

OPERATOR

August 2010 Edition



Inside

From Cynthia's Desk	2
Profile of a Member	3
Farewell Pat Davis	4
NZ Tour Report	5
QLD Operator of the Year	6
QLD Young & Civil Operator of Year	7
QLD Workshop Report	8
Water Definitions	10
Corporate Member News	11 & 12
Water in the Pacific	12
WIOA in Tasmania	13
"Go Tap"	15



Martin Hindmarsh - Operator of the Year Qld.
Read more on page 6.

Oz tour of NZ. The Ozzies
at the Marae.
More on page 5.



Pat Davis walking on
water in 1992.

Newsletter of the WATER INDUSTRY OPERATORS ASSOCIATION OF AUSTRALIA

From Cynthia's Desk



Watch out boys; looks like red headed women are taking over the world!! By the time this edition hits your desks things may have changed but at the time of writing, the ginger-ninja is in charge! Let's hope this might encourage many more women into operational roles in the water industry. Purely from observations made at recent water industry events there are more women present and more importantly, actively participating; willing and able to perform in operational roles. Part of this would mean that employers are also willing to place women in these roles which I highly commend. This leads me to congratulate Robyn Hoole from Gladstone Regional Council who was the inaugural recipient of the Queensland Water Directorate (qldwater) Young Operator of the Year award at the recent Rockhampton Workshop. More information on Robyn and all the Qld Workshop award winners can be found in this issue.

Sticking to the topic of people, we seem to be experiencing a large number of people retiring this year after a full lifetime spent in the water industry. The reported figures of an aging workforce and a skills shortage is certainly making itself evident these past few months. In the last edition of 'Operator' we paid tribute to Rex Humphreys of NEW and in this edition we farewell Pat Davis from Riverina Water. Pat has been a great supporter of WIOA and even though he has retired, I am sure we will still see him at industry events, ever willing and able to help out where needed. I would like to personally thank Pat for all his assistance over the years and for always making me smile.

Our keynote address at the Qld Workshop was delivered by Mr Jon Dee, Founder of "Do Something" and 2010 NSW Australian of the Year. He spoke about a campaign called "Go Tap" which points out the facts, figures and nasties of the bottled water industry and encourages people to drink tap water. After years of trying to educate people myself about the evils of bottled water, it is amazing that so many people have still not made the switch. As many WIOA members are involved in the business of producing high quality tap water, I encourage you to take a look at some of the bottled water facts and figures on page 15 and get behind the campaign. Those of you attending the Vic conference will have the chance to hear Jon deliver his message again.

WIOA has been up to plenty over the past few months. We are certainly in exciting times. I hope you enjoy reading this bumper edition of 'Operator' and I look forward to your contributions for the November edition.

Until next time,

Cynthia Lim

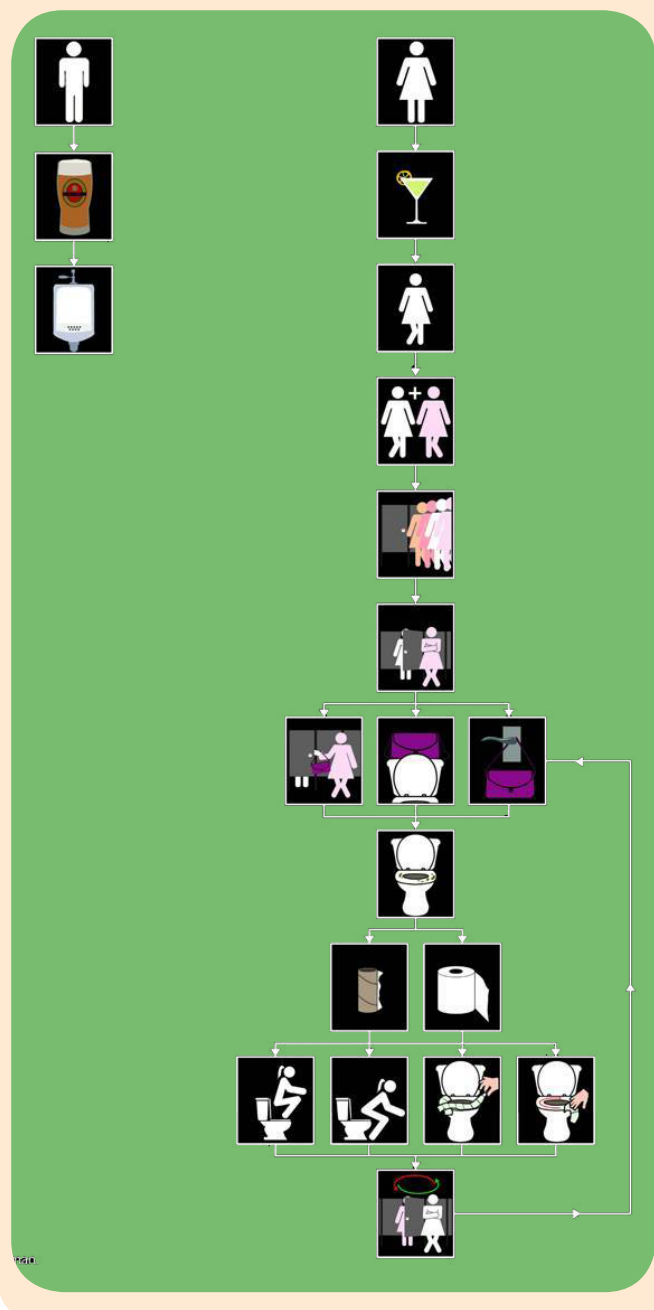
WIOA Operations Manager



This is one of my favourite photos taken at the Qld Workshop in June. Pictured are some of our trusty team of volunteers fighting over work that needed to be done. From left to right Ian Bicknell, Barry Waddell, Anthony Evans and Stan Stevenson.

The lighter side

The difference between boys and girls when deciding when to go to the toilet!



PROFILE OF A MEMBER

Name

Mark Congerton

Position

Treatment Plant Operator

Employer & Location

Queensland Bulk Water Supply Authority (SEQ)

How long have you worked in the water industry and where?

19 years. Worked 18 years at Livingstone Shire Council QLD (Yeppoon) and just over 1 year with SEQ Water (Somerset Region).

What do you enjoy most about your job?

The day to day challenges and my work colleagues.

How did you get into your current role?

Started within the Water and Wastewater construction team as a Labourer for 7 years, a position came up for a Water/Wastewater Assistant Operator. I was fortunate enough to get the position and after obtaining qualification and some experience was given the roll as Operator. Moved from Yeppoon to SEQ Water early 2009 to gain more experience and a life change and haven't looked back.

