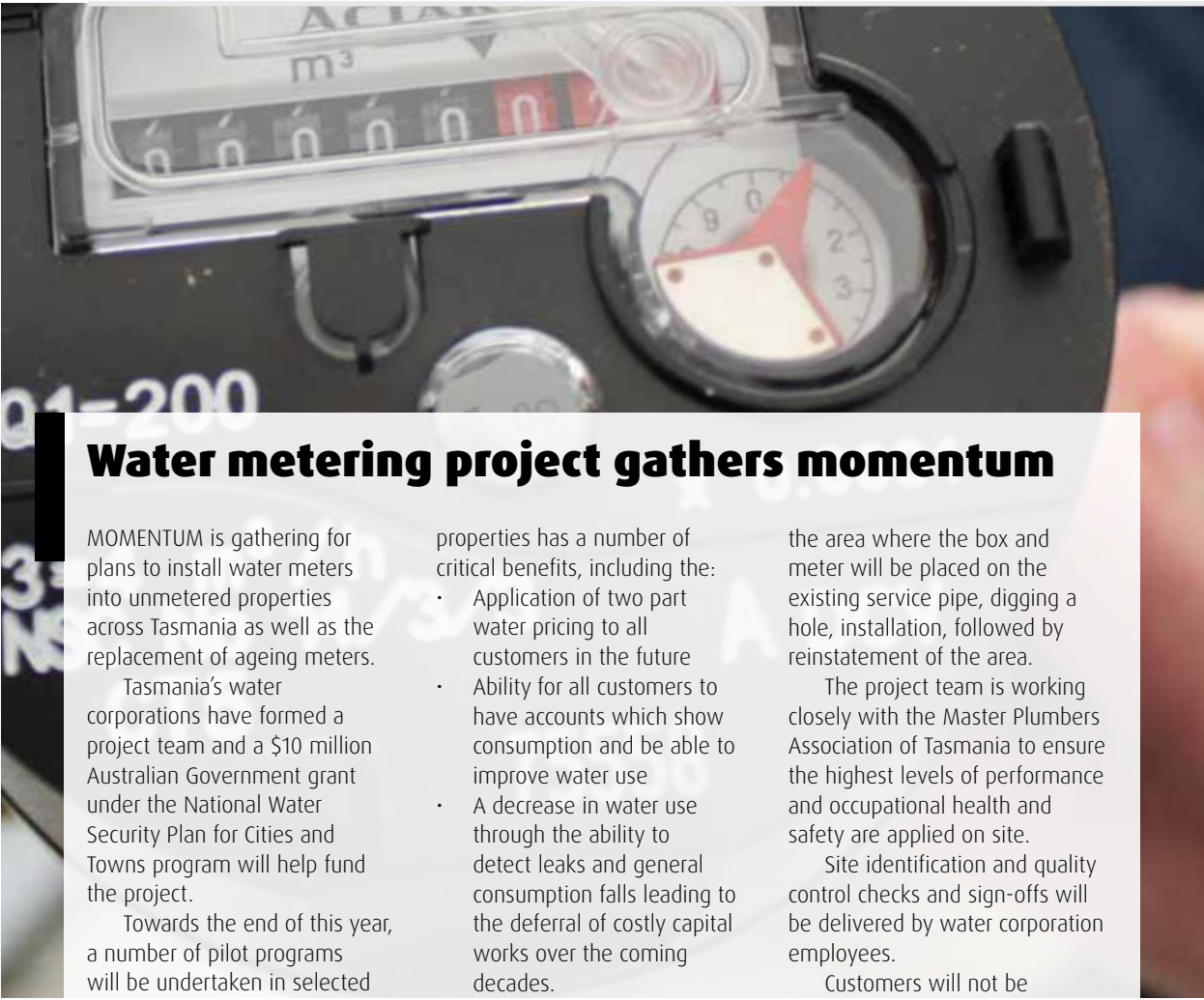


waterworks

NEWS FROM TASMANIA'S WATER INDUSTRY NOVEMBER 2010



Water metering project gathers momentum

MOMENTUM is gathering for plans to install water meters into unmetered properties across Tasmania as well as the replacement of ageing meters.

