

WATER MATTERS

VICTORIAN WATER INDUSTRY ASSOCIATION NEWS

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WATER GUIDELINES EASE PIPELINE CONCERNS

A document to provide better understanding between landowners and water corporations was launched last month by the Victorian Farmers Federation (VFF) and the Victorian Water Industry Association (VicWater).

The document, Pipeline Easement Guidelines, is designed to provide information for water corporations and landowners about their rights and obligations concerning pipeline developments, construction and implementation.

VFF President Simon Ramsay said that the guidelines would be an important document for both parties.

"This document will help our members to understand their rights and obligations during the process of land access and acquisition," Mr Ramsay said.

The joint project began in response to concerns raised by water corporations and the VFF regarding the increase in construction and implementation of water pipelines across the State.

"Our members were concerned that there were no clear guidelines in place regarding rights and obligations when dealing with independent contractors and water businesses," Mr Ramsay said.

After six months of intensive consultation the Pipeline Easement Guidelines has been developed as a handy reference guide for both parties.

VicWater chairman Terry Larkins said that the document would build on previous partnerships to help water businesses engage in a more holistic way with contractors and landowners.

"It is hoped this document will encourage greater understanding of the issues involved on both sides of the equation leading to improved levels of cooperation and fewer disputes between water corporations, independent contractors and land owners," Mr Larkins said.

"Both organisations are committed to working together to deliver outcomes that are best-practice. This is a great example of the Victorian water industry and Victorian farmers working together," Mr Larkins concluded.

Copies of the Pipeline Easement Guidelines are now available from the Victorian Farmers Federation at www.vff.org.au and the Victorian Water Industry Association at www.vicwater.org.au



(L to R) - Victorian Farmers Federation President Simon Ramsay and VicWater Chairman Terry Larkins jointly sign the Pipeline Guidelines.



“from the CEO’s desk”

The tragic bushfires which have swept across Victoria this month have shocked and sadden us all. Many of us will have been directly impacted by the severity of the fires losing loved ones, friends and neighbours. No words can describe such devastation, tragedy and loss.

On behalf of the VicWater Board and our members, I offer our sympathy and support to the communities that have been so adversely impacted by this terrible tragedy. Our thoughts are also with the brave men and women who have worked tirelessly over the last few weeks

putting their own lives at risk in the defence of others.

Our thoughts are also with the many men and women working behind the scenes across the various government departments, agencies, community groups and especially the water corporations helping coordinate the rescue, recovery and relief effort. Their efforts may not reach the general media but they are also part of our thoughts and we pass on our thanks to them all.

Work continues to ensure vital catchments are protected although the full impact of the fires upon our water systems is yet to be fully analysed.

As you would be aware, the State Government has established a Water

Industry Mutual Aid Arrangement between water authorities from around Victoria and interstate to assist smaller water authorities who have been impacted by the bushfires.

The Office of Water is the lead agency for establishment and oversight of the arrangements and is working with the State Integrated Emergency Coordination Centre at DSE to ensure alignment with other emergency response efforts.

Helen Foster of City West Water is assisting the Office of Water by coordinating the information received from all agencies. Helen Foster can be contacted on 0419 394 939 or hfooster@citywestwater.com.au.

WILDLIFE BOOMS IN WESTERNPORT WATER ECO-SURVEY

Revegetating Westernport Water’s sites with native plants is starting to reap rewards – with bird and animal sightings more than doubling in some areas.

A plant census has shown a similar leap in biodiversity and a recent photo survey of water corporation sites also captured the first sighting of a rare possum.

The water corporation has funded the work of local Landcare volunteers for several years and Westernport Water staff have also undertaken large-scale revegetation and weed removal.

Of the 86 birds species sighted at Candowie reservoir, 47 were not listed in the previous biodiversity register and “should be noted as improvements to the biodiversity”, according to the report authors.

Mammal numbers at the reservoir have also boomed; four of the nine mammals are first-time sightings, including the bobuck – or mountain

brushtail possum – captured for the first time on infrared still cameras.