How long have you been a WIOA member?

Just joined.

What does your current job involve?

Organising the operations and maintenance of a 20 ML/d, conventional Water Treatment Plant – the Lowood WTP and a number of various package Water Treatment Plants. Lowood WTP was constructed during the mid to late 1980's. Three Shires were involved at that time due to extreme drought and dwindling water supplies available in the Lockyer Valley. We now provide water from the Brisbane Valley to the Lockyer Valley Towns and Districts.

The raw water is pumped from approximately 8 kilometres downstream of the Wivenhoe Dam Wall to the Plant. The treatment plant is capable of supplying up to 20 ML/day, but is currently producing approximately 6-9 ML/day on average.

The plant consists of an up-flow clarifier design, with liquid- alum being used as the primary coagulant, lime is dosed for pH/Alkalinity correction. The clarified water is passed through 3 open, rapid sand filters, followed by disinfection with gaseous chlorine and fluoride before being stored in the clear-water reservoir.

What have been some of the big changes in recent years?

We have introduced strict water quality guidelines (HACCP) within the organisation and a lot of technical upgrades to the regional area Plants, which has given us a better understanding and control of the processes, we have also introduced fluoride dosing in Queensland.



Ok, a few quick questions to finish

Age: 48

Family Status: Married with Son 19 and Daughter 17

Pets: Chopper the dog

Favourite food: Three veg. and steak.

Least favourite food: Road Kill

Favourite TV show: 2 and a half men.

Worst TV show: Dancing with who ever.

Favourite Movie: Blazing Saddles.

Current CD in stereo: Lou Reed

Favourite book: Mark (Chopper) Reeds confessions.

Ambition in life: To make retirement.

Hobbies: Camping, fishing, golf and adventure bike riding.

Best Trait: Sick humour. (LOL).

Worst Trait: Putting work before myself and family.

Four people to invite to a BBQ: The four Bangles (Girl Band) hmmm.

What we do in our free time!



"Smiling for Smiddy" raises funds for cancer research and health care by activating individuals and communities in the fight against cancer.

On August 6, 2006 Adam Smiddy passed away after a very short battle against a very aggressive melanoma cancer. Adam was just 26 years of age. Adam's last name, Smiddy, is what all his friends affectionately called him. Smiddy was a talented triathlete, a devoted physiotherapist, a son of parents David (ITT Water & Wastewater employee) and Maria and a brother to Paul, who looked up to and admired his big brother Adam.

The "Smiling for Smiddy Challenge" is a gruelling 1600 kilometre, eight day cycling journey with no rest days from Brisbane to Townsville, in September. The team of 60 cyclists, including employees from ITT Water and Wastewater, average 200 kilometres a day at an average speed of 26km per hour. To find out more and to support the ride go to: www.smiddy.org.au



The ITT crew - Rob Besant & Mark Trembath.

PAT DAVIS HAS LEFT THE BUILDING.....



The scene was set
The barbie was on
The speeches were made
Now Pat Davis has gone
Pat will be missed
After 40 odd years
All that knowledge of pipework
Valves, hydrants and gears
No more will there be
The short trip to a plant
Going everywhere else
At the rate of an ant
That recurring comment,
Which will no longer hitcha
"Where's a piece of paper
I'll draw you a pitcha"

Now Pat has retired
His position may be fare game
Advice is-If you take it on
Remember who to blame
We'll miss you Pat
No more digging in the dirt
He was sent off with good wishes
And a colourful employee signed shirt



Pat Davis and just a few of his shirts

Riverina Water County Council (RWCC) employees wish Pat Davis all the very best for his retirement and plans for travel. Have fun, we will miss you!!!



Pat

29th May 1967-Fitter Turner Apprentice
 29th Nov 1971-Fitter-mechanical
 26th Jan 1972-National Service Training
 13th Aug 1973-Resumed employment-SRCC
 18th Feb 1981-Leading Hand-tradesman Snr
 24th Jun 1981-Mechanical Fitter
 1st Sep 1986- Plant Foreman 2
 30th May 1990 -Plant Foreman 4
 7th Aug 1995-Overseer-Water Depot
 14th Aug 1996-Waterworks Superintendent
 Overseer
SRCC/RWCC - 29th May 1967 - 13th July 2010

NZ Tour 2010

I was fortunate enough to be given the opportunity to represent my employer, North East Water, on the WIOA tour to New Zealand held from May 7th to 15th 2010. I joined a group of 10 tourists comprising industry reps, prize winners and other WIOA Committee people.

Day 1, with the appropriate itinerary, contact and accommodation details in hand, we were on our way. We met the other tour group members at the airport and never looked back. To the credit of WIOA, WIOG, the tour guides and sponsors, everything appeared to run like clockwork. Apparently our transport in NZ was a whole lot better than some past years.

We arrived in Auckland late Friday evening and once our accommodation and luggage were sorted, we settled into a sports bar to watch the Aussies play the Kiwis in the Rugby League test. After enjoying the Aussie win, Anthony Evans was required to don his best Kiwi accent when questioned on the result by one very large man. "Bloody Ozzies" was his reply. This was the correct answer given the location and surroundings.

Day 2, Saturday morning, after sorting ourselves and 6 tonnes of luggage into the two Torago's, we were off to visit the Matamata WTP. The visit was ably hosted by Murray Clayton. This plant was undergoing some water quality improvements to achieve additional log removal of pathogens. Murray was very forthcoming with information, describing the trials, tribulations and challenges in achieving the desired WQ improvements and sludge handling. Murray then ensured we were refreshed and fed at the Te Poi pub prior to the group setting off for Whakatane for the evening meal and accommodation. Dinner was pretty special as we were hosted at the Whakatane fishing club by the Mayor of Whakatane along with some other water industry staff from the area. We were all able to discuss and share our industry experience, not to mention organising some fishing for the Sunday – a planned free day.



Matamata WTP Tour.

Day 3, Whakatane - Free Day. Thanks to Damian and Raelyn Lawsen and Neil and Amanda Yeates, the tour group enjoyed a great day out deep sea fishing. The rolling swell took its toll and with the assistance of the 4 Aussies distributing extra berley (Eggs Benedict & whole prawns I hear) there were a heap of fish caught. Just in case there is anyone at all left in Australia or New Zealand that hasn't heard already, Peter Tolsher did catch the biggest snapper.

Very special thanks to Damien and Raelyn for preparing and cooking the catch at their home on Sunday night and for having us over as their guests to help devour it. It was a fantastic evening and really appreciated by everyone.



