

## **Board report November 2009**

- Water security
- Water quality
- Enhanced business systems
- Water reuse
- Westernport Water annual open forum
- Corporate social responsibility

### **Water security**

The Candowie Reservoir water level stood at 100 per cent from 28 September 2009 until 25 October 2009, and 93 per cent at the date of the Board meeting (19 November 2009). With 12 months supply on hand, this augurs well for the forthcoming summer season.

The Corinella bores are currently in a recovery phase. All indications are that the rate of recovery will be sufficient to secure a permanent bulk water entitlement from that source.

### **Water quality**

Following the successful chloramination trial on potable water supplied to Kilcunda, Dalyston and Archies Creek customers, a further trial has been announced for Corinella, Coronet Bay and Tenby Point. The revised method of treating the water and eliminating the 'swimming pool' taste and odour was well received by the customers in the first trial area. Customers in the new trial area will be contacted and surveyed before and after the trial.

In addition, current pipe cleaning activities will be completed prior to the expected influx of people into the area over the Christmas break.

### **Enhanced business systems**

Tenders have been called for the supply of a new billing system and a new asset management system. It is intended that these systems will link into Westernport Water's current GIS-SCADA systems. This will give the Corporation the ability to identify customers and infrastructure remotely via a laptop computer. And it will allow field personnel to respond to supply interruptions or wastewater services problems in a timely and efficient manner – reducing customer inconvenience and water losses.

### **Wastewater reuse**

Currently, 100 per cent of the wastewater treated at the King Road Wastewater Treatment Plant is recycled, while approximately 100,000 kilolitres of wastewater is recycled as Class B water at the Cowes Wastewater Treatment Plant. With the ultimate goal of reducing the wastewater going to ocean outfall, Westernport Water is currently investigating possible new recipients for its Class B water (which is used on sports grounds, and parks and gardens), and market upgrades and new markets for Class A water (which can be used in domestic situations for toilets and gardens, and for the growing of crops and watering of stock). Initial indications are that the cost of producing Class A water at this time exceeds the available sustainable retail return. Capital funding, however, may be sourced to assist in setting up a facility that can bring the establishment cost down to an acceptable level. This is currently under investigation.

### **Westernport Water annual open forum**

An annual open forum was held at the Corporation's offices on Thursday evening, 19 November. Customers and interested members of the public were invited to meet the Corporation's Board, executive and staff, and discuss water and wastewater matters. The event was well received by the visitors with particular interest in the GIS-SCADA systems (recognised as state-of-the-art by the water industry). Light refreshments were available and visitors took home showbags with water conservation and awareness gifts.

### **Corporate social responsibility**

Westernport Water staff and families participated in the 24-hour Relay for Life event at Cowes on 7 and 8 November. Although event numbers were down on previous years it is understood that the funds raised for the Cancer Council of Victoria were in excess of previous years. The You Are My Sunshine (YAMS) Foundation was also represented at the event. (Reminder: One easy way customers can contribute to YAMS is by quoting shopper number 161 when making purchases at the Cowes IGA Minimart. Loyalty points are credited to the YAMS foundation).

Corporation staff also participated in Pink Ribbon day on 26 October with funds going to the Cancer Council Breast Cancer division.

Finally, Westernport Water provided the local Rotary Club with facilities for training in the safety and use of chainsaws. The training was part of preparations for the forthcoming bushfire season.