



Ripple Effect

Customer News

This issue:

- 2 Customer Satisfaction
- 3 Drinking Stations
- 3 Class A Update
- 4 Water Saving Rules

Water Plan 3

Westernport Water is currently developing Water Plan 3 and is seeking feedback from the community. The Water Plan provides an overview of all the projects and developments planned for the 2013-2018 period and is designed to meet the region's rapidly growing water needs. This is a great opportunity for

the community to help shape future planning and improve their water service.

Westernport Water encourages anyone who may be interested in helping contribute to register their interest by emailing us or by contacting our Customer Service team on **1300 720 711**.



Customer Satisfaction Survey

Westernport Water would like to thank all the customers who responded as part of our eighth annual customer satisfaction survey. The questionnaire was run between September 6 – 19 and took approximately 13 minutes to complete.

Overall, 95% of customers were satisfied with Westernport Water's service in 2011. This was an improvement on the 2010 results (93%) and the highest

overall satisfaction in the eight years that the survey has been conducted. Murray Jackson, Managing Director of Westernport Water, said the questionnaire is a positive way for customers to voice their opinions and show their willingness to discuss water topics. "We value the input from these surveys as they give the community an ideal opportunity to communicate with us and raise any queries or questions they might have about our service," he said.

From the MD



Water Quality Information

A reminder to all customers to flush the water pipes on their property if they have been inactive for an extended period of time. Water left in pipes for weeks at a time can become 'stale' as the treatment process does not last indefinitely.

When flushing your pipes, be sure to run the taps at the rear of your property for several minutes until there is a continuous clear flow from each one. This will ensure that fresh water runs through your entire system.

Annual Water Quality Report 2010/2011

The 2010/2011 Annual Water Quality report has been released and is available for viewing on our website below. The report gives a broad overview of our water quality results and details all water testing undertaken over the past year. Westernport Water tests approximately 14,000 samples every year as part of its rigorous water quality control.

With good rainfall across Bass Coast in recent months Candowie continues to hover around full capacity. Over the summer months, I encourage everyone to continue to efficiently use water and avoid water wastage by following the simple and easy to remember permanent water saving rules. (See last page)

As part of our continuing efforts to improve water quality we have embarked on a program of air scouring all water distribution mains ahead of this summer, remains at a high standard. We thank the community for their cooperation throughout this program.

Customer feedback is extremely important for future water planning. I would like to thank the 500 customers

who recently participated in our customer satisfaction survey, this valuable information has provided a great insight into what you, our customers want from Westernport Water. We are working towards incorporating customer suggestions and addressing key issues that customers identified into our next five year water plan.

Additionally, over the next few months we will hold a number of community forums, mailout questionnaires and consultative customer committees to help us further understand customer needs and expectations, ahead of preparing Water Plan 3 for the period 2013 to 2018.

Murray Jackson MD

Chloramination

Westernport Water is expanding its chloramination program to cover its entire service area after a successful trial period in Dalyston, Kilcunda, Archies Creek, Corinella, Tenby Point, and Coronet Bay. The project is planned to take place from the start of February 2012.

With chloramination, a small amount of ammonia is added to the water just before the chlorine, which reduces the impact of chlorine

and improves the water's taste and odour. Chloramination provides a longer effective disinfection period compared to a chlorine-only process.

Special needs customers, such as those who use dialysis machines or owners of aquarium fish will be provided with specific instructions. For more information, please read the FAQ on our website below or contact Dean Chambers, Water Quality Officer on **(03) 5956 4189**.

Silverleaves Ground Boring



Following concerns expressed in Bass Coast Shire Council's Domestic Waste Water Management Plan, Westernport Water is working with the shire to test the quality of the groundwater in the Silverleaves area.

The bores have been established on the road reserve land, samples of ground water will be taken over a four month period until mid April 2012 to test and analyse water quality.



2 Boys Home Rd, Newhaven VIC 3925



1300 720 711



Mon-Fri 8:30am - 5pm

Drinking Stations



Keppi, Brydon and Darcee Marshall with their dog, Pedro

Westernport Water, in conjunction with Bass Coast Shire Council and San Remo Foreshore Committee, has provided the community with a convenient way to fill up their water bottles by launching three custom drinking stations in San Remo and Cowes.