The swamp skink, listed as a vulnerable species, was a first-time visitor among the reptiles, likewise the pobblebonk frog among amphibians.

The King Rd treatment plant, which had also undergone considerable replanting, saw 16 first-time sightings among its 45-strong bird list.

Animal populations at the Cowes wastewater treatment plant were more stable, although bird-watchers were excited by the inaugural visit of a wedge-tailed eagle.

The Stanley Rd tank at Grantville is home to three endangered birds, the barking and powerful owls and the white-bellied sea eagle, as well as a couple of threatened species, the superb parrot and hooded robin.

The plant list for Candowie had more than doubled since the last census. Of the 72 species found, 37 of them had

not existed there previously.

At Cowes, 17 of 37 were new arrivals and, at Grantville, 12 out of 36 were newcomers.

Mr Jackson said: “Unlike some other water corporations, our catchment is open. It is not surrounded by a vast buffer zone but by actively farmed land. This has always posed a challenge for us in terms of water quality. It also affects our wider natural resource management, such as weed control.”

The biodiversity report – the second funded by Westernport Water – was compiled by the Bass Coast Landcare Network and included use of a ‘stumpcam’, a solar-powered infrared motion-triggered camera camouflaged in a tree stump, as well as night-time spotlight surveys.

TARGET 155 CHALLENGE SET FOR MELBURNIANS

Melburnians were introduced to the Target 155 water saving campaign in November 2008, by the Premier John Brumby, Water Minister Tim Holding and the following water utilities: City West Water, South East Water and Yarra Valley Water and Western Water.

The voluntary target is designed to reduce the city's average residential water consumption to less than 155 litres per person per day, to prevent Stage 4 water restrictions and conserve Melbourne's water supplies until major projects come online from mid 2009.

The campaign launched at a residential home in suburban Melbourne to demonstrate practical, easy and effective ways households could meet the T155 challenge - from cutting shower times to four minutes, exchanging an old showerhead for a water efficient one to mulching gardens.

The campaign has received wide media coverage and support (both editorial and advertising) helping to keep Melburnians up-to-date with their collaborative water saving efforts and providing them with continued ownership and engagement in the campaign. This engagement will be the ongoing challenge of T155.



(L to r) YVW's Managing Director Tony Kelly, Premier John Brumby and Water Minister Tim Holding launch the Target 155 campaign

Monitoring of Target 155 commenced on 1 December, with progress reported weekly. The turn on launch featured ex Olympian Matt Welsh and 'Farmer Dave'. As of 2 February 2009, Melburnians had met the 155 litre target five times out of nine weeks.

The 'Support 155 Business Program' is also rolling out encouraging smaller businesses to take action, while larger businesses are already required to develop a mandatory water management action plan (WaterMAP).

Target 155 is based on a highly successful campaign in south-east Queensland which

saw a large reduction in residential water consumption. A similar program was also used in Ballarat.

The Campaign includes paid media through a number of outlets including TV, radio and print. Over 1.5 million shower timers and information booklets were distributed to homes across Melbourne and thousands of shower timers have also been distributed at railway stations and community events.

For more details visit: www.target155.vic.gov.au.

PROJECT AQUARIUS PLUS 'WIN A WASHING MACHINE' COMPETITION

Christmas came early for the Bailey and Russell families, winners of the Central Highlands Water Project Aquarius Plus 'Win a Washing Machine' Competition.

Their prize, a 4 ½ star water efficient Fisher & Paykel washing machine, means they can now save more water in addition to the water savings from the Project Aquarius Plus refit.

For the Russell's, the new washing machine will especially come in handy

now that they have a recent addition to the family - five month old Finn.

The Bailey and Russell families were drawn from participating Central Highlands Water customer entries that booked and completed their Project Aquarius Plus refit during November and December 2008.

Project Aquarius Plus has now refitted almost four thousand homes with energy efficient light fittings and water devices, saving an estimated 68 million litres of water per year.

The Project provides Ballarat and District households with the opportunity to have their home refitted with water and energy efficient devices for a net cost of \$30.

Central Highlands Water Managing Director, Mr Neil Brennan says the response to Project Aquarius Plus has been very pleasing.

