

pipeline

East Gippsland Water News and Events

Issue 28 - Summer 2013-2014



Open days

"Of the 45,000 people living in East Gippsland, more than 36,400 rely on our water and wastewater services.

"Over the last financial year alone they consumed some 4,800 million litres of drinking water between them and produced over 2,700 million litres of wastewater (including sewage) for us to collect and treat.

"To service this demand we have nine water treatment plants and 11 wastewater treatment plants around the region, along with more than 920 km of water main and around 660km of sewer main.

"January and February will provide an ideal opportunity to view some of our key facilities up close, with open days being held at a number of sites.

"The free program offers a great chance to tour the sites and find out more about the processes involved in treating your drinking water and wastewater, with staff on hand to answer any questions. Refreshments will be provided and children are welcome to attend.

"Details of the various locations are provided in the table below. There is no need to pre-book, simply turn up on the day.

"For any queries, please contact our communications and education team on 5150 4434 / 5150 4452."



Bruce Hammond,
Managing Director, East Gippsland Water

Date	Location	Time
Sat, 4 January	Bemm River Water Treatment Plant (2922 Coast Rd, Bemm River)	10am – midday
Sat, 4 January	Bemm River Wastewater Treatment Plant (91 Sydenham Parade)	1.30pm - 3.30pm
Sat, 11 January	Mallacoota Water Treatment Plant (leaving town, 500m past Water Trust Rd, on right)	10am – midday
Sat, 11 January	Mallacoota Wastewater Treatment Plant (Water Trust Rd, approx. 2.5km from town)	1.30pm - 3.30pm
Sun, 12 January	Cann River Water Treatment Plant (318A Monaro Highway)	1.30pm – 3.30pm
Wed, 15 January	Woodglen Water Treatment Plant and storages, (1600 Lindenow-Glenaladale Rd, Woodglen)	5pm – 7.30pm
Sat, 18 January	Woodglen Water Treatment Plant and storages, (1600 Lindenow-Glenaladale Rd, Woodglen)	10am – 2pm
Wed, 22 January	Omeo Water Treatment Plant (4 Halletts Rd)	5pm – 7.30pm
Thu, 23 January	Swifts Creek Water Treatment Plant (41 Saleyards Rd)	5pm – 7.30pm
Wed, 29 January	Bairnsdale Wastewater Treatment Plant (143 Holloway St)	5pm – 7.30pm
Sat, 1 February	Bairnsdale Wastewater Treatment Plant (143 Holloway St)	9am – midday
Sat, 8 February	Lakes Entrance Wastewater Treatment Plant (End of Golf Links Rd)	10am – midday
Wed, 12 February	Orbost Water Treatment Plant (155 Bonang Rd)	5pm – 7.30pm
Thu, 13 February	Buchan Water Treatment Plant (End of Lousadas Rd)	5pm – 7.30pm

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Victoria's best drop

East Gippsland Water has won a prestigious water industry award for the best tasting tap water in Victoria.

The corporation went up against water corporations across the state in the annual Orica Victorian Water Taste Test, with a tap water sample from the Bairnsdale area judged the best by an independent panel of experts.

The announcement was made at the Annual Victorian Water Industry Operators Association Conference.

Bairnsdale's tap water originates from the Mitchell River and is treated at our Woodglen Water Treatment Plant. This plant came into operation three years ago to ensure consistent supplies of high quality water for thousands of customers between Lindenow in the west and Nowa Nowa in the east, including the major communities of Bairnsdale, Paynesville and Lakes Entrance.



'Team East Gippsland Water' celebrate

Securing Bairnsdale's water

The priority replacement of a key section of water main into Bairnsdale, including 70 metres under the bed of the Mitchell River at Wy Yung, is now complete.

This significant engineering project, conducted close to the Lind Bridge, involved replacing a total of 360 metres of ageing steel water main with a more durable polyethylene pipeline. It will ensure that a secure and reliable drinking water supply into town is maintained for the long-term future.

A specialist team drilled an underground tunnel 1.5 metres in diameter to take the new pipe, which was then pulled through and connected into the main water supply pipeline.

Positioning the pipe underground, and under the bed of the Mitchell River, will ensure it is protected from the potential impact of future major flood events in the area. Its steel predecessor had been located on the river bed and suffered from the impact of floods, with a number of leaks at welded joints detected.

Bairnsdale-based BPR Trenching and Boring carried out the replacement work on East Gippsland Water's behalf, with AECOM employed as project manager.



Preparing the replacement pipeline

Signing up to share expertise

In a move designed to ultimately benefit customers, East Gippsland Water has signed an agreement with neighbouring water corporations to share expertise and best practice in the delivery of water and wastewater services.

The Memorandum of Understanding (MoU) was recently signed between the East Gippsland, South Gippsland, Gippsland and Westernport water corporations - by the chairperson of each.

The aim is for the four organisations to pursue ways to further improve the reliability and efficiency of their operations, minimise costs and ensure that customers receive value for money services.