The big catch

Day 4, the group visited the Norske Skog and Carter Holt Harvey paper mill and their associated WTP and WWTP. The raw water is supplied from the Tarawera River (3.5 ML/hr) predominantly for process water, the non potable water was clarified and stored for use. The potable water was put through a clarifier and treated with Hypo for disinfection into a clearwater storage. The Waste process from the mills was also put through a clarifier with the solids being processed via a belt press and the clarified water sent to maturation lagoons as the final treatment process. The size and volumes of product involved in the WTP and WWTP treatment processes certainly created some discussion amongst the group. The WW clarifier was certainly one to remember.



Norske Skog Paper mill clarifier

We then headed off to Ruatahuna where we were treated to a cultural experience like no other. We were greeted with a traditional Maori Pohiri ceremony and were all intrigued by the process despite not really understanding much of what was happening. After the formalities and scaring all the kids with our very harmonious rendition of "Waltzing Matilda" we were made totally welcome onto the Marae. Most of us were keen to get our hands dirty helping with the hungi and we settled in for a really enjoyable evening meal and some light refreshments. We exchanged gifts with Anthony Evans presenting the Ruatahuna community a framed version of the WIOA Kwatie prize painting including a description of its origin. The Ruatahuna people presented us one of their Kapa Haka tee shirts normally reserved only for their award winning performers.

We made some new friends, were able to share stories and enjoyed each others company well into the night. But more importantly, we all had our knowledge of the others customs, beliefs and values expanded.



The Hungi

Day 5, after an amazing brekky at Ruatahuna, we set off to Rotorua to look over the WTP and WWTP (no odour issues here). The tour group was kindly hosted by Ken Jones, Alison and George. The Rotorua water supply would have to be one of the most unique anywhere - 530L/s of pure water bubbling out of the ground 24/7. The WTP was a very basic plant with an Inlet structure, UV and a puff of CL2, for 35 ML/day - every operators dream. From the WTP plant went to the Rotorua WWTP. A comprehensive and well executed induction and overview was presented by Alison. It was very informative and we were filled in on the WWQ improvements that had been initiated at the Rotarua WWTP. Reuse is undertaken by irrigation onto tree plantations. Ken Jones took the group on a walk through the plant outlining the various trials and tribulations of running the Rotarua WWTP. From Rotorua we were off to Hamilton to attend the President's Dinner and the WIOG conference at the Kingsgate motel.

Day 6 & 7, WIOG Conference at Kingsgate Motel Hamilton. Although the overall conference is smaller in comparison to WIOA, the standard of the trade display as well as the operator and trade papers is equivalent to WIOA's. The trade displays played a very interactive role with the event by setting up challenges and prizes for operators to contest their skills, and yes, the Kiwis are up for the challenge. Usual conference antics were present and networking was at its best with many water industry issues resolved over the refreshments provided by our WIOG hosts.

Day 8, Travel from Hamilton back to Auckland, enjoyed a casual evening meal and debrief of the week.

The experience given to myself and the tour group was definitely one mixed with work and pleasure. To North East Water, WIOA, WIOG and the sponsors I thank them very much and can fully recommend that anyone wishing to experience the New Zealand tour should put their hand up for a nomination.

Special thanks are extended to George Wall, Dave Neru, Damien and Rae Lawsen, Nick Hower-Hewitt, Murray Clayton and all the others that assisted to make us feel so welcome and looked after us so well.

Trent Newton - North East Water



AWA Queensland- "Leon Henry" Operator of the Year Award 2010



*Martin Hindmarsh (L) with
Peter McLennan*

Congratulations to Martin Hindmarsh (Allconnex Water) who was announced as the 2010 AWA Queensland Leon Henry Operator of the Year at the WIOA QLD Workshop in Rockhampton.

Martin is a Certificate III qualified operator who helps run the Elanora WTP and attended a biological nutrient removal training course twice due to his desire for knowledge. A wealth of knowledge has been accumulated by Martin over his career through informal on-the-job training facilitated by his open mind and willingness to learn.

Compared with many newer plants, Elanora operates older technology equipment. This poses significant challenges to the plant operators. With significant input from Martin, these challenges are managed to achieve the best possible performance from the current equipment. Environmental discharge and recycled water quality requirements are consistently exceeded.

A clear example of the initiative Martin has displayed in process improvement is his involvement in a RAS chlorination trial with the aim of mitigating one of the most serious process issues at his plant. Martin has shown a willingness to share his experiences with other operators by attending the WIOA workshop to present his findings.

Martin is an active and enthusiastic participant in regular cleaning and maintenance, resulting in a plant with exemplary presentation. His open minded approach and willingness to discuss ideas is a commendable attitude to plant operation. Martin is a consummate team player, being approachable, considerate and affable. Over Martin's career he has provided training and encouragement to a number of team members.

Martin is truly an inspiration to all Operators, both in Queensland and further afield, and this award is an acknowledgement by AWA of his enthusiasm and commitment and we would like to congratulate him on this well deserved win.



Inaugural Qld Young Operator of the Year & Operator of the Year - Civil

Twenty year-old Gladstone Regional Council trainee operator, Robyn Hoole and Acting Supervisor (Dawson Water Supply and Sewerage) at Banana Shire Council, Biloela, Col Kirkegaard have been awarded the *Inaugural 2010 Queensland Young Operator of the Year* and *Operator of the Year – Civil* at the 35th Annual Queensland Water Industry Operations Workshop at Rockhampton.

The awards sponsored by Queensland Water Directorate (qldwater) aim to encourage youth and innovation and reward and recognise civil expertise and performance within the water industry. Dr Rob Fearon, Chief Executive Officer qldwater said it was encouraging to see such a high level of commitment and dedication to the future of the water industry across this year's nominations. "We congratulate Robyn and Col who have clearly demonstrated innovation within the workplace, which has led to improved efficiency and safety practices," he said.

"After only 18 months within the industry, some of Robyn's achievements include developing new pump station data analysis and risk management processes as well as creating a service history log for assets. She has also created new procedures for more effective reporting of incidents."



Robyn Hoole from Gladstone Regional Council, the qldwater Inaugural Young Operator of the Year with Rob Fearon from qldwater

Dr Fearon said the awards also recognised the efforts of Col Kirkegaard, who since joining Council in 2006 has excelled in all aspects relating to water and wastewater reticulation operations, mains construction, reticulation maintenance, pump operations, water treatment and wastewater treatment. "Col is responsible for all operation and maintenance of assets in Moura, Theodore, Banana, Baralaba and Cracow as well as supervising a team of seven water management staff.

Col's commonsense, practical approach to problem solving and ability to accomplish complex, out-of-the-ordinary tasks, have made Col a valuable member of the water industry and very deserving of this award," he said.

