



Recycled water now flowing from **Altona Treatment Plant**

Recycled water has started to flow from our Altona Recycled Water Plant after Minister for Water, The Hon. Peter Walsh MP officially opened the plant on 19 April.

The \$46 million water treatment facility treats wastewater from the Altona Treatment Plant to a standard where it can be used for irrigation and in industrial cooling towers and boilers.

Up to 2.5 billion litres of recycled water each year will be supplied to nearby customers, saving precious drinking water and reducing the amount of wastewater we pump out to Port Phillip Bay.

The Class A recycled water is distributed via a dedicated pipeline to plastics manufacturer Qenos, Koorngal and Sanctuary Lakes golf courses and council owned open space.



City West Water's Managing Director, Anne Barker (left) and Chairman, Alan Seale (right) stand with Minister for Water, The Hon. Peter Walsh MP as he opens the Altona Recycled Water Plant.

Flushed with **savings**

Robert Kelly of Seabrook had been looking to replace the two toilets in his home for a while when he received City West Water's Toilet Replacement Program brochure with his bill. With his toilets' plastic seats and cisterns looking worse-for-wear and wasting water, it was a great time to take advantage of City West Water's offer.

"I rang the number on the leaflet, agreed on a date and then received a call from the plumber to confirm the time. The plumber did the job without leaving a mess, explained how the new toilets work and save water, and took the old ones away."

"My new loos are all ceramic and the closed pan makes for a neater and cleaner look. And of course they save water."

The new four-star suites will save you water and money from the very first flush.

So take the hassle out of replacing your old toilets and let City West Water handle the rest – all you'll have to do is choose from three Australian made Caroma suites and make an appointment. We'll even take your old toilets away for recycling – it's so easy!

Visit www.dualflush.com.au/cww or call 1300 2 FLUSH (1300 2 35874) for more information or to make an appointment.



Cultural **Diversity Week**

Each year in March, Victorians come together for Cultural Diversity Week to share aspects of their culture, faith and language, and to celebrate the benefits multiculturalism brings to our state.

City West Water again participated in various activities marking this occasion including the Cultural Diversity Cup and a Day at the Zoo.



City West Water worked with Victoria Police, Metropolitan Fire Brigade, Australian Federal Police, Fisheries and the Victorian Multicultural Commission to help make the Day at the Zoo a successful event.

Looking after **Melbourne's water mains**

City West Water manages 4431 kilometres of water mains in Melbourne's CBD, inner and western suburbs, some which date back to the late 1800s.

We conduct regular assessment to ensure water pipes continue to function properly and on occasion it is necessary to repair or replace water mains to avoid future bursts or disruptions to supply.

For more information, visit www.citywestwater.com.au to read our Sustainability Report.

New savewater!® competition

Interested in winning some amazing new whitegoods? If you answered yes, then savewater!® is inviting you to enter their new competition.

With a prize pool of over \$27,000 you could be the proud owner of some highly-efficient whitegoods including the latest technology in washing machines and stainless steel dishwashers, which will look great in your home!

Also up for grabs are a range of water-efficient rainwater tanks, water pumps, grey-water washing machine detergents, showerheads and waterless car-washing packs. There is even an iPad to be won, but you've got to be in it to win it!

All you need to do to enter is visit www.savewater.com.au and answer a few simple questions – it's that easy!

Competition opening date:
9am Friday 1 April 2011
Competition closing date:
5pm Friday 30 September 2011

Drawn:
Midday
Monday 10 October 2011
at savewater!®
Level 1, 173 Burke Road,
Glen Iris VIC 3146.

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 15 October 2011.



These are just some of the prizes you can win by entering the savewater!® competition.

City West Water Limited ABN 70 066 902 467

247–251 St Albans Road
Locked Bag 350
Sunshine Victoria 3020 Australia

Visit us online at www.citywestwater.com.au

Making Waves

Edition 49
Jul – Sep 2011



Get your new loo – Robert Kelly upgraded his loo, find out how you can too.

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 important information about price increases, how you can get involved in a gardening promotion, how to win great water saving products and more!

City West Water's prices for 2011

City West Water prices for water and sewerage will increase from 1 July 2011. The new prices are effective 1 July 2011 to 30 June 2012 and are in accordance with the decision of the independent pricing regulator, the Essential Services Commission.

What is the price increase?

Water usage charges have increased by 15.7%, and sewage disposal charges by 9.5%. Service charges for water have increased by 10.5%, and service charges for sewerage have increased by 16.8%. Trade waste charges have increased by 15.1%.

All price increases include an adjustment for the Consumer Price Index (CPI) of 3.3%.

This price rise will see a typical residential City West Water bill increase by around \$2 per week or an extra 29c per day.

What are the new prices?

Residential charges	Old price (July 2010 - June 2011)	New price (July 2011 - June 2012)	Price increase compared to last year
Water service charge	\$38.53 per quarter	\$42.60 per quarter	\$4.07 per quarter
Water usage charge	<p>Block 1 – \$1.5427 per kilolitre for the first 440 litres of water used per day.</p> <p>Block 2 – \$1.8102 per kilolitre for water usage above 440 and up to 880 litres per day.</p> <p>Block 3 – \$2.6745 per kilolitre for water usage above 880 litres per day.</p>	<p>Block 1 – \$1.7854 per kilolitre for the first 440 litres of water used per day.</p> <p>Block 2 – \$2.0950 per kilolitre for water usage above 440 and up to 880 litres per day.</p> <p>Block 3 – \$3.0952 per kilolitre for water usage above 880 litres per day.</p>	<p>Block 1 – \$0.2427 per kilolitre for the first 440 litres of water used per day.</p> <p>Block 2 – \$0.2848 per kilolitre for water usage above 440 and up to 880 litres per day.</p> <p>Block 3 – \$0.4207 per kilolitre for water usage above 880 litres per day.</p>
Sewerage service charge	\$46.50 per quarter	\$54.29 per quarter	\$7.79 per quarter
Sewage disposal charge	\$1.5862 per kilolitre	\$1.7374 per kilolitre	\$0.1512 per kilolitre

Why are the prices rising?