The signatories to the MoU (left - right): Trevor Nink, Westernport Water; Richard McDowell, Gippsland Water; Joan Liley, South Gippsland Water; and, Joe Rettino, East Gippsland Water

MWH for engineering services

East Gippsland Water has selected MWH Global to provide the bulk of its engineering services.

The performance-based agreement commenced in November and will initially run for three years, with a possible two year extension.

MWH boasts world-wide expertise in the water and wastewater industry and significant experience serving water corporations in Victoria.

The company is operating locally out of East Gippsland Water's head office in Bairnsdale, and will be partnering with local companies to implement engineering projects.

Marking the start of the agreement - East Gippsland Water's Chairperson Joe Rettino and MWH Australia Manager of Business Development and Strategy, Peter Robinson



Bushfires and your water supply



Be prepared

excessively high levels of water consumption, the competing needs of firefighters and residents, as well as any possible damage to the water supply network during an extreme fire event, mean the town water supply would be operating under extreme load. In addition, situations may prevent our staff from entering a bushfire zone to get to our infrastructure, which in turn may prevent us from maintaining normal drinking water pressure, quality or an uninterrupted water supply to every household.

Please note that in situations where a bushfire poses an imminent threat to property, any rules relating to water use are automatically waived.

For free information and advice about preparing your family and property for a bushfire visit the CFA website www.cfa.vic.gov.au/plan-prepare/ or call the Victorian Bushfire Information Line on 1800 240 667.

And the winners are...

Paynesville's Anne and Terry Sullivan have scooped a new iPad just by paying their East Gippsland Water bill on time.

They were selected randomly by computer from some 20,000 other residential customers automatically entered in the corporation's free quarterly prize draw for paying their bill by the due date.

The second round of the competition is now underway; offering customers another chance to win an iPad, or \$750 credited to their East Gippsland Water account.

The next winner will be drawn on 17 January, 2014.

This competition represents a win-win for everyone involved. The aim is to reward and encourage customers to pay their bills by the due date. The expected reduction in the number of bill reminder notices that need to be issued, and the related savings involved, should more than offset the cost of the prize.

Full terms and conditions for the competition can be found in the customer information section of our website www.egwater.vic.gov.au. Alternatively, a copy is available from our Bairnsdale office at 133 Macleod Street, during office hours.

In the meantime, customers who have a query about this initiative, or wish to be excluded from the draw, should contact our customer service team on 1800 671 841, or email egw@egwater.vic.gov.au.



East Gippsland Water's Bruce Hammond presents the Sullivans with their prize

No restrictions

As *Pipeline* goes to print there are no water restrictions in place anywhere in East Gippsland, with ample supplies available to meet customer demand.

We are committed to protecting commercial and residential customers against restrictions when they are not necessary, not least because of the inconvenience, as well as the financial and social implications (such as on sports and recreational facilities).

Statewide, common sense rules (Permanent Water Saving Rules) do still apply. For example, you can use a hand-held hose at any time to wash your car, and to water gardens and lawns. Just ensure that the hose is fitted with a trigger nozzle and is leak-free. Also, manual and automatic watering systems can be used between 6pm and 10am.

For more information visit www.egwater.vic.gov.au or contact our customer service team during office hours on 1800 671 841.

Choose tap

Every year Australians spend more than \$500 million on bottled water, even though high quality drinking water is available much cheaper from the tap.

A branded, one litre bottle of water typically costs upwards of \$2, while that same \$2 will buy you one litre of our tap water (priced at just 0.186 cents a litre) every day for nearly three years (that is 35 months).

It makes sense to choose tap.



Innovative recycling drive

East Gippsland Water is partnering with the East Gippsland Food Cluster, East Gippsland Shire Council and the John Monash Innovation Institute to pursue ways of cutting the amount of food waste sent to landfill and reusing it to generate fuel.

Utilising technology available to East Gippsland Water to convert the waste into methane fuel is a key area being targeted, as is the reuse of treated waste in the farming industry as a soil improver.

This initiative has the potential to be a win-win for everyone involved, reducing the cost of transporting and disposing of food and other organic waste at landfill, relieving pressure on the environment and generating income from the sale of methane fuel and farm products.

Gorillas - They're calling on you

Got an old mobile phone you no longer use? Why not donate it to a worthwhile cause helping to save gorillas in Africa!

East Gippsland Water has signed up to Zoo Victoria's 'they're calling you' mobile phone recycling program and is acting as a local collection point for old phones.

The aim is to help save gorillas by reducing demand for the metallic ore Coltan. This is used in many phones and mined within gorilla habitat, pushing them towards extinction.

By donating your phones to the program you will be:

- stopping phones going to landfill
- reducing the demand for coltan mining, as a new phone will be made from your old one
- helping to raise much needed funds to support gorilla conservation.

To donate your phone, simply take it along to East Gippsland Water's office at 133 Macleod Street, Bairnsdale during normal business hours. All phones collected will be sent on to Zoo Victoria, which in the last five years has collected more than 50,000 phones and raised over \$100,000.

For more information on the program visit www.zoo.org.au/Calling-on-you.



They're calling on you!