On receiving the award Col Kirkegaard said he appreciated the many opportunities Council had provided him since leaving station management to work within the water industry.



qldwater Inaugural Civil Operator of the Year - Col Kirkegaard (R) with David Cameron

"It is very rewarding to be recognised by Council and the industry for the accomplishments I have achieved. I thank everyone who has supported me. I encourage others to undertake further training and development because their hard work will be rewarded," Col said.

To be eligible for the Queensland Young Operator of the Year and Operator of the Year – Civil candidates must be employed within the Queensland Water Industry and be responsible for the operations and maintenance or construction of community/ industrial water and wastewater treatment plants, operation and reticulation networks. A list of full criteria is available at www.qldwater.com.au under "Projects and Training."

Award winning nominations were selected by a panel of water representatives from employer submissions demonstrating candidates' commitment to skill training and development, overall plant or system management and responsibility, Occupational Health and Safety, teamwork and ability to meet Standard Operating Procedures and Council/Authority and regulatory requirements.

Award winners received an all expenses paid trip to the WIOG New Zealand Conference, a perpetual commemorative trophy to be presented to their council for the following year and an individual plaque.

Both award winners have completed Certificates in Water Industry Operations.

REPORT ON WIOA QUEENSLAND WORKSHOP

The 2010 Water Industry Operations Workshop was recently held at the CQ Community Sports Centre, Central Queensland University, Rockhampton. Bundaberg Regional Council sent six Water & Wastewater employees to this Workshop and here are some of their thoughts on the event:

"This workshop, like the others I have had the pleasure of attending, was packed with information and trade displays. Once again I found myself rushing to be able to take everything in during the two and a half days of the Workshop. Although there were many old faces and acquaintances, as usual the information gained from the papers presented and the technology on display at the trade show was new. The one single aspect of the workshop that stands out head and shoulders above the rest is the reaction to the event by our staff who accompanied me. In these harder economic times when we are cutting costs in various areas of expenditure, it has been greatly appreciated that six members of the Water & Wastewater team were able to attend the workshop in Rockhampton".

The benefits to our staff and Council can be summed up in some of their own words:

"If I hadn't come, how could I know?" - **Peter**

"There is so much valuable information here" - **Ian**

"Look at all these trade displays" - **John**

And finally "I can take this information back and apply it to my own work" - **Shane**

My simple reply to those who doubt the financial worth of sending employees to a WIOA event is that you cannot buy the financial and practical benefits obtained through the application of knowledge one gains from such an event.

Thank you and well done to all involved.

Geoff Tansley

Reticulation Coordinator

I would like to thank WIOA for organising this workshop with all the changes that are happening in the Water Industry. This has been a great opportunity to see some of the latest technology and to talk to other people from around the Country on their experiences.

I found the displays very informative, especially the CCTV stands. As this was my first WIOA Workshop, I found it very overwhelming with the technology available at the moment. By listening to the different speakers we become aware of the different industry issues that occur in other parts of the Country.

I hope that the Water Industry Workshops will continue, so everyone has the opportunity to keep abreast of changes within the industry.

Ian Green, Plumber

As a new delegate for Bundaberg Regional Council attending the WIOA Workshop, I was quite surprised at the amount of information and new products that are available. I also had some very interesting conversations about the new products with the representatives at hand.

My first impression was that I would be able to get around to all of the displays in one day, but with all the papers and information sessions and visiting all the displays, I realised that you really needed the two days to get around it all.

Being part of the Water & Wastewater Section of Council, I found it very interesting to see the sewer relining program that Rockhampton Council is doing. It showed that this was very useful technology for all Councils to take part in. I felt this approach would be advantageous to Bundaberg Regional Council as we are experiencing the same problems in our sewer systems. This was one part of the displays that really caught my eye, as we are carrying out a similar maintenance program to Rockhampton, which is the reason for them involved in the relining program.

I would also like to take this opportunity to congratulate and thank Cynthia and staff for the wonderful job they did in organising and running the WIOA event.

Peter White, Leading Hand



From left to right, Steven, Geoff Tansley (hiding in back), John, Shane and Peter.

CONGRATULATIONS TO THE QLD PRIZE WINNERS:

Actizyme Prizes – Best Papers by Operators

First Place – Neville L'Oste Brown – Fitzroy River Water for his paper titled - "Rehabilitation of Sewers for the Future - Risk and Asset Management of your Sewer Network"

Second Place – Martin Hindmarsh – Allconnex Water

Third Place – Denis Maguire – Seqwater

WITA Prize – Best Paper Overall

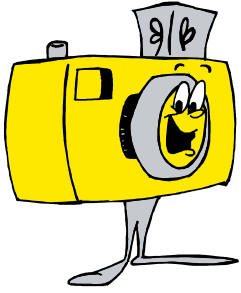
Peter Griffiths – CH2MHill for his paper titled - "Foaming Organisms In Sewage Treatment-Friend Or Foe: A Victim Of Bad Publicity"

WME Media Prize - Best Trade Site Overall

SebaKMT – this is the second time SebaKMT have won this prize in Qld. Well done.

See all the winners photos on the next page.

Snapshots from the QLD Workshop



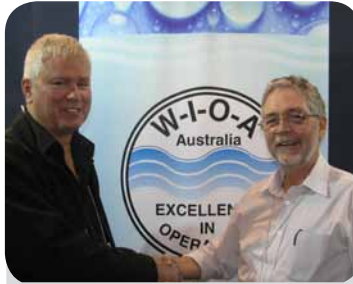
1. Actizyme first place winner - Neville L'Oste Brown (L) with Bob Smith



2. Actizyme second place winner - Martin Hindmarsh (L) with Bob Smith



3. Actizyme third place winner - Denis Maguire (L) with Bob Smith



4. WITA Prize - Best Paper Overall - Peter Griffiths (L) with Brian Davis



5. SebaKMT- Winner WME Media Prize for Best Trade site Overall



WATER AIN'T WATER!

Did you know that these days when people in our industry talk about water it does not just mean potable water but it includes all kinds of water? Following is a list of water terms which are commonly used throughout the water industry. The list is only a selection of what is out there! We trust our savvy Operator Members can work out the good water from the bad!

