

Drinking Water Quality - Customer Update 2010

One of City West Water's primary functions is to supply drinking water to households and businesses throughout Melbourne's central business district, and inner and western suburbs.

Water supplied to City West Water's customers is sourced from three of Melbourne's major water supply reservoirs – Silvan, Sugarloaf and Greenvale reservoirs.

Consumers can be confident about the quality and safety of the water supply which is protected and enhanced by:

- an extensive system of protected water supply catchments
- long detention or 'settling' periods in major reservoirs
- appropriate water treatment
- a fully enclosed pipe distribution network.

City West Water undertakes comprehensive and routine water sampling and testing, and consistently complies with requirements of Victoria's Safe Drinking Water Act 2003. As a result, Melbourne's tap water is safe to consume without the need for additional local treatment such as boiling or filtration.

Details of water quality tests undertaken by City West Water, together with comprehensive data summaries are shown in our *Annual Drinking Water Quality Report* which can be freely accessed through our website, www.citywestwater.com.au. Alternatively, copies may be obtained by phoning 131 691.

Water quality feedback from customers

Good quality drinking water, including bottled water, may reasonably contain small amounts of substances such as naturally occurring minerals, salts and fine particles. This has no impact on water quality and is suitable for human consumption, and readily meets drinking water standards. This is the case for Melbourne's water supply.

In line with experiences of water companies throughout the world, City West Water receives feedback from customers who require information or have concerns with regard to the



quality of the water supply. Although the issues can often be addressed over the phone, we are happy to attend properties and deal with instances where people feel there is a genuine risk to water quality.

Most of the water quality concerns reported by customers generally fall into three categories: *white water*, *brown water* and *taste/odour*.

White Water or aerated water (water with a milky or cloudy appearance) results from the presence of tiny air bubbles in the water supply. Its occurrence tends to be associated with pipe maintenance and repair works, when air can enter and become trapped in water pipes. It can also originate in private hot water systems. A glass of white water will start to clear from the bottom as the tiny bubbles rise to the surface. Air in water is harmless and within minutes, its appearance soon returns to normal. In the past we have responded to customers' concerns with local flushing of water mains. However, under drought conditions we have placed more emphasis on better explaining the cause of the white water.

Brown Water (water with a brown/muddy appearance, possibly containing particles) can be due to presence and suspension of naturally occurring sediments in water mains. The sediments originate from naturally occurring particles in reservoir waters which then slowly accumulate in our mains over months/years. They are not the result of any external contamination. The sediments become suspended when there is a change in the direction or speed of water flow in water mains. Changes in water flow may be associated with water main bursts, operation

of valves and restoring mains into service after maintenance or repair works.

Brown water can also result from the corrosion of older, internal galvanised-iron water pipes within customers' properties. A call to City West Water will assist in identifying the cause of the brown water and may include arranging for the local water main to be flushed.

Taste/Odour in water can occur occasionally. Sometimes water may have a chlorine-like or earthy-musty taste or odour. Melbourne's water supply is traditionally disinfected with chlorine as a safeguard against the possible presence of microbes.

We are conscious of customers' awareness of chlorine in the water supply and therefore keep chlorine dosing levels to a minimum. Fluctuations in chlorine levels can occur from time to time, largely due to changes in water demands and flow rates through the system. Chlorine may be more noticeable at locations that are closer to chlorine dosing facilities.

If desired, the level of chlorine in tap water can be largely reduced by placing the water in an open container and allowing it to stand for a few hours as chlorine readily evaporates from water.

Earthy-musty taste/odours can occur in areas where water flows are slower due to reduced consumption. These instances should be reported to City West Water so that they can be addressed, often by flushing local water mains.

If you have any enquiries or concerns about the quality of your water supply, please contact City West Water on 1800 132 642.



Want to save more water? Then visit the savewater!® product library

The savewater!® product library is a free service dedicated to providing people with information about water saving products. This on-line information tool allows you to research, source and compare the latest and the best in water saving products for both inside and outside the home.

Visit www.savewater.com.au today and search for water saving products that match your needs and budget.

Fytowall

Environmentally friendly, space saving and low maintenance, Fytowall is an extremely water efficient garden for vertical wall spaces.

Suitable for all growing conditions, Fytowall utilises a fully integrated hydroponic watering system and uses as little as five litres per square metre per day in summer.

At the time of installation, the plants are already pre-grown and trained for vertical growing, creating an instant established visual display. Fytowall is your perfect vertical garden!

For your chance to win some fantastic water saving products, visit www.savewater.com.au and answer a few questions to go into the draw to win!

Competition opening date:
9am Friday 1 October 2010
Competition closing date:
5pm Thursday 31 March 2011



Drawn:

Midday Monday 11 April 2011
at savewater!® of G.02,
615 Dandenong Road,
Armadale Victoria 3143.

