

OPERATOR

May 2013 Edition



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idiot of herself?
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Newsletter of the WATER INDUSTRY OPERATORS ASSOCIATION OF AUSTRALIA

MESSAGE FROM THE NEW CHAIRMAN

Thanks for the opportunity to introduce myself to all WIOA Members. At the Annual General Meeting and Weekend Seminar held in Cowes in March this year, I was privileged to be appointed to the WIOA Board and elected as Chairman by the directors. They tell me I have big shoes to fill replacing Ron Bergmeier who has been Chairman for the past 6 years. Ron has decided to enjoy his retirement and wanted to take a lesser role with WIOA after being heavily involved since about 1986. It was felt essential by the board that his replacement should have plenty of corporate governance experience to assist WIOA with where it is heading and the growth of the organisation warranted it. Given that I have taken on the Chairman role, I feel I should provide members with a summary of my past experience. So here goes.....

I have worked in a management role for approximately thirty years in the water industry. The last fourteen years as CEO and Managing Director with the former Ovens Water Corporation and following a merger, with North East Regional Water Corporation in Victoria.

I served on the executive of the Victorian Institute of Water Administration (IWA) for most of the time I was in the Water Industry and carried out the President's role twice. IWA is similar to WIOA and we hold conferences and events focused on the administration aspects of Water Corporations.

Throughout my years of involvement in the water industry I have served on many State and Industry committees. During my time at North East Water I had a special interest in WIOA as I witnessed the benefits it provided to my operational staff and I saw the evolving professionalism within the programs. Hence of course, my interest today.

Following my retirement from North East Water in 2008 (my retirement lasted three weeks) I was asked to project manage water reform in the northern area of Tasmania. This project lasted twelve months where we managed the transferring of staff from the councils into three separate Water Corporations across the State. The commencement of the Water Corporations occurred on the 1st July 2009. I was stand in CEO at Southern Water from November 2009 to May 2010.

On my return from Hobart I was asked to take on the role of interim CEO at Beechworth Health Services for five months. Not having worked in the health industry I found the experience a fulfilling one.

So that is my past working life. I should now provide you with some of my thoughts as to how I see WIOA and where its directions are heading. Each conference speaks for itself and the healthy growth of attendances proves their success. I feel there is no need to encourage immediate change as the current formula is working well. The first conference I attended this year was in Canberra. The idea in attending this conference was not only to participate in some of the activities but also to meet exhibitors, volunteers and to get an understanding of the logistics in how a successful conference operates.

The WIOA seminars and workshops have proven to be popular throughout the Nation and we are keen to continue to provide opportunities to share knowledge to assist our members.

The certification of operators in Victoria has commenced and the numbers of certified operators is beginning to grow. We intend to do all we can to build on the interest in the benefits of certification so that a scheme can be implemented nationally. It is vitally important to have a system that rightfully recognises operators for their skills and to put Australia amongst the leading countries that have taken this path.

I think with the expertise WIOA has within the Committee, the Board and of course our staff led by EO George Wall, there are many opportunities to grow the organisation and provide quality services to the water industry. I don't just see this as role within Australia. There are opportunities to work with our neighbours in the north, and with the Pacific Region right on our doorstep, there are opportunities to work with our cousins in New Zealand as well, to continue improving skills in our industry.

I look forward to working with the Board - John Day, Tony Hourigan, Peter Tolsher, George Wall and welcome Russell Mack back in his role as President. I hope I will be able to pass on the things I've learnt to ensure the organisation maintains its growth so that our members will benefit the skill sharing and enjoy the fellowship that this special industry is well known for.

Finally I would like to recognise Ron Bergmeier, not only for the vision, but also his capacity to encourage and to provide his wisdom which ensured the success of WIOA. His boots are going to be hard to fill but rest assured, I will do my best.

Jim Martin – WIOA Chairman



Jim
Martin

RON BERGMEIER STEPS DOWN AS CHAIRMAN

It was with very mixed emotions that we farewelled Ron Bergmeier from the role of WIOA Chairman at the Weekend Seminar in March. I'm sure that he never would have envisioned the influence that he was to have on the Association when he first joined way back in 1985.