Term	Definition
Available water	Water potentially available for consumptive or environmental use.
Beer	<i>Water that is flavoured by the brewing and fermentation of starches, mainly derived from cereal grains—most commonly malted barley, although wheat, maize (corn), and rice are widely used. Most beer is flavoured with hops, which add bitterness and act as a natural preservative, though other flavourings such as herbs or fruit may occasionally be included.</i>
Bulk water	Water supplied by a water provider to another water provider.
Distributed water	Water supplied by water authorities (metropolitan and non-metropolitan) via a distribution network.
Gin	<i>Water whose predominant flavor is derived from juniper berries (Juniperus communis).</i>
Ground water	(a) water occurring naturally below ground level (whether in an aquifer or otherwise); or (b) water occurring at a place below ground that has been pumped, diverted or released to that place for the purpose of being stored there; but does not include water held in underground tanks, pipes or other works
Mineral Water	Water containing dissolved mineral salts or gases.
Non-renewable groundwater	Groundwater extracted from an aquifer that receives limited or no recharge (i.e. 'mining' of the resource or use of long term aquifer storage)
Potable water	Drinking water or potable water is water of sufficiently high quality that it can be consumed or used without risk of immediate or long term harm. Source: Wikipedia
Reclaimed water	Sometimes called recycled water, is former wastewater (sewage) that has been treated to remove solids and certain impurities, and then allowed to recharge the aquifer rather than being discharged to surface water. This recharging is often done by using the treated wastewater for irrigation. In most locations, it is only intended to be used for nonpotable uses, such as irrigation, dust control, and fire suppression, and there is controversy about possible health and environmental effects for those uses. Source: Wikipedia
Recycled water	See reclaimed water above
Renewable groundwater	Groundwater extracted from an aquifer that receives recharge from rivers, rainfall, or from other aquifers.
Reuse water	Drainage, waste or storm water that has been used again without first being discharged to the environment. It may have been treated to some extent.
Rum	<i>Water made from sugarcane by-products such as molasses and sugarcane juice by a process of fermentation and distillation. The distillate, a clear liquid, is then usually aged in oak and other barrels.</i>
Saline groundwater	Groundwater that exceeds a salinity concentration of 3500 milligrams per litre.
Self-extracted water	Water that is extracted by the user (generally in-situ) from either surface waters (streams or dams) or groundwater bores.
Stormwater	Rainfall that is collected after it has run off urban surfaces.
Subartesian water	A confined aquifer containing groundwater that will, if tapped by a bore, not flow naturally to the surface.
Surface water	Includes: (a) water in a watercourse, lake or wetland; and (b) any water flowing over or lying on land: (i) after having precipitated naturally; or (ii) after having risen to the surface naturally from underground
Tailwater	Flow of surface water from a given area resulting from the effects of applied irrigation water in excess of crop water requirement and leaching.
Wastewater	<i>Comment: is it a waste? Many organisations are moving away from calling treated sewage wastewater and have devised all sorts of new terms.</i> Is any water that has been adversely affected in quality by anthropogenic influence. It comprises liquid waste discharged by domestic residences, commercial properties, industry, and/or agriculture and can encompass a wide range of potential contaminants and concentrations. In the most common usage, it refers to the municipal wastewater that contains a broad spectrum of contaminants resulting from the mixing of wastewaters from different sources. Source: Wikipedia
Water	The liquid which in a more or less impure state constitutes rain, oceans, lakes, rivers, etc., and which in a pure state is a transparent, odourless, tasteless liquid, a compound of hydrogen and oxygen, H ₂ O, freezing at 32 degrees Fahrenheit or 0 degrees Celsius, and boiling at 212 degrees Fahrenheit or 100 degrees Celsius. Source: Macquarie Dictionary
Whisky / whiskey	<i>Water that is a type of alcoholic beverage distilled from fermented grain mash. Different grains are used for different varieties, including barley, malted barley, rye, malted rye, wheat, and maize (corn). Most whiskies are aged in wooden casks, made generally of oak, the exception being some corn liquors.</i>

Most of the definitions have been extracted from the Australian National Water Commission 'Water Dictionary' unless specified otherwise. Those interested in the full list can download a copy of the 'Water Dictionary': http://dictionary.nwc.gov.au/water_dictionary/

Corporate Member News



WATER HYDRANTS BURIED IN THE DIRT

Easy access to water hydrants is vital in an emergency. Imagine if fire crews are unable to access, or worse not able to locate, the closest hydrant. The result can be catastrophic. This could be the difference between life or death, saved or lost properties.

Ants are usually the culprit, they just love damp dark areas to build nests and it doesn't take them long to completely bury a water hydrant. At worst an ant infestation can undermine the area around the hydrant causing it to subside. These small critters cause big problems for Fire Brigades and Councils.



Cleaning of hydrants can't be done regularly enough, due to the size of the water network, the quantity of hydrants and budget constraints. The average maintenance for each hydrant in many areas is only once every 6 years. Ants can fill a newly cleaned hydrant within 2-3 months or sooner.

HYDRA GUARD® is a NEW innovative sealing device which stops ants entering the hydrant well from below and filling it with dirt. It is a completely new way of treating an old problematic maintenance task. Once installed, HYDRAGUARD® will solve the hydrant maintenance issue for years. It gives Councils, Fire Authorities and Fire fighters peace of mind, knowing that they can rely on clear access to hydrants to save lives and property. Available for new installations or retro-fits.

For more information contact
McBerns Pty Ltd
PH: 07 54467167
Email: mail@mcberns.com



Gorman-Rupp Pumps used on Major Environmental Project

Gorman-Rupp self priming centrifugal pumps were chosen for the Glenelg to Adelaide Parklands project for effluent recirculation and balancing at the Glenelg WWTP.

This project will deliver treated effluent from the Glenelg WWTP back to the Adelaide Parklands. Gorman-Rupp pumps were chosen after the project builders recognised the large savings that could be made using self priming pumps instead of submersibles.



Gorman-Rupp T10's at the Glenelg WWTP

Designers on the project, United Water International, along with City Green (project builders), were looking to deliver an under budget result whilst leaving a legacy of easily maintainable quality equipment. The selected pumps are extremely efficient for solids handling self primers, delivering a hydraulic efficiency of 79% across most of the duty ranges being used for the pump stations, minimising energy use.

The Gorman-Rupp pump range is heavily used at Sewage Treatment Plants right across the country, because they are easily accessed, are easy to maintain and offer owners a low life cycle cost. The latest designs have improved parts consumption (halving major wear parts usage), reduced maintenance times and improved pump monitoring routines and safety.

With the increased focus on occupational health and safety and the increasing cost of confined space compliance a lot of interest has been generated in the use of self priming solids handling pumps that can be mounted high and dry above the wet well sumps, greatly reducing risks.

More information on these pumps can be obtained by phone (02 9647 2700) or by email (sales@hydroinnovations.com.au).

Corporate Member News



PerpetuWall™

PerpetuWall™ is a cured-in-place fibreglass and epoxy structural composite liner system for concrete and brick sanitary sewer structures. **PerpetuWall™** is constructed on the host structure with a layer of fiberglass in between two layers of an epoxy mastic. The layered construction provides strength beyond what is possible with just a coating. The liner is constructed in place, allowing it to conform to the exact shape of the structure, something pre made liners cannot do. **PerpetuWall™** is designed to stop infiltration & corrosion and can be installed anywhere.



