands Water and Gippsland Water in early March.

WATER AUTHORITIES OH&S NETWORK MEETING

The next OH&S Network meeting is scheduled for 4-5 April 2006 at Goulburn-Murray Water, Tatura.

TAKING YARRA VALLEY WATER ON THE ROAD

To increase Yarra Valley Water's presence in the community and create a platform to communicate with their customers, the company has developed a comprehensive Event Series program. Yarra Valley Water will be present at more than 15 local events or festivals that cover the majority of their licensed area and also represent a number of Culturally and Linguistically Diverse (CALD) communities from November 2005 - June 2006. Yarra Valley Water's presence at these events involves:

- ◆ 'Tap into good health' Water Bar
- ◆ Healthy Sewer Station
- ◆ Information on local water and sewer infrastructure works and other Yarra Valley Water activities in the area
- ◆ Information on local water quality
- ◆ The 'Tap into good health' program and Water Bar are supported by new interactive web content that encourages customers to drink more water.

TAP INTO GOOD HEALTH

Yarra Valley Water's purpose built Water Bar was designed to re-educate customers that tap water is healthy for you. The 'Water Bar' resembles a

kitchen from which customers are offered a glass of tap water with the message that tap water is high quality and good for your health. An additional implied message is that if 'it (tap water) is good enough to drink then don't waste it'!

Yarra Valley Water's new web pages www.yvw.com.au/yvw/Home/TAPHealth/ support the 'Tap into Good Health'

Water Bar by encouraging you to drink your recommended daily water intake. This web content provides information on how much water your body needs as well as tips in a fun and easy to follow format to encourage customers to 'Stay healthy, stay hydrated.' Posters mirroring this content and pulling children to the web site are also being developed and distributed through Yarra Valley Water's schools program.



TASK GROUP TOPICS

PERFORMANCE MEASUREMENT TASK GROUP

The Victorian Water Review 2004/05, released in February will be extensively reviewed in 2006 in order to continue to provide a high quality report that is specific to the Victorian water industry. A working group consisting of representatives of the PMTG and the Sustainability Task Group (STG) has been established to review the set of Key Performance Indicators (KPI's) and explore the opportunity for the Report to follow a Global Reporting Initiative (GRI) format.

FINANCE ISSUES STEERING COMMITTEE (FISC)

FISC continues to be actively involved in finance issues affecting the water industry. FISC is currently addressing two issues (Review of Dividend Policy for Regional Water Businesses, and Government's policy regarding the treatment of Community Service Obligations (CSOs) within the water industry) identified by the VicWater Board as requiring a consistent approach within the water industry.

Significant activity has already occurred and it is expected that the responses will be finalised in the near future. The FISC group have also commenced the planning for the annual Finance Managers conference to be held on 25th and 26th May 2006. Further details on the conference location, speakers etc will be forwarded as soon as they are finalised. Regional Water Businesses'. In order to address all of the issues associated with dividend payments, FISC will consult with key stakeholders including the Department of Sustainability and Environment and the Department of Treasury and Finance.

FISC has also written to the Secretary of the Department of Treasury and Finance (DTF) seeking clarification on the Government's policy regarding the treatment of Community Service

Obligations (CSOs) within the water industry. This is another issue identified by the VicWater Board as requiring further clarification given the diversity of views within the industry regarding the Government's views of CSO's. FISC is looking forward to working with DTF to provide a clear definition.

SUSTAINABILITY TASK GROUP

The Sustainability Task Group (STG) continues to play an active and vital role for the water industry. Over the last 3 months the STG has established the Life Cycle Assessment and Sustainable Energy working groups. Further information on these groups can be found at www.vicwater.org.au/sustainability

UPCOMING SUSTAINABILITY TASK GROUP EVENTS

Stephen Mills Presentation

The VicWater Sustainability Task Group organised a presentation by Stephen Mills, Chairperson of the Goulburn Broken Catchment Management Authority to the water industry on the 8th March at Sustainability Victoria. Stephen outlined the role of Catchment Management Authorities in regard to the environmental levy and the sustainability of water resources in Victoria.

Annual VicWater Sustainability Seminar 23rd May 2006

The 'Annual VicWater Sustainability Seminar' will be held in Melbourne on 23rd May 2006. Please place this event in your diary. The 'Seminar' will showcase the water industry's progress in improved sustainable decision-making and performance. A highlight of the seminar will be the keynote address and workshop by Janine Benyus, who is one of the world's most imaginative persons in the field of environmental development and restoration. The types of people who should attend the seminar include CEOs, Board Members, Project Managers, Planners, Engineers, Accountants or

anyone else who has an interest in Sustainability or needs to use sustainability techniques or concepts to improve the way their business performs. Further information will be distributed by VicWater.

RMIT/VicWater Sustainability Training Course, July 2006

The second 'Water and Sustainability - decision making strategies and tools for the water industry' training course will be conducted in July 2006. Following on from the successful course held in May 2005, the two day course will provide an update on the sustainability issues currently facing the water industry, including; an introduction to some of the tools and strategies that provide a practical way forward; an overview and context of the regulatory framework and sustainability reporting, and the challenges of community engagement. This course has been jointly developed by RMIT's Centre for Design and VicWater. The Centre for Design has extensive experience in providing practical training to industry. This course is suited to engineers, business strategists, environmental officers, business administrators, customer service staff, project officers and new staff. Further information on the Training Course will be provided in the autumn edition of Water Matters'.

