

William Street water mains renewal project update

City West Water has started working on renewing our William Street water mains. Nearly four kilometres of water mains will be replaced in William Street/Howard Street – between Flinders Street and Queensberry Street, in Melbourne.

To minimise disruption to traffic, residents and those working in the area, renewal works are being undertaken in sections.

Crews completed stage one, between Bourke and Lonsdale Streets, in mid September. It is estimated stage two of the project, from Lonsdale Street to La Trobe Street, will be completed by late October allowing for works between La Trobe Street and Dudley Street (stage three) to begin in early November.

We are not planning to interrupt the supply of water in William Street and surrounding areas while works are taking place. However, there may be some interruptions in isolated areas for short periods of time. If and when this occurs, the affected customers will receive prior notification.

For more information, visit www.citywestwater.com.au, email williamstreetworks@citywestwater.com.au or call the City West Water Customer Contact Centre on 131 691.



Stage one of the renewal works between Bourke and Lonsdale Streets, Melbourne.

Follow us on Twitter

You can now follow us on Twitter - @WilliamStworks – for all the latest news and updates on the project.



Spring gardening tips

With the weather warming up, spring is a great opportunity to spend some recreational time outside and prepare your garden for the summer heat. City West Water and Sustainable Gardening Australia have put together tips to help your garden flourish in summer.

1. Keep your soil moist

Although we had exceptional rainfall over winter, we still need to ensure our gardens remain moist for the hot and dry summer months. Soils require good levels of organic matter to increase their water holding capacity, so spread some compost, straw mulches or animal manures around your garden beds, but avoid digging in where it may disturb plant roots.

2. Choose plants suited to wet and dry weather

Many garden plants are not suited to extreme weather changes, from saturated soils in winter to dry soils in summer. Remember to visit your local nursery and choose indigenous plants such as teatree, bottlebrush, goodenia, boobialla and local grassland species that have all evolved and easily adapt to these changing conditions.

3. Check soil around trees

It is important to ensure trees do not fall victim to 'wet feet' (a condition where the soil around tree roots is heavily saturated with water) as this starves the tree of essential oxygen for survival. Affected trees usually have dull, limp leaves that start to brown and drop from the tree unseasonably. Add plenty of organic materials to the soil when planting to ensure good drainage.

4. Plant your summer veggies



Spring is the ideal time to plant your summer veggies, such as beans, corn, zucchini, lettuce, etc. as they can easily be grown from seeds planted directly into the garden. And don't forget to plant plenty of summer herbs – between your home grown veggies and herbs you'll be able to add an abundance of fresh flavours to your summer dishes.

5. Fertilise well

Feed plants waking from their winter hibernation, as well as newly planted seedlings. Choose an organic based fertiliser such as fish food, worm wee or aged animal manure, and spread according to manufactures instructions. Avoid over feeding your plants as this may cause soft sappy growth that is guaranteed to attract pests and diseases.



Exchanging your showerhead just got easier

Have you been thinking about changing your old showerhead but just never got around to it? City West Water has partnered with Ecovantage to install our free three-star showerheads for you, for FREE!

Simply sign up for our Showerhead Exchange PLUS program and we'll remove your old showerhead and replace it with a brand new water efficient one, saving you up to 20 litres of water per day. And, as an added incentive we'll also replace inefficient light globes throughout your home saving you energy and money – for free!

To make a booking call Ecovantage on 1300 740 855 during business hours Monday to Friday, or until 4.30pm on Saturdays. Alternatively you can register online at www.citywestwater.com.au and a consultant will be in touch.

Ecovantage installers are available between 8am and 8pm, seven days a week.

Swap over your loo – it's so simple!

You can still make over your loo from one flush to two! Let us swap your old single flush or inefficient dual flush toilet for a new fully installed water efficient toilet starting at under \$300.



To find out more about this program visit www.citywestwater.com.au or www.dualflush.com.au/cww, or call 1300 2 FLUSH (1300 2 35874).

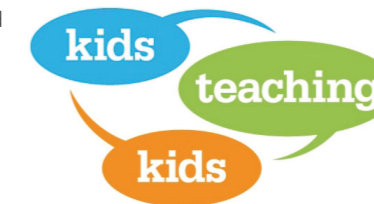
Kids Teaching Kids

Our schools education program teamed up with Kids Teaching Kids, a free national program, to recognise and celebrate the diverse range of sustainable initiatives taking place in schools across Melbourne.

Held from 29 August – 2 September, Kids Teaching Kids was launched by students from St Mary's Primary School, Williamstown. This week long event gave students the opportunity to develop presentations, panel discussions and workshops to share their ideas and projects on sustainability, and also assisted in building and strengthening links between the schools and their local communities.

Many other schools from across City West Water's service area, including Melbourne Girls' College, Burnley and Copperfield College, Sydenham, participated in Kids Teaching Kids by hosting their own events.

The students' passion and enterprise throughout the week was inspiring, and left all involved with the feeling that the future of our environment is in extremely capable hands.



Working with our community

In addition to our core business services, City West Water is committed to supporting many communities in our service area. Throughout the year City West Water will support over 100 events in our licence area, via a range of community and customer groups.

Attending these events gives us the opportunity to share information on what we do, saving water and various projects, as well as to meet the diverse range of people that make up our communities.