"Many local community groups, businesses and residents are heeding the waterwise message by getting involved in Project Aquarius Plus, which is great news," said Mr Brennan.

DSE'S RIPARIAN ADVISORY GROUP

Through Vic Water, Goulburn-Murray Water has been nominated to represent water corporations on the Riparian Advisory Group (RAG) set up by DSE.

The RAG is to provide stakeholder feedback and advice to DSE on the development and implementation of riparian policy options for the Land and Biodiversity White Paper and the revised Victorian River and Wetland Strategy.

The following groups and agencies are represented on the RAG:

- Victorian Farmers Federation,
- Environment Victoria,
- Victorian National Parks Association,
- Catchment Management Authorities,
- Water Corporations.

The RAG is supported by a technical working group with representatives from DSE, DPI, several CMAs and Melbourne Water.

DSE has developed and implemented a series of riparian management projects and activities, namely:

- Development of administrative, institutional and statutory instruments to deliver new government policy for riparian lands, including:
 - High priority frontage review.
 - Review of Crown frontage licensing process, includes Special Water Supply Catchments where there are risks to potable water supplies.
 - Review of Section 8 of the Water Act. Project will document current arrangements and investigate options to address disincentives for landholders with Crown frontage.
 - Improve riparian land statutory, administrative and institutional arrangements.
- Improved incentives for the management of riparian lands, including:

- Market based instruments for improved riparian management.

- Riparian carbon sequestration.

- Support for improved riparian programs, including:
 - Census of riparian lands.
 - Riparian response investigation and development of decision tool for management intervention.
 - Riparian management standards.
 - Riparian management engagement process.

To date the RAG has met on two occasions with some field visits to properties in the Goulburn Broken region that highlighted landholder concerns with riparian management. The next meeting is scheduled for early March 2009.

If you would like further information and have any riparian management issues that need to be considered, contact Anne Graesser from Goulburn-Murray Water on (03) 5833 5786 or anneg@g-mwater.com.au

NEW RESEARCH AGREEMENT TO BENEFIT COMMUNITIES AND ENVIRONMENT

Wannon Water Managing Director, Grant Green and Professor David Stokes, Deputy Vice-Chancellor (Research) for Deakin University signed a new four-year agreement for research cooperation that will deliver better water and sewer services for south west Victoria in December 2008.

"The agreement formalises Wannon Water's relationship with Deakin University. It identifies strategic research areas that will improve the environmental, economic and social values of water use in south west Victoria," Mr Green said.

Key research areas to be investigated under the agreement include;

integrated aquaculture using recycled water, renewable energy from biomass sources, and social and economic values and impacts of different uses of water resources.

"Deakin University is very pleased to be increasing our local partnerships. This agreement with Wannon Water increases the effectiveness, efficiency and flexibility of research services for the benefit of regional communities," Professor Stokes said.

Wannon Water is already undertaking two significant research projects with Deakin University:

- The \$214,000 project looking at reshaping water saving attitudes with the support of the Alcoa

Foundation and the Victorian Water Trust, is about to enter its third year.

- Joint investigations into passing flow impacts on the changing population of fish species in small streams of the southern Grampians catchment of the Hamilton water supply system

"Research developed under this new agreement will form part of Wannon Water's \$750,000 research program, supporting its progress as a sustainable business," Mr Green said.

Funding for the program has been secured as part of the business's five-year Water Plan, endorsed earlier this year by the Essential Services Commission.

WESTERN WATER UNCOVERS HIDDEN TREASURES IN QUEST TO GIVE STRUGGLING STUDENTS A WORKING CHANCE

A colourful collection of art mingles with contributions from children of staff around the walls at Western Water's Sunbury headquarters.

And art classes are now part of the working week's lifestyle balance program, thanks to a program that puts struggling high-achievers from western suburbs schools in touch with support services and workplace experience opportunities.

Western Water presently employs two tertiary students through the Western Chances Links program in both ongoing and vacation placement positions, and will soon welcome its next trainee.