Justifiably, there have been some wonderful things written of Ron recently. In particular, WIOA's book "Interchanging Ideas" written to celebrate the 75th anniversary of the Victorian conference in 2012, outlines the story of Ron's involvement in the development of the Victorian conference from a smallish gathering to the massive event that it is today. There is also a terrific article written by Richard Collins from WME Media which can be viewed from the home page of the WIOA website.

As good as these stories are, it is the personal qualities that made him such an influential leader for our organisation that we'd like to share. Ron has an unparalleled generosity when it comes to WIOA. In the early years, he provided his own time and often that of his own company's staff to organise WIOA events, attend meetings or help sort out issues. He also dipped into his own pocket considerably and for many years bankrolled the Association from a distance to ensure its continued existence through some tough times. In his role as Chairman, he continued to fund much of his own travel and personal expenses whilst undertaking WIOA business, despite our protests that WIOA should be paying. This type of commitment is very rare these days.

Ron has really shone as a mentor to the staff and Committee members. Rarely angry, always encouraging and keen to pick up the positives in every situation, he has made a great example for everyone to follow. He brought to the table a very balanced but analytical mind and had no problem challenging the thought processes of others when he could see that people may be straying off track. This doesn't mean he had to get his own way all the time. Take a well thought out position or point of view on an issue and you could be guaranteed of his unwavering support.

A true visionary, he has an uncanny ability of picking up on what seemed to be smallish issues and encouraging the Committee, Directors and staff to look at them as opportunities that we could help rectify.

RON BERGMEIER STEPS DOWN AS CHAIRMAN (CONT.)

Most importantly though, once good ideas were put out there, he had the tenacity to keep driving everyone to make sure they were translated into reality. The technical publications, the website and the operator certification scheme readily come to mind as examples.

Ron loves meeting, working with, and talking with people and has always been a great ambassador for WIOA. There wouldn't be too many people that attended a WIOA event that Ron didn't have some interaction with. I'd also doubt that too many would have anything negative to say about him at all.

In recent times, under Ron's guidance WIOA has better defined our Mission and Vision as well as identifying our key Values. It is not surprising that all of the values WIOA has adopted are easily translated to our thoughts about Ron - Happy, healthy and safe; Professional and consistent; Committed to innovation and sustainability; Integrity; Recognise and celebrate achievements; Open, honest and timely communications; Respect and Supportive behavior to all.

Ron mentioned recently that he feels WIOA has been able to develop good products and systems, has a critical mass of members and strong industry support so that within reason, our future looks secure. With this position in mind, he was happy to let someone else take over the reigns and continue the development of the organisation to a new level. The other thing Ron did very well was help arrange his own succession plan. After interviewing some quality people, it was with a great deal of excitement that we welcomed our new Chairman in Jim Martin to the fold.

As a Life Member, Ron will always have a soft spot for WIOA and we know he will continue to support the organisation whenever and wherever he can. On behalf of all Members, please accept our very big thank you for all that you, Cheryl and your family have done for WIOA, our members and the water industry over the years. We hope you enjoy your retirement and have many new adventures in your travels to various parts of the world.

On behalf of all members, to celebrate everything that Ron has done for WIOA, at the AGM we presented him a framed award outlining his service to WIOA and a travel voucher to use for himself and wife Cheryl. Dave Neru representing WIOG NZ also presented Ron & Cheryl a koru in recognition of the advice and support that Ron has provided to them over the years.

Contributed by George Wall on behalf of the Committee and Directors



Ron and Cheryl with their commemorative gift with Russel Mack & George Wall



Dave Neru presented Ron & Cheryl a Koru on behalf of WIOG NZ

PROFILE OF A MEMBER

Name: Mark Woods

Position: Water Treatment Operator

Employer & Location: Ben Lomond Water, Ti Tree Bend, Launceston, TAS

How long have you worked in the water industry and what attracted you to it? 14 years, General interest and job security, everyone uses water and it's not made in China

What do you enjoy most about your job? Wide variety of work, never bored

What are the major challenges in your current role? The ever changing/evolving work practices and the unnecessary paperwork

How long have you been a WIOA member? 3 years (Member & Tasmanian WIOA Tasmanian advisory committee)

How do you relax? Camping, with family, fishing, boating & water sports

Where do you live and what's the best thing about it? Notley Hills, TAS, great community

QUICK QUESTIONS

Age: 41

Nickname: Boof

Family Status: Married, two kids

Pets: 1 dog, 2 thousand wallaby, 20 wombats, 2 eagles and more.