ADPR - Cobb County,
Hyde Road - BEFORE
- April 2009



ADPR - Cobb County,
Hyde Road - AFTER
application of liner

PerpetuWall™ has an extensive successful track record going back over 20 years and comes with a warranty to back it. Tens of thousands of access chambers and thousands of large structures have been successfully protected saving system owners millions of dollars. **PerpetuWall™** is only available from Certified Applicators.

For more information contact your local applicator, Australian Drain & Pipe Repair

Ph: 1300 780 258 or visit our website: www.adpr.com.au



DCM has released new brochures on their unique "data supply" water quality monitoring capabilities and S::CAN water & wastewater instruments. To receive your brochure phone 1300 735 123 or

email james@dcmprocesscontrol.com

Or visit us next month in Bendigo at stand 11



Water in the Pacific

WIOA recently attended and participated in two meetings in Auckland organised by the Pacific Water and Wastes Association (PWWA) and the Global Water Operators' Partnership Alliance/ UN-HABITAT. The meetings drew together many CEO's and senior water administrators from places such as Papua New Guinea, Tuvalu, Niue, Kiribati, Saipan, Nauru, Cook Islands, Tonga, Fiji and Samoa as well as industry representatives from Australia and New Zealand.

The objective of the first meeting was to identify opportunities for twinning and co-learning between water and wastewater utilities in the Pacific region. This meeting was very interesting and interactive with lots of discussion generated between all participants. Discussions revolved around PWWA's five priority action items which include infrastructure improvements, reduction in water loss, water quality improvements, improved asset management and improved customer billing and increased willingness to pay.



PWWA Workshop participants

Specific issues under each of the action items were identified and then each issue was prioritised. The prioritisation process was interesting to me, as in many cases, the order I came up with was totally the opposite to the order the Pacific team adopted. The next step was to use sticky notes to indicate on a supply and demand column whether there was a need for assistance or whether there was any capability to supply knowledge and help. This information will be used to form the basis of opportunities for twinning on a broader scale.



Prioritising Actions



Supply/demand notes

The second meeting, held the next day, was a benchmarking workshop for the Pacific water businesses with the main objective of providing a forum to discuss, agree and become familiar with the formulas to be used in the PWWA Benchmarking program about to be implemented. In Australia, we take benchmarking or comparison of performance for granted. There are certainly going to be some challenges, particularly relating to water loss when you take into account that many water consumers in some Pacific countries do not even have a meter!

A positive outcome from the benchmarking will be the generation of a stronger focus on water quality and improved operational performance.

Apart from meeting a whole load of new people, a couple of outcomes that I personally took away included an upgrade of my geographic knowledge as I worked out where each of these places actually are on a map! Additionally, I learned that there can be significantly different drivers for action depending on location, lifestyle, values and needs and my water industry “thinking” has been broadened as a result.

The reason for providing all this information is to encourage both individual and Utility members of WIOA to consider what they can offer to help in the Pacific region. An action item for WIOA is to work closely with the WIOG NZ group to identify short term (say 2-3 week) projects where we can utilise our experience and training to pass on our skills and knowledge to our Pacific counterparts.

Participating in a program such as this provides a significant development opportunity for our Members and gives us the opportunities to help make positive improvements from the ground up in the countries we assist. More information on these opportunities will be provided as they are determined but in the meantime, if you or your organisation is interested in getting involved in some way, please let us know at WIOA.

Contributed by **George Wall**

One day seminar on Chemical Dosing, Coagulation, Flocculation and Clarification – Qld

WIOA conducted our second seminar on this topic in Brisbane in June. Attendees were mainly from SEQ Water. Our presenters Peter Mosse, Peter Gebbie, Kirsten Hulse and Alan Neethling were again very informative and held a captivated audience.



Attendees at the Brisbane seminar

WIOA would like to thank SEQ Water for helping to arrange the event and for providing the venue.

Tasmania Embraces WIOA

Although there were a few individual WIOA Members scattered around Tasmania, the majority of the State didn't really have much idea about the services, resources, opportunities and benefits that WIOA could provide. As a result of a good word by one of the Tasmanian water industry reform consultants (thanks Jim), WIOA was invited to meet recently with the Executive Operations Managers of the three new water corporations.

From this initial meeting, there was a great deal of enthusiasm to engage with WIOA and take advantage of the operational side. We are excited that all three organisations have decided to take out Utility Corporate Membership of WIOA and have indicated that they want an active rather than passive relationship.

A WIOA Tasmanian Sub-Committee has been formed and comprises three members of the operations staff from each of the three Tasmanian corporations, along with a couple of WIOA representatives. The group's main role will be to make sure that WIOA's services and events are tailored to meet the specific needs of the Tasmanian water corporations and their operational staff as they consolidate in their new roles. The group held its inaugural meeting in Hobart in mid July and we are pleased to announce that Damien Lavelle from Ben Lomond Water was elected Chair of the Committee for the next year.

The other Committee Members include Chris Hall and Mark Woods also from Ben Lomond Water, Geoff Hyland, Shane Jackson and Darren Lord from Cradle Mountain Water and Mark McConnon from Southern Water. The other two Southern Water representatives will be confirmed shortly. The WIOA representatives are Board Member Tony Hourigan from Grundfos in Devonport and WIOA Executive Officer George Wall.



Damien Lavelle

After hearing about the range of services potentially available, the key outcomes from the inaugural meeting are to provide a “Distribution Systems” management seminar in the next few months and WIOA is now investigating how we can provide some assistance to help standardise some work practices based on experience in other States of Australia. There has also been a commitment made to provide some content for each edition of Operator and we look forward to reading more about the Tasmanian water industry and its people in the coming months.

WIOA looks forward to working with all our new Members in Tasmania to deliver a range of new initiatives previously not on offer in that State. Obviously, the message we need to share with everyone is that we need you all to support these initiatives and contribute to the Association wherever and whenever you can. Like everything in life, you only get out of it what you are prepared to put in to it!

Some more information on the water industry reform process and some facts and figures on each of the new corporations is included on the next page.

Tasmanian Water Industry Formation

In 2006, the Tasmanian State Government announced it would review and reform Tasmania's water and sewerage industry to address service issues, poor asset management, pricing and revenue issues and the need for significant capital expenditure to improve the state's water and sewerage infrastructure. The review resulted in the formation of four new corporations with three of them taking over responsibility for service delivery and operations on 1 July 2009.