For Sara Snell, 20, art allows expression in circumstances that are sometimes difficult to describe in words - how we feel about our environment, the work we do and the people we work with.

It was her artistic talent that led her school co-ordinator to recommend Sara for a Western Chances scholarship and support funds to help her get through her VCE and progress to tertiary studies.

She is now set to start her third year both at university - where she is studying to be a primary school teacher specialising in art - and at Western Water - where she has worked one day a week since her initial five-week placement in January 2006.

"When I first started, it was a vacation placement for the summer before university and for the first five or six weeks, I went everywhere (within the organisation) and got a taste of everything," she said.

"At the end, Western Water kept me on and that's when I settled into HR."

Working one day a week, Sara was keen to take on her own first major project as a member of the HR team.

"I had done some art therapy and thought it would be a good first major project for me.

"I found an art therapist at Daylesford and sent out invitations to staff to come along for a session in the Council chambers (alongside the Western Water offices)," she said.

"We started with a meditation and then did free drawings - we had good feedback and I am very proud of that project."

Meanwhile, second-year Melbourne University commerce student Michelle Nguyen is just ending a Western Chances Links program 12-week summer vacation placement with the water quality team before her studies resume for the year.

She has been sponsored by Western Chances since she was in Year 9, enabling her and her sole-parent mother to afford the text books and transport costs associated with staying on at school and university.

"When I first came, I didn't know what Western Water was and I certainly didn't know anything about the water industry," Michelle recalled.

After a stint in the trade waste and water quality areas, Michelle was then charged with developing flow charts and other information control and management resources, which gave her working experience of many of the accounting and administrative principles covered in her commerce studies.

Although she thinks she will become an accountant initially, Michelle has



Sara Snell



Michelle Nguyen

been inspired by a number of senior managers she has met within Western Water who also started their working lives in her chosen profession, ultimately broadening their career paths into diverse specialist areas where financial and administrative skills underpin the success of the multi-million dollar projects and services they manage.

Customer and community relations general manager Peter Donlon said the partnership with Western Chances has introduced a new and special element to the Western Water workplace, not only offering a chance to help young people open doors to new realms, but also deepening the culture of the organisation itself.

For more information about Western Chances and its Links program, call 8345 1850.

TASK GROUP TOPICS

SUSTAINABILITY TASK GROUP (STG)

The rejuvenated STG met on December 3. The STG has been divided into three sub groups with each sub group taking on the responsibility of assisting VicWater with achieving the STG business plan and tackling sustainability issues in the industry.

VICTORIAN WATER EDUCATORS NETWORK AND TASK GROUP

The program for the 2009 Educators Forum to be hosted by Central

Highlands Water has been finalised. The forum will again offer education officers a valuable networking opportunity and will highlight education strategies for different customer segments.

WATER EFFICIENCY TASK GROUP (WETG)

VicWater hosted the Demand Management workshop with DSE on 27 November 2008. There were 48 people registered for the workshop with participants providing direction and focus for the WETG over the next year.

FINANCE ISSUE STEERING COMMITTEE (FISC)

VicWater held a workshop on Asset Valuations in December for finance managers from across the industry. In January FISC met with VAGO to receive clarification about the transition period for revaluation and is in the process of writing a paper to DTF about the needs of different industry sectors and the suitable transition periods required for businesses to value assets to fair value.

HAMILTON BIOSOLIDS UPGRADE COMPLETE

Wannon Water has completed a \$1.87million project for the treatment of biosolids at the Hamilton water reclamation plant.

The works were undertaken by E.A Negri Pty Ltd and involved the construction of three drying pans and a biosolids stockpile area.

When sewage is treated at the Hamilton water reclamation plant, micro-organisms digest the sewage, breaking down the organic material. Two products are created – recycled water and biosolids.

The wet biosolids from the Hamilton water reclamation plant are transferred to the new drying pans and spread out to drain water from the biosolids. Over time, heat from the sun dries the biosolids. Following the drying process, the biosolids are then stockpiled for a minimum of three years. After three years the dried biosolids are a valuable soil conditioner and may be applied to agricultural land.