Tasmania's water corporations have formed a project team and a \$10 million Australian Government grant under the National Water Security Plan for Cities and Towns program will help fund the project.

Towards the end of this year, a number of pilot programs will be undertaken in selected towns to test the installation processes and timeframes.

A comprehensive procurement process is underway to source meter and metering technology suppliers and installers, ready to begin the roll out in January 2011.

With around 90,000 unmetered properties likely to be impacted, a community affairs program has been planned. Affected property owners, residents and tenants, critical water users and Tasmanian businesses and industry will be consulted on a rolling basis throughout the coming 18 months.

The installation of water meters into unmetered

properties has a number of critical benefits, including the:

- Application of two part water pricing to all customers in the future
- Ability for all customers to have accounts which show consumption and be able to improve water use
- A decrease in water use through the ability to detect leaks and general consumption falls leading to the deferral of costly capital works over the coming decades.

In most cases, water meters will be buried underground near stop taps, in plastic meter boxes. The process of installation comprises identification of

the area where the box and meter will be placed on the existing service pipe, digging a hole, installation, followed by reinstatement of the area.

The project team is working closely with the Master Plumbers Association of Tasmania to ensure the highest levels of performance and occupational health and safety are applied on site.

Site identification and quality control checks and sign-offs will be delivered by water corporation employees.

Customers will not be charged an upfront fee for the new meter, as like other infrastructure, its cost will be absorbed into fixed costs across the life of the meter.

Taking it to the streets

REPRESENTATIVES from Cradle Mountain Water are taking to the streets to give customers better access. Informal 'drop-in' sessions were held across the North-West Coast in the towns of Queenstown, Rosebery, Stanley, Smithton, Waratah, Wynyard, Ulverstone, Latrobe, Burnie and

Devonport. Customers were able to drop by and speak to a Cradle Mountain Water representative about any matters relating to their accounts or water and sewerage services. "With our 2010-11 accounts on their way out, we thought it

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Southern Water's Huon Valley Regional Water Scheme was launched by the The Federal Member for Franklin, Ms Julie Collins MP.



Sustainability in the Huon Valley

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Ben Lomond Water looks to the future

with Chief Executive Officer, Barry Cash

BEN LOMOND WATER is now into its second year of operation and the focus is very much on the future and how we address the significant water and wastewater quality issues evident across the region. In northern Tasmania there are around 20 towns where water quality is so poor there are permanent boil water alerts in place. In other areas, water is only disinfected and therefore seasonally affected and of variable quality.

Over the coming 12 months we will roll out treated water to residents and businesses in four of those communities. We expect to complete the Longford to Cressy pipeline and the Scamander Water Treatment Plant before the end of the year. It is also hoped that construction of the \$5.2 million Campbell Town Water Treatment Plant will begin soon. A contract has been awarded, design work is well advanced and we are working through the planning process. This will see treated water supplied to both Campbell Town and Ross around the end of 2011, providing much needed relief to these towns which have been badly affected by poor water quality over winter.

These projects are only the beginning of a process in which significant capital will be invested in our region. The Director of Public Health has provided us with a priority project list which sets out those towns that are most in need of water quality improvement. We will soon begin working with our customers in Lilydale ahead of the construction of a pipeline to take treated water to its residents and businesses. Work will also commence this year on a treatment plant at Westbury that will provide treated water to Westbury and Hagley and ultimately Exton.

Another regionally significant project that will be undertaken this year is our \$1.5 million Reservoir Roofing program. This program will see reservoirs in Scottsdale, Flinders Island, Mole Creek, Avoca, Conara, Ross, Mathinna, Bridport and Launceston roofed to protect water quality.

In addition to this, we are also developing plans to improve the performance of sewerage treatment plants and work recently commenced on a greater Launceston sewerage strategy.

