

“Westernport Water Customers are reminded that the area remains on permanent water saving measures despite the floods”

Toilet Retro-fit Residential Program Continues



Great Rebates and discounts for more information visit www.westernportwater.com.au

Have you turned off your stop tap?

Non Permanent Residents

Are you a holiday home owner?

Are you going away?

Have you turned off your stop tap?

Save money and prevent property damage resulting from bursts and leaks, simply by turning off your stop tap when you're away for extended periods.

Under Channel Pipeline



Security of water supply to Phillip Island will be guaranteed after the construction of an 865 meter under channel pipeline. Using horizontal directional drilling, the pipe will be inserted into a bored tunnel about 10 meters below the sea bed.

The project is currently in the design and approval phase and site establishment and construction works will commence in April 2011. The design and construction contract has been awarded to COE Drilling Pty. Ltd.

Works on the San Remo side will be contained and limited to a (15m x 25m) area on the public reserve. The Newhaven site will be on the Council reserve between Old Bridge Road and Phillip Island Tourist Road.

All sites will be fully fenced and secured during the construction and we do not anticipate any disruption to the public, residents around the sites will be fully informed prior to commencement of construction.

Upcoming Events

Phillip Island Golf Club Linfox Pro am - Friday 18—Sunday 20 March, 2011

World Knee Boarding Championships - 21—25 March, 2011

YAMS Charity Golf Day - Friday 25 March, Phillip Island Golf Club

Important Changes To Your Bill

To improve efficiencies and overall customer experience, Westernport Water is replacing its billing and customer information systems.

While customers will not notice any immediate changes in the way we operate there are a few important things to note. From July 2011 you will receive your account four times per year. The look and feel will be similar - but it will include more transactional detail.

You will be provided a new account number and if you take advantage of online banking or BPay - you will need to change the reference details when you receive your new account from July 2011.

To help customers prepare for the changes, Westernport Water will write to all our customers prior to the next billing period.

Contact Us

Westernport Water, 2 Boys Home rd, Newhaven Vic 3925, Mon-Fri 8.30am - 5pm
Customer service: 1300 720 711, Fax: (03) 5956 4101,
Email: westport@westernportwater.com.au, www.westernportwater.com.au

This customer newsletter is printed on paper sourced from recycled and approved controlled sources and costs 30 cents per copy to design, print and distribute.

Ripple Effect

Customer News



Benefits beginning to flow

This year Westernport Water embarks on a number of strategic projects to optimise the use of all water sources available to the corporation. These projects were identified in our 5 year Water Plan 2008-2013 to ensure security and sustainability of supply.

Security of water supply to Phillip Island is to be made more reliable by the construction of an under channel pipe line. Construction is scheduled to begin in April and is estimated to be completed by the end of July 2011. Westernport Water Managing Director, Mr. Jackson indicated “These works were identified as a priority considering the age of existing water mains and critical importance of supply to Phillip Island.”

Through consultation with the San Remo Foreshore Committee, Community Consultative Panel and the Bass Coast Shire Council the commencement of works for the under channel pipeline were scheduled in April to avoid disruption to important local events and visitors. More details on pg 4.

Our biggest project in many years raising the dam wall at Candowie Reservoir is also progressing well. Preliminary work removing 30 year old pine trees around the reservoir is about to commence and various ancillary works, such as geotechnical work, drilling and trenching have been completed in



preparation for the next stage, the detailed design.

The detailed design contract was recently awarded to Entura (Hydro Tasmania) and is expected to be complete by June 2011. Raising the reservoir will enable Westernport Water to increase storage from 2263ML to 4580ML. The reservoir wall will be raised 3 meters with additional benefit of improved quality of drinking water through the deeper colder stored water.

An additional undertaking contributing to the sustainability of Phillip Island is the construction of a Class A recycled water facility.

“The corporation see this project as an exciting opportunity to drive significant environmental improvements. Reclaimed water is a valuable resource that will improve the reliability of our water supply, by conserving drinking water supplies for high demand periods. Our plan outlines a goal to reduce effluent discharge to Bass Strait through achieving 23% water recycling by 2015.” Commented Mr. Jackson

Autumn 2011

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From the MD's Chair

2011 is shaping up to be a big year for Westernport Water with above average rainfall and with Candowie reservoir at 90% capacity at this time of year is very positive start.



Meeting our region's growing demand is on the agenda for our upcoming Water Plan. With many new property developments and investment in the area, our team have their work cut out, planning and upgrading infrastructure in line with the increasing population.

Enhancing our service delivery is an ongoing initiative being made easier with the development of integrative water networks across our business. These developments will speed up our emergency response and enhance our overall service delivery when a customer calls. These changes come into effect from June 2011.