Favourite food: Indian or Roasts

Least favourite food: Tinned fish (It would be like eating cat food)

Favourite TV show: Any sports program

Worst TV show: The Bold & the Beautiful

Favourite Movie: Avatar

Favourite Musical artist/s: Pink Floyd or U2

Favourite book: Picture magazine

Ambition in life: See the kids grow up happy and successful

Hobbies: Fishing, shooting, sports (to keep fit)

Best Trait: Great dad, outgoing

Worst Trait: Getting more impatient as the years progress (Need to keep in check)

Four people to invite to dinner: Eric Reece, Keeley Hazell, Russell Brand & Muhammad Ali



Mark Woods

NEW COMMITTEE ELECTED

The 2013 WIOA Committee was elected at the AGM held in Cowes in conjunction with the Weekend Seminar on 2 March. Russell Mack from Gippsland Water was elected as President for a second term. Russ previously did a two year term as the President in 2001 – 2002. Ryan McGowan from Goulburn Valley Water was elected as Vice President.



True to the Survivor theme, John Day is "voted out" as President and Russell takes over.

New committee members that were elected were Marcus Boyd from Toowoomba Regional Council (Queensland), Lindsay Walsh from MidCoast Water (NSW) and Darren Lord from Ben Lomond Water (Tasmania). Both Marcus and Darren have recently been appointed as Chairperson of the WIOA Advisory Committee in their respective States. Contact details and a listing of the new committee can be found on the back page.

At the AGM, outgoing Committee Members in Graham Thomson, Jason Krzciuk and Damien Lavelle were also thanked for their work and commitment to WIOA. In particular, the contribution made by Graham Thomson was acknowledged as he had served continuously on the WIOA Committee since 2001, a total of 12 years and he did a considerable stint as Editor of this newsletter in the early 2000's.

A MINUTE WITH WIOA NEW COMMITTEE MEMBERS

LINDSAY WALSH

Position: Process Controller

Employer: MidCoast Water

Nickname: Nothing I'd like in print

Favourite food: Beer & Steak

Favourite team: Wests Tigers

Who do you admire: Nelson Mandela

Three people you would invite to dinner:

Leon Trotsky, Dali Lama, Tom Uren.

Thoughts on the water industry: The water industry is exciting and moving forward so quickly it's hard to keep up. That's what keeps me coming into work each day. There is always something new happening.

Your involvement with WIOA: I joined WIOA because I believe the organisation deserves all our support. The organisation is raising the profile of our industry and the contribution it makes to training needs to be acknowledged and applauded.



Lindsay Walsh

MARCUS BOYD

Position: Senior Technical Officer,
Water Infrastructure Services

Employer: Toowoomba Regional
Council

Nickname: January

Favourite food: Pub Grub

Favourite team: Parramatta

Who do you admire: Australian
soldiers, past and present

Three people you would invite

to dinner: Di Thorley (past Toowoomba Mayor), Ray Hadley,
"Plucka Duck"

Thoughts on the water industry: I have been employed in the water Industry since leaving school, working in Trade, Operational and Technical positions. I admire the industry and could not imagine working in any other fields. I enjoy the challenge of the day to day issues with maintenance, quality and operational requirements as well as the larger complex environmental issues like droughts, floods and fires. I cannot help but wonder what new technology will be available when I retire and if any of the plant and equipment we operate today will functional then (approx. 2040)

Your involvement with WIOA: I admire the dynamics WIOA has to offer the water industry and the range of members. I first joined WIOA to be part of an association who supports, encourages and assists members to network and learn from industry peers. I feel being an active WIOA member represents being part of a greater operational/technical team who work in similar conditions and experience similar problems. If these experiences are networked and distributed to other members we can all be united to lead the water industry into the future.