In recent years, the rainfall over Melbourne's water catchments has varied considerably. Despite the recent wet year we've had, it came after 13 years of drought which saw our water storage levels drop to record lows. Even with the recent rainfall, our dams are only just over half full. For this reason, we need to invest in sources of water from alternative supplies – a mix of sources that is made up of water harvested in catchments and dams, desalinated water, recycled water and stormwater. The cost of this investment is paid for by all water customers to ensure Melbourne's water supply is secured for the long term.

How much will my bill go up?

A typical residential customer pays around \$755 a year for water and sewerage. This figure will rise to \$860, which is roughly an extra \$2 per week or an extra 29c per day.

Where is the extra money going to go?

City West Water uses the revenue from our customers' accounts to invest in infrastructure needed to ensure our water needs are met for the long term. With Melbourne's rainfall becoming much less reliable in recent years, we can no longer rely on conventional catchments and dams to meet all our water needs. Working to provide alternative sources of water, including water recycling, desalinated water and stormwater harvesting are just some of the ways that we'll be investing your money to ensure Melbourne has access to as much water as it needs in the short and long term future.

Locally, part of the increased revenue will help us invest in extending and upgrading our water mains and sewerage network, and reduce the amount of water lost through bursts and leaks. City West Water is planning major recycling projects, as well as investing in ways to help our customers use water efficiently, like our Showerhead Exchange Program for residents and our Business Resource Efficiency Program for businesses.

How can I minimise the price increase on my bill?

By using less water, you can help lower your water bill. For example, if you swap your old showerhead for a free 3-star water efficient showerhead, you can save up to 13,500 litres of water per person, per year. If you have a household of five or more, you can participate in our large household assistance program, which involves an audit by a water conservation specialist who can provide practical advice on how to save water in the home. These are just some of the ways which you can save water and save money. Go to our website www.citywestwater.com.au for more tips.

I am a pensioner/concession card holder – will I have to pay more?

This year, the State Government has raised the concession rebate from a maximum of \$245.00 to \$270.20. Concession card holders, including pensioners, will also pay the new prices, but are still entitled to receive the rebate on their water usage and sewage disposal charges. If you hold a Health Care, Pensioner Concession, Gold Repatriation, TPI or War Widows Card, you may be eligible for these savings. You'll need to lodge your concession details with us to be able to claim your concession – please call us on 131 691 and we will take care of this for you.

What if I can't afford to pay the bill with the price increases?

City West Water provides assistance to customers experiencing difficulties paying their accounts. There are a number of options available, including paying in instalments, automatic deduction of instalments from government benefits, and direct debit arrangements which can make paying bills easier. Please call us on 131 691 and we will be happy to help you.

What is the Waterways and Drainage charge?

This charge is collected on behalf of Melbourne Water, who use the funds to look after rivers and creeks and manage drainage and floodplains in your area. From 1 July 2011, this will increase to an annual charge of \$79.36 for residences.

For more information about the charge and the services and projects in your local area visit www.melbournewater.com.au.

Why is my water bill going up to pay for the cost of the desalination plant?

The desalination plant is just one way that we're investing in alternative sources of water for Melbourne. Revenue from customers' accounts will, in part, go towards paying for the desalination plant, as well as contributing to costs associated with water recycling and stormwater collection projects, and the cost of operating our traditional water catchments and dams.

Do you love your garden?

If you answered yes, then we want to hear from you! We're looking for gardening enthusiasts for an upcoming promotion. So if you can think of nothing better than pottering about in the garden and are willing to share your story with other customers, please contact us at conservation@citywestwater.com.au. Please ensure you include your name, contact number and postcode, and we will be in touch.



Cool weather gardening tips

Lower temperatures and the potential for higher rainfall mean generally, your garden won't need additional watering across winter and early spring. Consider turning off your watering system in winter and let nature do the watering for you.

If you notice any dry patches in your garden, top up the soil with some compost or aged manure. This can increase the soil's water holding capacity by up to 10 per cent.

City West Water helping to make a difference

City West Water was rattling tins at Sunshine Marketplace to help raise money for the Royal Children's Hospital again in 2011.

Our Community and Social Involvement team, in conjunction with the Brimbank Proactive Policing Unit of Victoria Police, and Metropolitan Fire Brigade Western Zone worked together to raise funds for this worthy cause.

In addition, Community and Social Involvement team leader, Ruth Harley, joined our mascot Wilbur the Waterdrop, as he spread some Easter cheer by visiting patients at the Royal Children's Hospital on Good Friday.

Our commitment to raising money for the Royal Children's Hospital did not stop there. City West Water also waived customer contribution and metering fees for the Alamanda Estate home in Point Cook, which was auctioned for the Good Friday Appeal.

And, on top of that, our own staff raised an additional \$896.80 for the Royal Children's Hospital.



Wilbur the Waterdrop was happy to spread some Easter cheer at the Royal Children's Hospital.