There has been significant work undertaken internally to build a tariff model which will assist us to develop a new tariff structure and move away from the pricing structures previously used by individual councils. This is a vital step in our development and we are working closely with our regulators. We are also committed to consulting with our customers throughout this process.

Barry Cash, CEO
Ben Lomond Water



Queechy Pump Station



New pipeline to deliver for Cressy

RESIDENTS OF Cressy, in the Northern Midlands, are set to have high quality, treated water by the end of 2011, thanks to a \$1.3 million, 11 kilometre pipeline.

The new pipeline will deliver water from the Longford Water Treatment Plant to around 300 properties to form the Cressy Water Scheme.

"Supplying treated water to some towns doesn't necessarily mean building new treatment plants," said Ben Lomond Water's Executive Manager Assets, Paul Donohue.

"Water is currently supplied to Cressy from the Macquarie River," he said.

"We chlorinate the water at the raw water pump station, but essentially, the water is largely untreated.

"For the Cressy community this

means highly variable water quality," Mr Donohue said. "Once the new pipeline is completed, dirt, residue and sediment will be flushed through and this may temporarily impact water quality," Mr Donohue said. This process, known as scouring, is undertaken regularly by the Corporation to improve water quality.

"We will advise the community before scouring and cleaning take place," Mr Donohue said.

Taking it to the streets continued from page 1

would be timely to make ourselves more available to the public," CEO Andrew Kneebone said.

"The response from those who took up this opportunity was very positive. Many of our customers live in remote areas and don't have the chance to get to our Customer Service Centres, so it is good for them to be able to speak to someone face-to-face," Mr Kneebone said.

Andrew Kneebone also spoke at community forums in Sheffield and Railton, with plans to hold a session on King Island in coming weeks. "Our customers are very important to us and we have found this to be a very positive and valuable experience which we will repeat throughout the year," Mr Kneebone said.

nears completion

BEN LOMOND WATER'S \$3.5 million Queechey Pump Station, one of the Corporation's largest projects, is due for completion before the end of the year. Delivering significant environmental benefits, the project will replace the sewerage pump station on the



corner of Penquite and Queechey Roads in Launceston.

The limited capacity of the existing station — built in 1962 — means that it is prone to overflows during heavy rain.

"We expect the new Queechey Pump Station will manage, even during significant storm events," said CEO, Barry Cash.

"The additional capacity means that sewage overflows, particularly into Kings Meadows Rivulet, Queechey Lake and the North Esk should be a thing of the past.

"A large underground concrete structure, with a capacity three times the existing facility, will capture the sewage," Mr Cash said.

The project also incorporates significant odour mitigation measures.

"The lids on the main pump chamber will be sealed, and fans will also be installed to improve air flow and eliminate odours," Mr Cash said.

Regional focus aids infrastructure optimisation

A REGIONAL integration study undertaken by Cradle Mountain Water earlier this year will reduce capital expenditure and produce better outcomes for customers and the community. The study, which looked at current water and wastewater systems operating throughout the region, identified several areas for integration.

"These include the integration of the Cam water system into Burnie; the Turners Beach wastewater system into Ulverstone; and both Latrobe and Port Sorell systems into the Pardoe Wastewater system

in Devonport," said Cradle Mountain Water CEO, Andrew Kneebone.

"The reform of the Tasmanian Water and Sewerage Industry presented each Corporation with the opportunity to adopt a regional view in relation to optimising infrastructure," he said.

"Now we can remove the municipal boundaries, look at the bigger picture and determine how to utilise or develop our treatment plants more effectively to provide a lower cost service to customers," Mr Kneebone said.

Top right: (L-R) Hon Julie Collins MP, Member for Franklin, Senator Catryna Bilyk, Mr Geoff Willis, Senator Carol Brown, Mr Mike Paine, Huon Valley Mayor, Cr Robert Armstrong

Right: Work is progressing well on the Huon Valley Regional Water Scheme

Sustainability in the Huon

Providing a reliable, sustainable water supply in the Huon Valley

THE FEDERAL Member for Franklin, Ms Julie Collins MP, launched Southern Water's Huon Valley Regional Water Scheme in June. Works are continuing apace, with five kilometres of pipeline already laid and a start made on the water treatment plant and reservoir at Glen Huon.