Marcus Boyd

DARREN LORD

Position: Technical Officer
Engineering Services

Employer: Cradle Mountain Water /
TasWater as of 1st July

Nickname: Lordly / Childhood
nickname Frog

Favourite food: Roast Pork cooked
on a spit

Favourite team: Mighty MAGPIES

Who do you admire: Anyone willing
to have a go

Three people you would invite to dinner: Jennifer Hawkins, Bruce
Willis & Nathan Buckley

Thoughts on the water industry: I think the water industry is very interesting and can lead to a lot of different opportunities to further your career or knowledge due to its diverse range of areas involved.

Your involvement with WIOA: Currently I am chairperson of the Tasmanian advisory committee and also on the General committee for WIOA. I felt that it was a great opportunity to meet a lot of different people working in the industry and also a lot of corporate people involved with the industry.



Darren Lord



SURVIVING THE WEEKEND SEMINAR

A "Survivor" theme was used across the Annual Weekend Seminar and AGM which was held at the Ramada Resort on Phillip Island on the weekend of the 2nd & 3rd March 2013. On their arrival, attendees randomly selected a coloured bandana from a bag, automatically allocating them into a team/tribe for the weekend.



Weekend Seminar participants

A number of competitions and challenges were conducted over the weekend with the results accumulated. As with all 'survivor' themes, the hunt for the hidden immunity idol kept everyone on their toes. There were some interesting items found and handed in but it was Neil Healey who found the real idol.



Cynthia looking for the hidden immunity idol



Aiden Staley with a potential immunity idol

In the end it was the Fakawi Tribe comprising Margarita Carroll, Ron Bergmeier, Ravi Raveendran and Dave Barry declared winners (apparently Margarita was the real reason behind such a performance).

WIOA corporate supporters who gave their time to provide practical demonstrations included Steven Davey from Rad-tel who talked about innovation in SCADA reporting & maintenance. Jean Paul Lambe and Bernd Vetter from IOTA showed off their new phone APP for lone workers including a practical demonstration of the technology. More on this APP on page 19.



Using the IOTA phone APP

The final presentation was by Derek and Dean Braden from C-Tech Services who described the Chlorination and De-chlorination of water mains using their new "Mdose-20" machine. The presentations were first class and their support is greatly appreciated.

On Saturday evening we were entertained and engaged by guest speaker Dave Lourdes who is a specialist in the area of human potential. He shared his top tools and tips to success as well as how to increase motivation and unleash the full potential of teams.



Dave Lourdes at the dinner Saturday night

A highlight of the night saw Jill Busch Inducted as a Delegate of the Inextricably Obstructed Tap Society (IDIOTS). Jill joins former WIOA staff member and President Cynthia Lim as the two female members of this distinguished group of WIOA supporters.

Colin Bowker took a number of participants on a tour of the Candowie Reservoir Upgrade Project on the way home on Sunday morning.



Colin Bowker in front of the Candowie Reservoir works

WIOA thanks Thermo Fisher Scientific who was the sponsor of the survivor theme and challenges and provided a huge array of goodies to ensure no-one left without a prize, and all the other businesses who contributed to the prize pool and conduct of the seminar.

The seminar is conducted annually by WIOA and is open to all WIOA individual members. The event is free and is designed to be a fun, informative and a way to meet other WIOA members and water professionals to form networks in a casual environment. The event will again be open to the first 50 registrations and will be held on the 1st and 2nd March 2014 – put the date in your calendar now.

Tribe members comments...

The weekend seminar allows operators to network, exchange information and learn about new and innovative technologies in a relaxed and fun atmosphere. We are pleased to support such an event and thank WIOA for their tireless efforts in organising it.