Wannon Water, Managing Director, Grant Green, said; "The main driver

for this project was to provide a facility to effectively manage the drying and reuse of biosolids in the Hamilton area."

"Drying pans are a sustainable way of using heat from the sun to dry the biosolids and convert the biosolids to a product suitable for use as a soil conditioner on agricultural land. The outcome is reusing what was once considered a waste bi-product of the sewage treatment process," Mr Green said.

WATER UPGRADE 15 MONTHS AHEAD OF SCHEDULE

Westernport Water has fully automated seven sewer pump stations completing the first part of the upgrade 15 months ahead of time.

Additional works to automate chlorinators will mean less chlorine for Phillip Island and hinterland water. "Better water quality is our big focus

now that we have adequate supply," said Westernport Water's managing director Murray Jackson.

"The fact that the crews are finishing this initial upgrade ahead of schedule is a real bonus.

It means better-tasting water sooner.

"It also means more cost efficiencies earlier; we'll be using fewer chemicals,

less power and less staff time." he said.

The upgrade was launched last year. Completing the sewer pump station and chlorinators upgrade will see the water corporation complete two years work in nine months. The new chlorinator system will provide constant monitoring of water flow and water quality.

TELSTRA DOME'S COMMITMENT TO WATER SAVING

As one of Melbourne's most recognisable landmarks, Telstra Dome is set to slash its water use by a quarter as a result of a new project which is harvesting rainwater from the venue's famous retractable roof.

The project includes 17 large rainwater tanks which will be used to store up to one million litres of rainwater collected from the stadium's 41,000 square metre roof. The water will be used to flush toilets throughout the stadium and for irrigation.

The rainwater roof harvesting initiative at Telstra Dome will supply up to 25 per cent of the stadium's water needs over the next 25 years and builds on the work already being done at the stadium which saw 16 million litres saved in 2007-08 from a range of water saving measures.

Water conservation by industry is a key part of the State Government's plan to secure Melbourne's supplies, along with Australia's largest desalination plant, upgrading irrigation infrastructure,

a state-wide water grid and increased recycling.

The \$460,000 project was a joint partnership between Telstra Dome and City West Water.

In 2007-08 industry, business and local councils cut water use by a further 8 billion litres.

The State Government now requires all non-residential customers across Victoria using more than 10 million litres of water each year to submit a water management action plan (waterMAP) to their water authority.

As a result of its waterMAP audit, Telstra Dome installed flow restrictors on 800 taps, fitted 50 water-efficient showerheads in the change rooms, and applied moisture-retaining soil-wetting agents on the playing field.

Telstra Dome CEO Ian Collins said the stadium was now a leading environmentally-aware sports and entertainment venue.

"This initiative will allow us to save a further 17 million litres of drinking water a year which frees

up more valuable drinking water for other users and makes sound economic sense for use because we save money on our water and energy bills," Mr Collins said.

"In 2008 alone, the Dome hosted 75 arena events and 700 functions – everything from Andre Rieu concerts and AFL finals, through to the recent Sensation dance party on New Year's Eve.

"All those events generate a great thirst for water to supply the venue's many restaurants, function centres and corporate suites, as well as for flushing toilets and irrigating the playing surface."

City West Water Managing Director Anne Barker said the initiative was a great example of how commercial water users could actively reduce their water consumption in partnership with water authorities.

"We all have a responsibility to save our precious drinking water, and this rainwater capture initiative demonstrates how commercial users can introduce relatively cost-effective measures to achieve exactly that," Ms Barker said.

FARM TALK TAPS INTO WATER QUALITY AT SOURCE

Westernport Water explained the impact farming has on water quality at a local farm field day in December.

Water quality officer Dean Chambers addressed almost 40 farmers, Landcare and Melbourne Water representatives at the field day held at Drouin South.

"Successful management of run-off means less need for us to modify water quality with chemicals," he said. "It means better-quality water and less cost – both are benefits for our customers." The field day was organised by GipRip and funded

by Dairy Australia and Melbourne Water. GipRip is a project devised by the Gippsland dairy industry and now extends across other agricultural sectors. It aims to improve riparian zones – riverside areas – and boost water quality in local rivers and streams.

