

How to save water in the home

Westernport Water stocks a range of water savings devices. Right now it has shower timers, toilet leak testers and outdoor water tap flow restrictors available free to Westernport Water customers. Pick one up the next time you visit the Newhaven office.

Activity	Approx. cost	Estimated savings
Reduce shower time by two minutes	\$0	18 litres per day
Instal a three-star water efficient shower head	\$20-\$85	Up to 45 litres per day
Use a bucket in the shower while waiting for hot water	\$1	9 litres per minute
Use an aerator and place a bucket in the sink while waiting for hot water	\$6	9 litres per minute
Fix a dripping tap	\$1-\$5	5-50 litres per day
Use a cistern weight	\$12	10 litres per day
Fix a leaking toilet	\$5-\$20	5-100 litres per day
Four-star front loading washing machine	\$500-\$2000	57 litres per day
Five thousand litre rainwater tank connected to toilet and garden	\$3000-\$4000	50+ litres per day

Tips courtesy of www.savewater.com.au.



Charity in our community



Westernport Water takes its community responsibilities seriously whether it's employing local people or running education and scholarship opportunities for students.

We also support many local charities such as the 2009 Relay for Life challenge where our staff raised \$388.

In addition, Westernport Water assists the You are My Sunshine (YAMS)

Foundation. YAMS is raising funds for research into neuroblastoma – a deadly cancer that attacks the nervous system and often affects children.

YAMS was formed and registered in 2009 in memory of young local girl Kahlilla Blyss Donahoo who died in August 2008 from neuroblastoma.

At Christmas Westernport Water staff and the YAMS Foundation ran a street

raffle with proceeds going to YAMS. The winner was Debbie Bradley who took home locally donated prizes to the value of \$1000.

Westernport Water customers can easily contribute to YAMS. Just quote shopper number 161 at the cash register at the Cowes IGA to nominate YAMS as your preferred charity. To donate directly to the YAMS Foundation visit www.yamsfoundation.org.au.

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WESTERNPORT WATER



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Customer Newsletter

Hetty works to make a world of difference

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The United Nations declared 2005-2015 as the international decade for action – Water for Life. This was a way to focus attention on the challenges of delivering clean water and sanitation to developing nations, after natural disasters, and for a world population expected to exceed nine billion people by 2050.

Hetty Rodda, a Year 9 student at Newhaven College, wants to be part of the challenge. In June 2010, Hetty and her school group of 16, plan to travel to Cambodia and

Vietnam to take part in a four-week expedition and mountain trek.

Hetty is passionate about making a difference: "I know a lot about the poverty there though my family's World Vision sponsorship of a Cambodian child, but it will be different to see it for myself."

Hetty will stay with local families and see first-hand how people use critical infrastructure such as water supplies and wastewater networks.

In Cambodia, the group expects to work on a practical project at a local orphanage or street kids centre to improve living conditions, assist with maintenance or help out with the kids generally.

"Part of why I wanted to do this trip is because I can be involved in something practical that might help a bit," Hetty said.

Westernport Water has



Hetty Rodda is off to Vietnam and Cambodia.

agreed to part-sponsor Hetty by donating \$610 – 10 per cent of Hetty's \$6100 trip target.

Already Hetty has worked in part-time jobs over the summer break to raise cash for this her first major overseas trip.

If you would like help Hetty fund her trip, please contact Westernport Water's General Manager Customer Relations, Merryl Todd, 1300 720 711 or email westport@westernportwater.com.au.

Saving water inside the home

Turn off the tap when brushing your teeth. Brushing your teeth twice a day with the tap running can use over 4000 litres of water per person per year.

See the back page for more water saving tips.



Living and working in Cambodia. ©J-F Perigois/PhotoXpress®.



A typical water station similar to the one being commissioned by Westernport Water for use at community events.

The wait is nearly over for a mobile 'water on tap' facility at community events in the region. Westernport Water will soon take possession of a brand new water trailer.

Local event organisers and sporting clubs will be able to book the trailer to supply water to their attendees.

Mobile water coming to an event near you

"These kinds of trailers, fitted with drinking fountains and water taps, are very popular with event crowds," Westernport Water's General Manager Customer Relations, Merryl Todd said.