Margarita Carroll (Fakawi Tribe) Krohne Australia

The weekend seminar is one of the best opportunities to network with industry peers in a casual environment. It allows for numerous ways for newcomer to break the ice. **Neil Healy (Kainai Tribe) Goulburn Valley Water**

First timers view Contributed by Dave Neru

As a 'virgin' at the WIOA AGM weekend I had the privilege of not only attending and witnessing a fantastically organised and topical weekend, I was honoured in participating in the 'virgin' challenge. The challenges are a great way to break the ice, generate some laughter and provide the shock factor the next day when people finally go "so that's why they sounded or looked like an egg!"

For me, it all happened at the dinner...

My challenge was simple 'every time I heard the name 'Dave' mentioned, I had to yell out 'Love you, Dave!' Simple!? My name is Dave! The name of the guest speaker on the night was Dave! Some of the people at my table must have thought I was pretty in touch with my inner feelings by the end of the night or that I had decided I wanted to experience something new with the guest presenter... because 'I love you, Dave!' was heard quite a bit!

All good fun! I think some got it on the night and others were relieved the next morning...especially Dave!

WIOA ROLLS IN QUEENSLAND

The WIOA Qld Advisory Committee held its inaugural charity event on the Sunshine Coast in March 2013 when a bowls day was held at the Yandina Lawn Bowls Club. It was an extremely hot (temperature wise) but fun day .

All up, 36 eager players who had travelled from Brisbane, Toowoomba, Ipswich and a local contingent from the Sunshine Coast, were divided into teams of 3 for a series of round robin matches that saw all team play each other over 2 ends.



A great day was had by all at the Bowls Day

Even after some very helpful coaching from Yandina's veteran bowlers, we still had some very wayward bowls bursting into games being played alongside each other. But no mind it was all taken in good spirit.



Marcus Boyd shows his unorthodox style

After some tight ends, the two highest scoring teams played off in the Grand Final to win the "Tradies Cup". The team from McBerns was pitted against the Thermo Fisher Scientific bowlers. After one tight - cut throat end, it came down to the last bowl to be bowled, when Noel Southern delivered a knockout blow that ensured the team representing McBerns (Noel, John Pulger from Toowoomba RC and Phil Thornton from Seqwater) would take out the Inaugural trophy.

There was plenty of opportunity to meet, greet and network amongst water industry professionals and of course the bar was well supported. Thanks to Yandina Bowls Club for putting on a great BBQ for us with steak, sausages, salads and fruit - there was plenty to go around. There were lots prizes and raffles, with money raised (\$1,500) to be provided to charity that will be announced at the Queensland Conference and Exhibition on the Gold Coast in June.

George tried hard but there was no keeping Noel Southern down on the day



The two Grand Final teams getting ready to bowl off for the "tradies cup"



Everyone had a great day going home satisfied and happy. Thanks to everyone who came along to support our very first Queensland social networking event and to the companies that also supported the day through sponsorship or by contributing to the raffles & prizes: Aquatec Maxcon, Automation Group, Biffinger Water Technologies , McBerns, Repump, Royce Water Technologies and Thermo Fisher Scientific.

Contributed by Kathleen Jobberns from McBerns

EDITORS NOTE:

The team from McBerns (mainly Kathleen with support from the WIOA office) undertook the organisation of the bowls event and we thank them for organising a wonderful day.

LIGHTER SIDE - OUT OF UNIFORM DAY?



David Barry is known for some rather unusual antics but showing up to the WIOA office in his pyjamas probably takes the cake!

MEMBRANE SEMINAR HITS THE SPOT

The WIOA one day seminar "Membrane Function and Operation for Treatment of Water and Waste Water" was very interesting and informative and was attended by 65 people. It demonstrated clearly the operational advancements that have been made in Membrane treatment plants over the last few years.



Membrane Seminar attendees listening to Ron Jenkinson

Peter Mosse did the introduction and workshop close and chaired the day well. We heard from a diverse range of speakers across the day. Stephen Gray, Director of the Institute of Sustainability and Innovation, Victoria University set the scene with an overview of the current science and experience with operating membrane technology. His talk covered the science in a practical manner with plenty of useful 'take aways' for those on the ground operating water and wastewater membrane plants.