All winners will be emailed directly and published on www.savewater.com.au. Winners of prizes greater than \$100 will be published in The Australian on Saturday 16 April 2011.

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Visit us online at www.citywestwater.com.au

Making Waves

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Stage 2 water restrictions

Melbourne's water restrictions have changed. For more information, please see the restrictions brochure enclosed in this account.

City West Water is your water company. We are owned by the Victorian Government and provide water, sewerage, trade waste and recycled water services to over 300,000 residential and business customers in Melbourne's CBD and inner and western suburbs.

Welcome to the current edition of Making Waves. In this edition you'll find our drinking water quality update, as well as information on the new exemption for your garden, a large recycled water project and more!

Warm Season Grass Exemption

Customers can now apply for a 28 day exemption to use drinking water to establish a new water efficient lawn.

The 28-day exemption allows Melbourne residents to use drinking water to establish lawn using a warm season grass, which is best suited to Melbourne's climate.

Varieties of warm season grasses include Couch, Buffalo and Kikuyu. In the long term, the transition to warm season grass will help residents use water efficiently well into the future, as it uses approximately 70 per cent less water than common 'cool' season grasses. Contact your local nursery for more information.

This exemption is available to City West Water, South East Water and Yarra Valley Water customers from 1 September 2010 until 31 March 2011.

After the 28-day exemption period ends, applicants are subject to the full breadth of current watering restrictions – which prohibits the watering of grassed areas at any time with drinking water.

For more information on how you can have a lush looking, water efficient lawn and how to apply for the 28-Day Exemption, visit www.warmseasongrass.com.au.



Kikuyu grass

Melbourne water businesses partner with Alliance for Water Efficiency

On 23 July Melbourne's water businesses (City West Water, South East Water, Yarra Valley Water and Melbourne Water) joined with North America's Alliance for Water Efficiency President, Mary Ann Dickinson, to celebrate the recent membership of the Melbourne Businesses in the Alliance.

The Alliance for Water Efficiency is a not-for-profit organisation, dedicated to the efficient and sustainable use of water, that advocates for water efficient products and programs, and provides information and assistance on water conservation efforts. It is located in Chicago.

Joining the Alliance means the water businesses can now utilise the Alliance's Water Conservation Tracking Tool – which will add to City West Water's range of resources that have the ability to evaluate water savings, costs and benefits of conservation programs.

City West Water Managing Director, Anne Barker, said the experience and knowledge gained by the Melbourne water businesses during a decade of drought, and the Alliance's extensive water conservation knowledge and efforts meant the partnership would be of benefit to everyone involved.

"This partnership will allow for significant information sharing and has the potential to result in sustainable water conservation initiatives, both in Australia and North America," Ms Barker said.

During her visit in July, Ms Dickinson met with Melbourne's water businesses to discuss various partnership opportunities, including joint research projects and standards development.

Free showerheads plus free installation – hassle free!

Let us take the inconvenience out of changing over your showerhead with our FREE installation service.

Forget about picking up a spanner to remove your old showerhead - all you need to do is pick up the phone! Call our program partner Ecovantage on 1300 740 855 and make an appointment to have your old showerheads replaced with our free 3-star showerheads.

On top of saving water, we can help you reduce your electricity bills with the free replacement of your old light globes with energy saving ones. For more information visit www.citywestwater.com.au/residents/showerhead_exchange.aspx.



You can now exchange your showerhead without the hassle of doing it all yourself.

Altona Recycled Water Project

After more than a year's construction, the Altona Recycled Water Project is expected to start pumping recycled water within months. The project will supply 2.5 billion litres of high quality recycled water each year, substituting drinking water that is currently used for industrial and irrigation uses.

At present, up to 14 million litres of reusable water is discharged to the Port Phillip Bay each day. Once operational, the Altona Recycled Water Project will recover up to 9 million litres of this water, further treat it, and distribute it to four local customers for use each day.

Costing \$46 million, the project was developed to cater to the needs of nearby manufacturer Qenos, Sanctuary Lakes and

Koorngal Golf Clubs and two Hobsons Bay City Council sites, where recycled water could be used for manufacturing and irrigation needs. The project received \$5 million funding from the Department of Sustainability and Environment.

Altona is home to major industries in the metropolitan Melbourne area. With scope to expand water recycling at the Altona Precinct in the future, a significant proportion of the water needs of the entire area could be met through recycled water.

Over the coming years, City West Water will continue to engage more industrial customers to assess demand for recycled water and build on the water saving benefits that this project will deliver.



City West Water is working to provide 6 million litres of recycled water every day to Qenos.

Altona Recycled Water Project. Coming in December 2010.

Qenos
A Bunnings Company

Our Water Our Future
A Victorian Government initiative



Recycled Water | A Smarter Approach

Signs like this will be displayed to show where recycled water from the project is being used.