I'm excited to say due to the successful trial of the Chloramination treatment process in Kilcunda, Archies

"Westernport Water is leading the way with Class A. Recycling water is a positive step for sustainability on Phillip Island"

Creek, Corinella and Coronet Bay. Westernport Water is planning to roll out this technology to our entire region, further reducing the need for chlorine dosing.

We will be actively engaging the community and stakeholders in the development of the 2013-2018 Water Plan and encourage people to register their interest to be involved in its development. This is a real opportunity to influence the future direction of the organisation by consulting and collaborating with us to formulate an agreed outcome.

The upcoming Water Plan identifies the work required and sets the pricing path for Westernport Water's prescribed services for the 2013-2018 period.

Supporting The Community

Recently staff at Westernport Water nominated the Woolamai Beach Surf Life Saving Club as the recipient of our annual Christmas donation. The Woolamai Beach Surf Life saving club will use the funds to assist the club to provide essential services to our popular beaches.

Reminder... the Hydration Station is ready and waiting... Book now for your next event. This mobile water service is available for a wide range of events, if you believe this could be a positive addition to your next event. Check out www.westernportwater.com.au for a booking application.



The **YAMS Charity Golf Day** is on again! Reserve the date in your calendar for Friday March 25. The event will be played at the Phillip Island Golf Club and is expected to pull large crowds for an exciting day of Ambrose golf to raise funds to continue the research into finding a cure for Neuroblastoma.

Contact: Phillip Island Golf Club on 5952 1121

Community Consultative Panel - A valuable resource

Westernport Water is committed to building partnerships with its customers and the community. That is why we look to incorporate community expertise and advice into its service planning and decision making process.

Westernport Water's advisory Customer Consultative Panel (CCP) members represent the interests of all water users, providing insights on customer needs and assisting Westernport Water to bring about the best outcomes for the community and the environment.

The CCP provide valuable independent input and recommendations to the development and finalisation of Westernport Water's five-year Water Plan and corporate plan.

The CCP have reviewed policies and procedures that impact on the community such as tariffs and pricing and they provide a community perspective on opportunities such as water conservation.

"In short, the CCP is about local people having a say so we can make every drop count."

Water Conservation

Country Fresh Herbs grows and supplies a large range of herbs to major retail supermarkets around Australia. The Phillip Island based grower recently shared a few benefits of effective water management and how implementing a water management action plan has assisted to increase their production.

"We can all rein in our water use to preserve what is becoming a precious natural resource. At Country Fresh Herbs we have voluntarily implemented many initiatives to help reduce our consumption and capture what falls from the sky". said Mr. Pearson, Director Country Fresh Herbs.

Mr. Pearson commented "We have numerous reticulation systems around the farm with in ground water tanks pumping water to the growing beds using a Nutrient Film Technique which recycles 100% of the water.

We are conscious of our water consumption especially since the drought in 2006. We have been very proactive and monitor our water consumption to help identify any possible leaks or areas for improvement."

Currently Country Fresh Herbs have around 150,000 plants and their production capacity has doubled since 2006. "Through good water management we have continually improved our systems. Our water consumption has only increased by 37% since 2003 despite doubling the capacity of our operations." he added

Recycled Water Steering Committee

This expert team has been engaged by Westernport Water to coordinate and oversee the performance of the class A recycled water project.

The Steering Committee will be provided with regular information regarding the progress of the project. Their role is to obtain information and to provide comment, guidance and recommendations regarding the performance of the project.

The Class A project has been made possible by the Australian Government funding through the National Water Security for Cities and Towns.

Keith Gregory Project Manager commented "Having such a diverse group of individuals on the Steering Committee is invaluable, the project will benefit from their collective knowledge and experience, ensuring the project achieves all it's objectives"



Panel members: Steven Porter - GM Operations Westernport Water, David Pearson - Country Fresh Herbs, Chris Padovan - Vic Roads, Keith Gregory - Commercial Manager Recycled Water, Phillip Milbourne - Regional Development Victoria, Luc Richard - Department of Health, Jeff Nottle - Bass Coast Shire Council, Other representatives not in photo include; BCSC - Peter Bardwell, EPA - Elspeth Fuller, DSE Water Population & Communities.

Conservation Tip

Soil Moisture Retention

Mr. Pearson from Country Fresh Herbs indicates "ground coconut husks (COCO Peat) is used to enrich potting soil, it can also be used to provide effective ground cover for garden beds".

He added "It's very effective for improving the soil moisture content, and it prevents potting soil from drying out - as a result plants use less water."

Recycled Water

Recycled Water

Recycled water reduces pressure on drinking water supplies and is not affected by **water restrictions**.

Class A recycled water is approved by EPA as safe for watering all gardens crops and grassed areas irrigating sporting grounds and parks and gardens.

Class A water will be available from 2012