"Adults, kids and even their pets can get access to water instead of having to fork out money for expensive and unhealthy alternatives.

"It also cuts down on waste as people can refill their own water bottles and containers.

"We will be hiring out the trailer to local groups as

we see this as a community service for the region."

Similar trailers are being used successfully around Victoria, but this will be the first trailer allocated to Westernport Water's district.

An online booking system will be incorporated into the Westernport Water website or people can make a phone booking.

Watch www.westernportwater.com.au and the local media for information on how to hire the water trailer when it comes into service.

Get some satisfaction

Results for the sixth annual survey of customers by Westernport Water show overall 91 per cent were satisfied with the service.

This is a slight improvement on previous results where the 2008 survey showed 90 per cent overall satisfaction, and 88 per cent in 2007.

Permanent and non permanent residents took part in the 15-minute telephone survey in October 2009.

The survey, organised by independent research company Bartley Consulting, measured

nine aspects of customer service delivery: water supply, wastewater services, accounts, any service difficulties, water quality, environment, customer service, price and information.

According to Westernport Water Managing Director, Murray Jackson, the results are used to help identify and understand customer issues.

"This in turn enables us to benchmark our performance and shape our customer priorities and approach for the coming business year."

In 2009, customers were

most satisfied with the wastewater service and customer service (both recorded 95 per cent overall satisfaction).

Water quality, however, was identified as an issue requiring further work by Westernport Water.

"We have noted the customer feedback and are taking steps to improve the water quality," Mr Jackson said.

"Our two chloramination trials are producing great results in reducing the chlorine taste and odour in our water. We will be looking to extend this to the whole area."



"Westernport Water customers reported an overall service satisfaction level of 91 per cent."

Water consumption down this summer

Summer has just ended, but how well did Westernport Water residential customers stick to permanent water savings measures?

Westernport Water has just released consumption figures for the November 2009-February 2010 peak summer period. The figures show residential customers used 405,337 kilolitres (kL) compared with 406,064 kL for the same period in 2008/09. That's a saving of 727 kL.

Westernport Water Managing Director, Murray Jackson, says local customers have responded well to the

permanent water savings measures.

"Our customers are consistently using less water and I think they need to be congratulated on their ongoing efficiency efforts."

Last newsletter survey also shows many customers are striving to hit Victoria's 155L daily use per person target by actively installing water savings devices.

The survey asked if people had a dual flush toilet, an efficient showerhead or a rain water tank at their residence to make it more

water efficient.

Westernport Water received 77 responses that showed:

- dual flush toilet - 72
 - efficient showerhead - 71
 - rain water tank - 70
 - none of these items - 2
 - one item only - 5
 - two items only - 19
 - all three items - 51
- (please note, some people had multiples of an item).

A big thank you to those customers who responded to the survey. Mrs Lynne Cole of Phillip Island was the winner in the random draw for the water wise prize pack.

Remember if you need advice on water audits, water wise gardens, swimming pools or water savings/restrictions, please contact Water Conservation Officer, Colin Cairnduff on 1300 720 711.

SAVE WATER TARGET 155L

Westernport Water customers are reminded the area is on permanent water saving measures.

Clever urban garden wins award

Clever use of microclimates and wildlife habitats created from reclaimed materials were featured in the prize winning urban garden at the Phillip Island Landcare Urban Awards presented towards the end of 2009.

Westernport Water sponsored the award with first prize going to Berni Murphy of Sunderland Bay.

The winning garden (pictured right) includes a mix of native and indigenous plants as well as bird baths, rocks, logs and reclaimed Kilcunda pylons.

It shows what can be

achieved in a harsh coastal environment.

Managing Director, Murray Jackson, says the awards are a natural fit for Westernport Water.

"Westernport Water has been a long-time supporter of the Phillip Island Urban Landcare Group and has been involved in the competition since it began in 2003.

"These awards highlight in a practical way what can be achieved in water conservation and water reuse without compromising the environment or detracting from the pleasures of having an urban garden."



Entries to the Phillip Island Landcare Urban Awards were judged on five points—use of indigenous and native plants; weed removal and control efforts; water saving measures such as tanks, recycled water and mulch; creative design that provides habitat for wildlife; and creative design and landscaping to overcome site problems.