The local councils within each Water Corporation operational area are its owners and they are incorporated as a proprietary company limited by shares. The council owners receive dividends, income tax equivalents and guarantee fees.

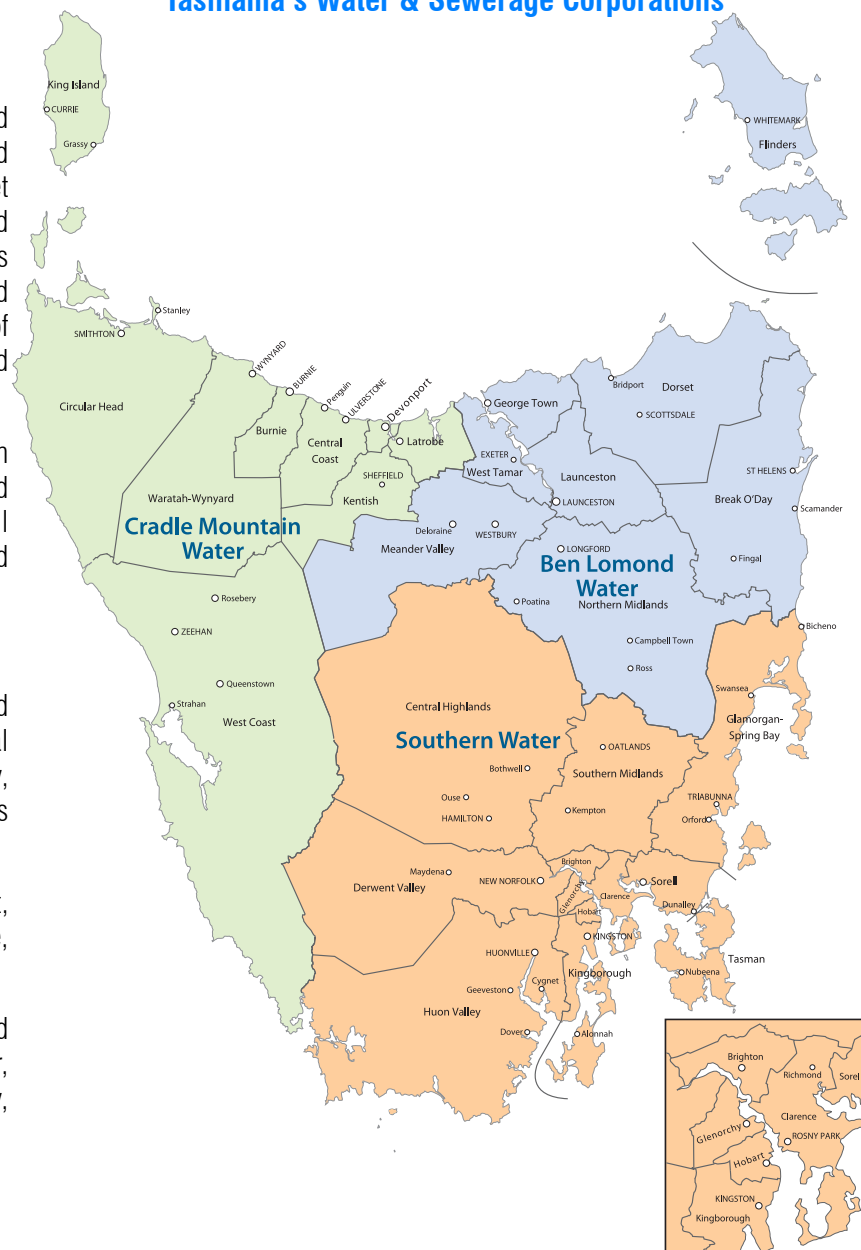
The three new operational Corporations are:

Southern Water servicing Hobart, Clarence and Glenorchy and the municipal areas of Brighton, Central Highlands, Glamorgan Spring Bay, Huon Valley, Kingborough, Derwent Valley, Sorell, Southern Midlands and Tasman.

Cradle Mountain Water servicing Burnie, Central Coast, Circular Head, Devonport, Kentish, King Island, Latrobe, Waratah/Wynyard and King Island; and

Ben Lomond Water servicing Launceston and surrounding suburbs and municipal areas of West Tamar, George Town, Dorset, Break O'Day, Meander Valley, Northern Midlands and Flinders Island.

Tasmania's Water & Sewerage Corporations



Tasmanian Water Industry Facts & Figures

	Southern Water	Cradle Mountain Water	Ben Lomond Water
Population serviced	200,000	100,000	140,000
Area Covered	25,000 sq km	22,500 sq km	20,000 sq km
Connections	98,385 water / 90,241 sewer	42,000	59,508 water 52,475 sewer
Length of water pipelines	3,132 km	1,100 km	1,569 km
Length of sewer mains	2,238 km	990 km	1,317 km
Wastewater treatment plants	52	29	27
Catchments	27		44
Dams	16		18
Water treatment plants and dosing facilities	38	14	23
Water supplied		20,000 ML/yr	20,000 ML/yr
Pump stations	373		259
Capital Works Investment (2010 & 2011)		\$ 43 M	\$37 M

“Go Tap” - Bottled Water Alliance

DID YOU KNOW

The following information has been extracted from the Bottled Water Alliance website www.bottledwateralliance.com

More than a billion people around the world do not have access to safe drinking water. In Australia, we have the luxury of quality tap water, yet despite this:



- Australians spend more than half a billion dollars a year on bottled water. Last year, the sale of bottled water increased by 10 percent.
- Producing and delivering a litre of bottled water can emit hundreds of times more greenhouse gases than a litre of tap water.
- According to British research, drinking one bottle of water has the same environmental impact as driving a car for a kilometre.
- In many cases, a litre of bottled water is more expensive than a litre of petrol.
- Department of Environment and Climate Change estimates that 200ml of oil is used to produce, package, transport and refrigerate each litre bottle of bottled water. As a result, at least 50 million litres of oil are used in the manufacture and distribution of bottled water in Australia every year.
- Australia recycles only 36% of PET plastic drink bottles.
- In South Australia, which has Container Deposit Legislation (CDL), the plastic bottle recycling rate is 74%. A 2007 national Newspan poll commissioned by Clean Up Australia found that those polled 82% support a CDL scheme of 10c on bottles.
- Australia's annual use of bottled water generates more than 60,000 tonnes of greenhouse gas emissions - the same amount that 13,000 cars generate over the course of a year.