WATER EFFICIENCY TASK GROUP

The Water Efficiency Task Group has recently been recreated and approved by the VicWater Board. The Water Efficiency Task Group will finalise its revised Terms of Reference and its 2005 /2006 business plan before the end of the year.

VICTORIAN WATER EDUCATORS - TASK GROUP NEW TASK GROUP

The establishment of the Victorian Water Educators Task Group was recently approved by the VicWater Board. The Terms of Reference and the group's business plan will be developed over the coming months.

BIOSOLIDS COMMUNITY ENGAGEMENT PROJECT

A PROJECT FUNDED BY WSAA AND VICWATER

An Australasian steering committee has been formed to develop a program for the Australian and New Zealand water industries to effectively engage stakeholders in sustainable biosolids use. The proposed name of the program once developed and approved is the Australian Biosolids Partnership (ABP) or Australasian Biosolids Partnership (ABP) if New Zealand remains involved. Currently, the proposed ABP is supported by the Water Services Association of Australia (WSAA) and the Victorian Water Industry Association (VicWater).

Dr. Daryl Stevens has been appointed coordinator of the group, which comprises water authority representatives from most Australian States and New Zealand. Dr. Stevens previously managed and helped develop the National Biosolids Research Project coordinated by CSIRO. During the next six months, the project will develop a comprehensive program to assist individual water authorities and the water industry as a whole to effectively engage local communities, end users and regulators in developing sustainable

biosolids projects. The group will also focus on developing an ongoing structure and funding for the proposed ABP.

Allen Gale of Goulburn Valley Water and Chairman of the steering group for developing the proposed ABP said that biosolids management was one of the most significant issues facing the Australian water industry. "Biosolids management will cost water authorities hundreds of millions of dollars in the coming years," Mr. Gale said. "Providing consistent accurate messages is essential in building community confidence in the water industry's ability to manage biosolids to the benefit of the community and environment. A key aim of the national program is to develop reference material, a website and the public engagement tools necessary to successfully engage stakeholders."

"Public perception, rather than technical rationale, has the potential to control the direction of biosolids management," Mr. Gale said. "This has already happened in some countries. We don't want to see environmentally sound uses for biosolids in Australian and New

Zealand derailed by misinformation." Mr. Gale said the water industry should be commended for taking a proactive stance. "Overseas, the experience is that national public engagement strategies are only developed after poor public perception has threatened the biosolids industry."

Members of the Steering Group are:

STEERING GROUP MEMBER	COMPANY
Sunietha Katupitiya	Sydney Water
Terry Anderson	South East Water
Ian Bamforth	Sydney Water
Peter Bishop	Melbourne Water
Peter Clark	Toowoomba Council
Janice Dart	Barwon Water
Allen Gale	Goulburn Valley Water
Mike Makestas	SA Water
Craig Meinicke	Brisbane Water
Nancy Penney	Water Corporation, WA
Claude Piccinin	WSSA
Partha Susarla	North Shore City Council, Auckland

FOR FURTHER DETAILS, CONTACT:

Allen Gale (03) 5832 0445, 0418 577 740
Daryl Stevens (08) 8303 6707, 0418 802 621
dstevens@biosolids.com.au

RELEASE OF THE VICTORIAN WATER REVIEW 2004/05

The 2004/05 edition of the Victorian Water Review is now available. For the first time the Victorian Water Review is available in CD format only. The Victorian Water Review continues to display how far the water industry has progressed especially in the quality and level of service provided to its customers. Importantly the report also highlights areas of concerns for the industry and where improvements in performance need to be made and maintained.

Key industry performances in 2004/05 include:

- ◆ State average sewer blockages per 100km sewer main decreased to 32 (from 36 in 2003/04)
- ◆ Lost Time Injury Frequency Rate decreased to 14 (from 18 in 2003/04),
- ◆ State average complaints per 1,000 properties decreased to 9 (from 15 in 2003/04)
- ◆ State average water consumption per residential property decreased to 201kL/residential property (from 208kL in 2003/04)
- ◆ 16% of the State's wastewater recycled
- ◆ 65% of the State's Biosolids recycled (from 62% in 2003/04)
- ◆ The water industry spent \$839.4M on capital expenditure programs (compared to \$701.6 M in 2003/04)
- ◆ The State average water revenue per ML increased to \$938 (from \$871 in 2003/04)
- ◆ The State average water operating costs per ML increased to \$689 (from \$635 in 2003/04)
- ◆ The State average whole of business return on assets decreased to 2.8% (from 3.6% in 2003/04)
- ◆ Water businesses (in particular from the Metropolitan sector) paid \$161.8M in dividends to its stakeholder



The report is available for \$88 (which includes GST, handling and postage to anywhere in Australia. To place an order please contact Fiona Ould by email on fiona.ould@vicwater.org.au. Please include your contact and delivery details.