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

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Visit us online at www.citywestwater.com.au

Making Waves

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Water quality update – see inside for more information

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 our water quality update, how you can prepare your garden for the warmer months, how to win great water saving products and more!

Drinking water quality – customer update 2011

City West Water supplies 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 comes from three of Melbourne's major water supply reservoirs – Silvan, Sugarloaf and Greenvale reservoirs.

Customers 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 periods in major reservoirs
- appropriate water treatment
- a fully enclosed distribution pipe network.

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

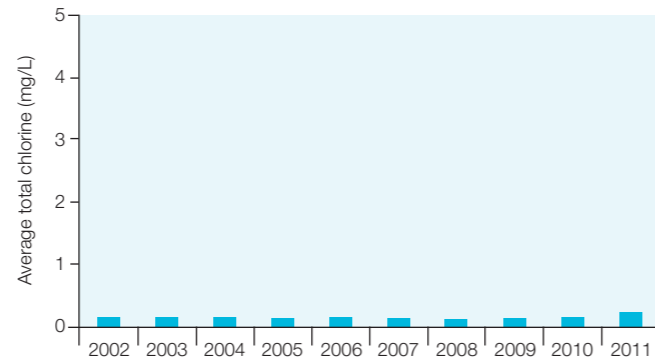
Details of water quality testing undertaken by City West Water, together with comprehensive data summaries are shown in our *Annual Drinking Water Quality Report* which can be freely accessed through our website, www.citywestwater.com.au. Alternatively, copies may be obtained by phoning 131 691.



Water quality disinfection

As part of water quality management, our drinking water is disinfected using moderate amounts of chlorine. Under the Australian Drinking Water Guidelines the amount of chlorine in water supplies should not be greater than 5mg/L. Chlorine concentrations in City West Water's area over the past 10 years have been well below this figure, averaging 0.2mg/L.

Average annual total chlorine concentrations in City West Water's water supply



Chlorine concentrations in water supplies are not necessarily consistent, as chlorine in water dissipates with time. As a result, customers in areas closer to chlorination dosing points tend to notice chlorinated water more readily than customers located further away.

In addition, customers may notice chlorine variations throughout the year. This is due to periodic variations in the sources of water supply, largely resulting from on-going seasonal needs to maintain an appropriate balance of water throughout Melbourne's major storage reservoirs. Therefore, changes to chlorine presence in tap water takes place as source water alternates between chlorinated supplies of varying proximity.

Water hardness and appliances

Water hardness refers to high levels of calcium and magnesium in water which make it 'hard'. This causes difficulty with soap lathering, and forms crusty deposits (scale) in kettles, electric irons and washing machines. If the scale collects on heating elements it shortens the life of the appliances and makes them less efficient.

Melbourne's water supply has very low hardness. The Australian Drinking Water Guidelines state that total hardness (referred to as calcium carbonate – CaCO₃) should not exceed 200mg/L. The average water hardness level in City West Water's area is approximately 30mg/L, with maximum levels less than 50mg/L.

From time to time enquiries are received from customers regarding the hardness of the water supply. The most common enquiry is from customers who have purchased a new dishwasher. Instruction manuals provided with dishwashers usually refer to water hardness as an issue that requires attention, however, this is not a factor in Melbourne. Typical hardness levels of our water can be viewed in the table below.

Hardness units	Average water hardness in City West Water's area	Maximum water hardness in City West Water's area
mg/L (as CaCO ₃)	30	50
mmol/L	0.30	0.50
od	1.6	2.8
of	3.0	5.0

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

Have your say – community comment sought on future water strategy for Melbourne

The Victorian Government is reviewing the way that water is managed in Melbourne.

The Government-owned metropolitan Melbourne water businesses, City West Water, South East Water, Yarra Valley Water and Melbourne Water, are seeking community feedback and would like to hear your view on:

- different approaches to how we make decisions about water in Melbourne
- permanent water saving and restriction rules
- a long-term Water Supply and Demand Strategy that balances the supply of water to meet Melbourne's residential, business and environmental water needs.

The Water Supply and Demand Strategy is a 50 year strategy to balance the supply of water to meet Melbourne's residential, business and environmental needs. The strategy is reviewed every five years - the next review is due by March 2012.

For more information or to have a say on this important topic visit www.letstalkwatermelbourne.com.au. Join the conversation at Let's Talk Water Melbourne and let us know what you think.



New City West Water Customer Charter available at www.citywestwater.com.au

New savewater!® competition

Want to win the latest technology in water efficient household appliances and gardening accessories? If you answered yes, then savewater!® is inviting you to enter their new competition.

With a prize pool of nearly \$28,000 you could be the proud owner of some wonderful new products, including dishwashers, washing machines, rainwater tanks and more. All prizes have been designed to save you water, energy, time and money - check out the savewater!® product library for more information.

And if that's not enough, savewater!® has also thrown a new iPad into the draw! All you need to do to enter is visit www.savewater.com.au and answer a couple of simple questions – it's that easy!

Competition opening date:
9am Saturday 1 October 2011

Competition closing date:
5pm Saturday 31 March 2012

Drawn: Midday Tuesday 10 April 2012 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 21 April 2012.



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