Discarded plastic bottles are a threat to wildlife and the environment

Distribution Systems Seminar - Shepparton

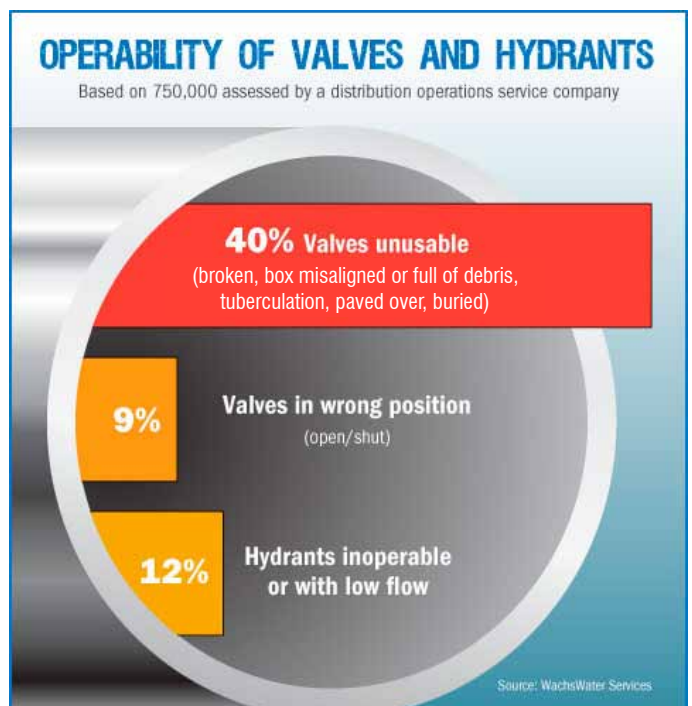
WIOA will stage a One Day Interactive Seminar on Water Quality Awareness and Distribution System Management in Shepparton on 24 August 2010.



The program contains most of the content from the Distribution seminar already run on a number of occasions in Victoria. In addition, there are a few group exercises designed to help attendees think about and work through some scenarios that they may encounter on a daily basis. For anyone unsure about attending, a report from the same seminar held in Kempsey in 2009 was included in the February 2010 Operator.

Spots for this seminar are strictly limited to 40. Registration forms are available from the WIOA website.

QUICK TAKE: - How Do Your Valves Rate?



Source: AWWA Streamlines newsletter - July 27, 2010 — Vol. 2, No. 19

New Members

Welcome to the following people and companies who have recently joined our Association as a Member or Corporate Supporter.

New Individual Members include

Geoff Tansley, Shane Smoothy, Peter White, Stephen Glover, Michael French, John Reyher, Brendan Towns, Barry Hodgetts, Chris Boutcher, Arthur Burke, Damian Smith, Roydon Peters, Aiden Hume, Ben Van Dalen, Mark Woods, Peter Lovett, Ross Eastburn, Peter Ranson, Nigel Meek, Stephen Bennett, David Curtis, Bradley Slater, Michael Smith, Terry Stingle, Barry Halton, Michael Kringle, Garry Smith, John Stebbings, Peter Lewis, Mischa Tunevitsch, Craig Bentley, Fergus Hamill, Jake Ward, Cody Donovan, Craig Pullin, Greg Lockhart, Jason Dalzell, Terry Preston, Garry Bourke, Keith Rainbow, Larry Smith, Jason Grace, Julian Cunningham, Adam Gurr, Brett Jenkins, Christopher Lovegrove, Stephen Walters, Adam Kiss, Luke Woodward, Fiona Conlon, David McConnell, Graham White, Samuel Boal, Anthony Schnabel, Robert Beezley, Tom Sleeman, Col Kirkegaard, Warren Hughes, Casey Hardy, Kenneth Loats, Ray Johnston, Nat Beezley, John Tweed, Malcolm Coutts, Alistair Cumming, Anthony Lipsys, Jim Annandale, Paul Liccione, Daniel Pymble, Andrew Heine, Victor Fing, Paul Hickman, Wade Clifford, Richard Turner, Ben Kleinschafer, Greg Ellis, Stephen Ryan, Wade Varcoe, Doug Barr, Scott Maynes, Len Condran, Lucy Howarth, Wayne Streater, Jack Campbell, Justin Zawadka, Greg Paul, Shane Bevan, Doug Thompson, Michael Bone, Denis Maguire, Jamie Sim, Kazi Muhmud, Bruce Hartshorne, Chris Baker, Nicholas Stuart and Sallyanne Bartlett.

New Corporate Members include

Wise Waste Solutions, Ugly Fish Safety Eyewear, IDEXX Laboratories, Merriman Controls and The Pump House.

New Utility Corporate Members include

Bundaberg Regional Council, Ben Lomond Water, Banana Shire Council and Gunnedah Shire Council.

Come and Play

The 12th Annual WIOA Charity Golf Day is on again at the Kilmore Golf Club on Sunday 24 October.

Join the water industry for a fun day, lots of prizes, drinks, food but most of all, great company!

All levels of players are welcome.

For more details or to register call the WIOA office on 03 5821 6744.



The pot at the end of the rainbow

Coming events - 2010

- | | |
|----------------------|---|
| 24 Aug | One Day Seminar on Water Quality & Distribution System Management, Shepparton |
| 1 & 2 Sep | 73rd Annual Vic Water Industry Engineers & Operators Conference Bendigo |
| 21 Sep | One Day Seminar on Water Quality & Distribution System Management, Launceston, Tasmania (to be confirmed) |
| 24 Oct | 12th Annual Charity Golf Day, Kilmore |

2010 Office Bearers & Committee

President

Anthony Evans
Ph (03) 5564 7608
Mob 0419 103 885

Vice President

John Day
Ph (03) 5832 0630
Mob 0409 959 841

Executive Officer

George Wall
Ph (03) 5821 6744
Mob 0407 846 001

Committee

Barry Waddell

Phone (03) 5152 4221
Mobile 0419 878 085

Russell Mack

Phone (03) 5177 4659
Mobile 0427 331 586

Stephen Wilson

Phone (03) 5244 0800

John Allen

Mobile 0403 127 285

Stan Stevenson

Phone (07) 3035 5720
Mobile 0458 040 001

Graham Thomson

Phone (03) 5226 9109
Mobile 0408 993 756

Peter Tolsher

Mobile 0419 337 151

Kristine Hunter

Mobile 0418 598 935

Next Edition

Article Contribution Deadline for the November 2010 Edition is **October 15 2010.**

All correspondence should be addressed to:

Editor
PO Box 6012,
SHEPPARTON, VIC. 3632
22 Wyndham Street
or email: Cynthia@wioa.org.au
Website: www.wioa.org.au

Disclaimer

The WIOA assumes no responsibility for opinions or statements of facts expressed by contributors or advertisers. All material in 'Operator' is copyright and should not be reproduced wholly or in part without the written permission of the Editor or Executive Officer



Printed on Recycled Paper.