Westernport Water is a regular attendee of the GipRip sessions. Westernport Water's commitment to catchment health includes sponsorship of local Landcare groups and tree-plantings at the corporation's wastewater treatment plants at Cowes and Kings Rd.

The corporation also funded a biodiversity study of its landholdings.

Managing Director Murray Jackson said: "We participate in many ways. We funded the Bass River fauna and flora surveys and our staff help with the urban Landcare initiatives such as the Waterwise garden competitions, the new Sustaining Coastal Communities project and volunteer tree-planting programs.

"Preserving, protecting and repairing the landforms of our area is fundamental to the way we do business," he said.

LIVING WATER PACKAGE LAUNCHED

In November 2008 Wannon Water, with support from Crichton's Plumbing Supplies, launched the Living Water project.

The Living Water project target is to install up to 100 Living Water packages for existing Wannon Water customers by the end of 2009. Each Living Water package provides cost savings and cuts water consumption and greenhouse gas emissions.

The Living Water package includes supply and installation of:

- ◆ A solar hot water system
- ◆ A free three-star rated water efficient showerhead
- ◆ A free low flow aerator pack
- ◆ Five free compact fluorescent (CF) light globes
- ◆ A free "Efergy" Smart Meter wireless electricity monitoring unit

There are two solar hot water options available to customers – a gas boosted split system or heat pump air solar system. Prices range from approximately \$790 to \$2,300 depending on the replacement system, household size, orientation and hot water needs.



L-R Crichton Plumbing's Steve Crichton and Wannon Water Managing Director Grant Green display some of the Living Water Package items at the November launch.

Wannon Water Managing Director, Grant Green said; "Living Water is a sustainability journey with participating customers, where together we make a collaborative effort in energy, water and greenhouse emissions reduction."

"This value for money offer is achieved by Wannon Water purchasing the Renewable Energy Certificates generated by the solar hot water systems from customers. This is an up-front, direct saving off the cost of a solar hot water system worth around \$1,200.

"Wannon Water will also then provide free of charge the 3-star rated water efficient showerhead, low flow tap aerator pack, five compact fluorescent energy efficient light globes, and the Energy Smart Meter. These along with the Victorian Government Regional Solar Hot Water Rebate of \$1,800-\$2,500 available from Sustainability Victoria make solar hot water systems more affordable than ever before," Mr Green said.

"Crichton's will supply, deliver and install the entire package and all the discounts are up front for the customer. Customers just need to complete an application form," Mr Green added.

"The Living Water project can save up to \$3,800 on the cost of a solar hot water system and up to \$350 per year on energy and water bills. Collectively, the project aims to save up to 8.4 million litres of water and up to 3,400 tonnes of equivalent greenhouse gas emissions. The Living Water Package could pay for itself in less than three years," Mr Green said.

UPCOMING EVENTS >

OZWATER '09 16 – 18 March 2009

VicWater's regional body, the Regional Water Corporations of Victoria, is pleased to be a major sponsor at the Australian Water Association's (AWA) national water conference, Ozwater '09.

Held over three days at the Melbourne Convention and Exhibition Centre, from 16-18 March 2009, the conference will feature a range of national and international speakers, workshops, seminars as well as an extensive Trade Exhibition.

The theme for the conference is "From Challenges to Solutions" and its aim is to address the many wide ranging issues that face the water industry today, including water reforms, climate change and its impacts and technological innovations.

For more information visit www.ozwater09.com.au to view the conference program.

A FOND FAREWELL BUCK DAMON HAS LEFT THE BUILDING

On a different note I must advise that Buck Darmon has decided to return to secondary teaching and unfortunately has finished with VicWater. Buck spent 18 months with us and looked after the Sustainability Task Group, Water Efficiency Task Group, Water Educators Task Group and the Financial Issues Steering Committee. Buck was committed to the sustainability issues and will be sadly missed.

Interviews are currently underway searching for a replacement and, with the quality of the field of applicants, we hope to make an appointment in the near future.