Stephen Gray showing an unrolled membrane

He reminded the audience about the key relationship between membrane flux and fouling and that, when it comes to organic fouling, there is no correlation between membrane fouling and traditional water quality parameters such as Colour (A254), TOC and DOC. An operator has to dig deeper when it comes to organic fouling troubleshooting!

Later in the day Kathy Northcott from Veolia Water demonstrated how far the practices of operating micro and ultrafiltration membranes for water and wastewater have come. Kathy presented a vast array of practical information and tips on how to troubleshoot a variety of membrane common problems. She reminded the audience of the importance of continuous testing and data logging to spot significant trends that can occur over months of operation. David Smith (South East Water), Ron Jenkinson (GWM Water), Mick Sweeney & Phil de Groot (Trility SA) all contributed valuable insights into the operation of municipal membrane treatment plants. Marlene Cran (Victoria University) rounded out the day with a presentation on the state of the art for cleaning, integrity testing and autopsies of membranes. I would like to commend the WIOA for organising the day and would be surprised if anyone left the day without at least one or two valuable tips for operating their membrane plants.

Contributed by Colin Nash, General Manager, Water Equipment Plus

2013 NSW OPERATOR OF THE YEAR

At the NSW Conference Awards Dinner, Neville Woodward from Coffs Harbour Water was named the 2013 NSW Operator of the Year. He was presented the award by Gary Mitchell, CEO of the NSW Water Directorate, the award sponsor.

There were nine quality applications received this year, indicating to both the Directorate and WIOA, the prestige this award now holds in the NSW water industry. Before naming the winner, Gary confirmed that there were four finalists this year. Congratulations are extended to the other finalists in Glenn Clifford from Dubbo CC, Wayne Watson from Tweed SC and Noel Welldon from Clarence Valley Council, for doing such a great job over an extended period.

In outlining the achievements of Neville, there is little doubt that he is a very deserving winner. In summary, he has been employed by Coffs harbor Water for over 36 years with 34 of them at the Sawtell Water Reclamation Plant where he is currently Superintendent.

He has completed both a Certificate 2 and 3 in Water Industry Operations as well as numerous other OHS and work related training courses. Importantly, Neville has taken on a mentoring role by training junior staff in the operation of water reclamation plants.

Neville's plant operation skills have been put to the test over the years with a range of incidents to manage including an arson attack on the switch room, a diesel spill to the sewer which impacted the plant and a number of flood events to name a few. He has initiated studies to better manage odours from the site, helped to establish the first ever effluent reuse scheme in the Coffs area and is continually improving the sludge management processes. He has achieved all this at a treatment plant that has received very little in the way of a maintenance budget due to its pending decommissioning later this year.

His WH&S record is also excellent and he has been active in the development of Safe Work Method Statement (SWMS) and Standard Operating Procedures for his plant and all associated equipment. He has even reviewed the SWMS for all the other WRP's operated by Coffs harbor Water.

Outside of work, he is Group Captain in the NSW Rural Fire Service and has attended many fires in the local area as well as travelling interstate as part of a major response team. He is also involved with the Royal Blind Society and takes great delight in hosting tours through his plant. As part of the prize, Neville wins a plaque to keep and a perpetual trophy to display for the next 12 months. He is also wins an all expenses paid spot on the WIOA tour to New Zealand in late May, a prize valued at more than \$2000.



Garry Mitchell (L) with NSW Operator of the Year winner Neville Woodward



NSW Operator of the Year Finalists Glenn, Neville & Wayne (absent Noel Welldon)

2013 NSW CONFERENCE REPORT



NSW CONFERENCE 2013 WINNERS



Alex Maderasi (R) congratulates Leigh Trevaskis from Riverina Water County Council, winner of the Best Operator Paper



David Barry (L) from Aqualift Potable Diving congratulated by Ian Jesson from Iwaki Pumps for Best Paper Overall



Winner of Best Operator Poster, Brendan Bates (L) from Riverina Water County Council, with George Wall



The Grundfos team with WIOA Chairman Jim Martin (second from right) win the Ron Bergmeier Award for best exhibition site



Herman D'Souza (L) presents the Orica NSW 2013 Water Taste Test trophy to Garry Northam from MidCoast Water



HEAR WHAT THOSE WHO ATTENDED HAD TO SAY...

