

# Water Quality with Westernport Water

Westernport Water is dedicated to providing the highest quality of water possible to our customers. We are constantly upgrading our infrastructure and improving assets to maintain high quality drinking water.



Candowie Reservoir landscape



## Water sampling and maintenance

Westernport Water conducts rigorous testing and treatment to ensure that our drinking water meets stringent Australian standards. We monitor water quality on a 24 hour basis. Our staff at the Ian Bartlett Water Purification Plant constantly manage Candowie Reservoir's water supply to sustain a high level of water quality. Over 14,000 samples are taken every year from across our service area to guarantee water quality at the tap.

Additionally, our maintenance team undertakes regular maintenance on our supply network and assets. In the past year, over 150 kilometres of piping have been scoured to improve water quality throughout the distribution system. Other works such as flushing water mains and servicing equipment at the Ian Bartlett Water Purification Plant all contribute to providing quality drinking water.



### Chloramination

Customers in San Remo and Phillip Island will now receive water treated with Chloramination, an improved treatment process designed to reduce chlorine taste and odour in the drinking water. Managing Director Murray Jackson announced the imminent changeover to Chloramination from 13 February 2012.

Westernport Water first introduced chloramination in 2009, with an extensive trial program in Corinella, Archie's Creek, Dalyston, Kilcunda, Coronet Bay, and Tenby Point. After a hugely positive response, it was decided to expand the program permanently to the Phillip Island/San Remo area.

### How does Chloramination work?

Normally, drinking water piped from Candowie Reservoir is treated with chlorine as it makes its way to homes and businesses. Chloramination involves adding a very small amount of ammonia before the chlorine during the water disinfection process.

### Benefits

Chloramination offers a much longer treatment period than 'chlorine only' treatment, helping keep the water fresh for longer. Additionally, the added ammonia reduces the taste and odour of chlorine in the drinking water, as well as reducing the volume of chlorine required. There are also special instructions that some residents will need to follow:

**Dialysis patients** - People on dialysis machines currently filter their water and this must continue.

**Fish owners** - Owners of aquarium fish must remove chloramines in the water before the water is used. Local pet stores and vets have a range of treatments like carbon filters and water conditioning agents that make water safe for fish.

## San Remo Basin

The San Remo Basin is a vital link in Westernport Water's supply network. Water from Candowie Reservoir is pumped to San Remo Basin, and from there it is gravity fed to customers' properties. The enclosed storage area prevents contamination and ensures water quality. It can hold up to 30ML of water, which is roughly equal to five days of water use.

Because of its importance, the basin is subject to frequent maintenance to guarantee water quality. Westernport Water contracts diving teams to inspect and vacuum clean the floor and sides of the San Remo Basin, preventing any sediment build up and improving the overall quality of water in storage.



For more information about our water quality projects and initiatives, visit [www.westernportwater.com.au](http://www.westernportwater.com.au) or phone **1300 720 711**.