The drinking stations have a fountain for use as well as refill points that allow visitors to easily top up their water bottles free of charge. Two stations feature a dog bowl built into the base of the

fountain, giving pet owners the ability to give their thirsty canine companions a drink while out walking.

One drinking station has been installed at Erehwon Point in Cowes while the other two are located in the San Remo Lions Park and San Remo Foreshore area. Additional drinking fountains are on order.

Thanks to Bass Coast Shire Council and San Remo Foreshore Committee for their contribution with this valuable community project.



WESTERNPORT
WATER

Westernport Water is currently refreshing its image so that our customers can easily identify us when we are out serving the community.

To keep expenditure to a minimum, the new logo was designed and implemented with the assistance of Monash University students, and will be gradually phased in over the next six months.

Phillip Island Recycled Water Scheme Update



Our Class A Recycled Water Project is well underway and construction is progressing as scheduled. The upgrade at Cowes Wastewater Treatment Plant is at 50% completion, while the pipeline construction is a third of the way done. Construction on the two megalitre storage tank in Wimbledon Heights will commence late January 2012.

In the coming months, we will be contacting potential customers with information about how our Class A network will operate and when we expect to be providing Class A water for use.

For recycled Water enquiries contact Keith Gregory, Commercial Manager Recycled Water, on **(03) 5956 4171**.

Living Victoria Water Rebate Program

Home & Garden

Victorian households can now claim rebates of up to **\$1000** when they purchase water efficient appliances like washing machines, rainwater tanks, dual flush toilets, pool covers, and a range of other products.

Small Business

For the first time, small businesses with 20 or less full-time employees can obtain a rebate of up to **\$2000** to improve the water efficiency of their business.





Sunderland Bay Pump Station

Westernport Water is installing a microbial bacteria unit at the Sunderland Bay sewerage pump station, located at the intersection of Phillip Island Tourist Road and Rhyll Newhaven Road, following reports from customers about offensive odour.

This unit will reduce hydrogen sulphide levels and further minimise instances of odour. The upgrade is due to be commissioned late December 2011 and monitoring will take place over a 12 month period.

Permanent Water Saving Plan Approved

The 5 Permanent Water Saving Rules:



Hand held hoses - A hand held hose **MUST** be fitted with a trigger nozzle and be leak free. It can be used to wash your car (on the lawn) and water your gardens and lawns at any time.



Residential or Commercial gardens and lawns - A residential or commercial garden or lawn can be watered with a hand held hose at any time, or by means of a watering system between the hours of 6pm and 10am on any day.



Public gardens, lawns and playing surfaces - A public garden or lawn area or a playing surface can be watered with a hand held hose at any time, or by means of a watering system (fitted with a rain/soil moisture sensor) between the hours of 6pm and 10am on any day.



Fountains and water features - Water *cannot* be used in a fountain or water feature unless the fountain or water feature recirculates the water.



Cleaning hard surfaces - Water *cannot* be used to clean hard surfaces (including driveways, paths, concrete, tiles, timber decking) except where cleaning is required as a result of a hazard or accident, or in the course of construction/renovation. Hard surfaces can be washed if staining to the surface has developed, but only once per season.

The only variation from the current PWSR's for Westernport Water customers is a relaxing of the rule regarding watering systems: all watering systems (manual and automatic) may now be used between the hours of 6pm and 10 am, previously 6pm to 6am.



To obtain a complete copy of the Permanent Water Saving Plan, visit our website below. Alternatively, call our Customer Service team on **1300 720 711** and a hard copy will be sent to you.

Dual Flush Toilet Retro-fit Program

Replace your old single-flush toilet with a water efficient dual flush toilet through our Retro-fit Program! A dual flush toilet can save a family of four up to 35,000 litres per year.

Westernport Water is offering a \$100 dollar up-front rebate for customers, with three different Caroma toilet models to choose from. Simply make an appointment and we will handle the rest, making it easier than ever to conserve water. To make an appointment, call

1300 2 FLUSH (1300 235 874)



Small Business Grants

A reminder that we are still accepting Small Business Grant applications until 30 January 2012.

Grants of up to **\$5000** are available to all local businesses in Westernport Water district that invest in water saving initiatives and reduce their overall water usage. Grant criteria and applications forms are available from our website below.