Southern Water's CEO, Mr Mike Paine, said the \$30 million dollar bulk water scheme would ensure water quality in the major population centres of the Huon Valley consistently meets Australian Drinking Water Guidelines.

"Developed initially by the Huon Valley Council in response to increasing pressures placed on the council's existing water schemes, the Huon Valley Regional Water Scheme will solve recurring problems of operational deficiencies and poor reliability," he said.

"The scheme will make water supply and water pressure for homes and businesses more reliable as well as supporting a growth area of Tasmania."

Mr Paine said the scheme would

also help protect environmental biodiversity by reducing reliance on stressed catchment areas.

"The Huon Valley Regional Water Scheme will reduce pressure on several degraded creeks and rivulets by using one single, sustainable water supply — the Huon River.

"The scheme will return around one gigalitre of water back to these overstretched environmental sources. That's about 400 Olympic swimming pools worth of water that will be returned in environmental flows to help improve local biodiversity."

Mr Paine said the pipeline infrastructure and associated treatment plant, reservoirs and pump stations was planned to be finished in 2012. The infrastructure will service expected demand in the Huon Valley beyond 2040.

The Australian Government contributed \$12 million towards the scheme through the *National Water Security Plan for Cities and Towns*, part of the Australian Government's long term Water for the Future plan.





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Raising the roof!

Improving water quality across Southern Tasmania

SOUTHERN WATER has commenced a major reservoir roofing program to improve water quality across Southern Tasmania. Southern Water's CEO, Mr Mike Paine, said the reservoir roofing project would be a major step forward in preventing boil water alerts and improving water quality in the region. "Twenty water reservoirs across Southern Tasmania are open water holding storages – they are built without a roof to cover the stored, treated water inside," Mr Paine said. "By roofing these reservoirs we will greatly reduce the likelihood of microbiological contamination

from bird and animal excrement, wind-blown dust, debris and algae. "A significant benefit of roofed reservoirs is the reduction in the quantity of disinfection agent that needs to be added to the water. Open reservoirs allow interactions between sunlight (ultraviolet light) and chlorine and other disinfection products used to treat the water, which can mean decreased disinfection performance," he said. The first of the reservoirs to be covered has now been completed. Natone Hill Reservoir services the Lindisfarne, Geilston Bay and Rosny regions, and has been identified as the root cause of several 'boil water alerts' on the Eastern Shore during the past summer. Consequently this reservoir was identified as a high priority for roofing. A lightweight but strong aluminium roof secured with columns into the base of the reservoir has now been constructed. "Roofing the Natone Hill reservoir will be the start of a wider reservoir roofing program that will see more reliable water quality for our customers. "The new water corporations operate under strict regulation in regards to environmental and public health standards. Reservoir roofing is a priority for Southern Water as we move to improve our overall level of service," Mr Paine said. The next round of reservoirs to be roofed as part of the project are those that can be easily taken out of service without major water service interruption in the community. It is likely the rest of the reservoirs will be grouped geographically, with rounds of tender and design processes taking place over the next 12-18 months.

Reservoir Roofing Project

FIRST ROUND

- Peppermint Hill 1&2 (Derwent Valley)
- Campania 1&2 (Southern Midlands)
- Lanena St (Clarence)
- Kempton 1&2 (Southern Midlands)

SECOND ROUND

- Scenic Hill (Huonville)
- Ranelagh
- Dover
- Cygnet

THIRD ROUND

- Strawberry Hills (Orford)
- Bicheno
- Triabunna
- Colebrook

FOURTH ROUND

- Downies Hill (Derwent Valley)
- Pilchers Hill (Clarence)
- Clives Hill (Old Beach)
- Cove Hill (Gagebrook)
- Cobbs Hill (Bridgewater)