Delegates

This was my first WIOA conference and I was surprised at how well organised the event was. Everything was provided which I thought was essential for such a busy event. I came home worn out but satisfied that I had gained new knowledge relevant to my work place and now have days' worth of work following up suppliers of equipment that may benefit our business. Thank you for a great experience. **Ian Martin**, *Process Operator from MidCoast Water*

It was one of the best conferences I have been too - instead of wandering around aimlessly for hours I participated in competitions, networked with lovely people, I was able to source information for future works and get detailed advice and leads.

Troy Bostock, *Project Officer from Kempsey Shire Council*

I have been fortunate enough to be able to attend most of the NSW Conferences and would rate the Canberra event amongst the best I have been to. The paper sessions were great and relevant while the exhibitions were of the highest standard.

Patrick Welsh, *Process Operator from MidCoast Water*

Exhibitors

As a NSW Account Manager, It was fantastic to be able to see groups of my customers all in one place over two days. I have effectively saved at least a week of travel. I also received a number of leads that I would not likely to have heard about otherwise.

Stewart Egerton, *Elster Metering*

We have attended all 7 WIOA conferences held in NSW and the Canberra conference was one of the best we have been involved in, particularly in the numbers of delegates and visitors and also in the quality of the inquiries received. We were very satisfied with the results. **Kevin Johns**, *Life & Rescue*

The WIOA Canberra expo has proven to be a great benefit to our business. We walked away from Canberra with many product inquiries and had the chance to educate the industry further on our innovative products. We are looking forward to the next conference and we are confident that it will be every bit as successful as Canberra was. **Steve Fahl**, *Sikla Systems Australia*

NSW OPERATOR OF THE YEAR - WINNER

Neville Woodward from Coffs Harbour City Council

Other finalists in the 2013 NSW Operator of the Year were:

- Glenn Clifford, Dubbo City Council
- Wayne Watson, Tweed Shire Council
- Noel Welldon, Clarence Valley Council

ECOLAB PRIZE FOR BEST PAPER BY AN OPERATOR

1st Leigh Trevaskis, Riverina Water County Council

2nd Chris Carlon, Wingecarribbee Council

3rd Wes Trotter, ACTEW Water

IWAKI PUMPS AUSTRALIA PRIZE FOR BEST PAPER OVERALL

David Barry from Aqualift Potable Diving

WIOA PRIZE FOR BEST POSTER BY AN OPERATOR

1st Brendan Bates, Riverina Water County Council

2nd Mick Piggott, Coffs Harbour Water

3rd Troy Bostock, Kempsey Shire Council

RON BERGMEIER AWARD FOR BEST EXHIBITION SITE

Grundfos

WIOA CONFERENCE CHARITY

Presented to Abundant Water - \$1,500

ROYCE MEMBERS DRAW

Darrin Lawler from Cradle Mountain Water

PASS AWARD 2013 WINNER

Terry Randall & Pamy Roberts, Port Macquarie Hastings Council

ORICA NSW 2013 WATER TASTE TEST WINNER

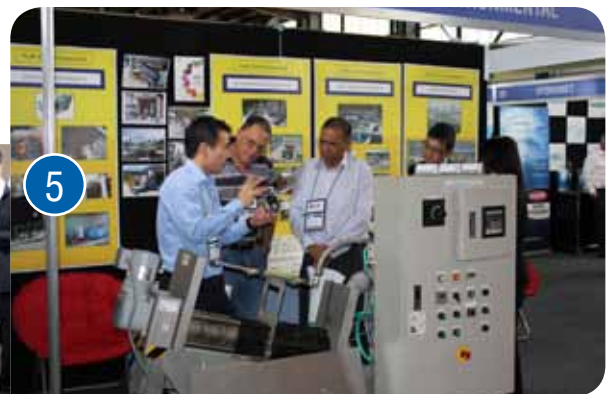
Mid Coast Water

ORICA NSW 2013 WATER TASTE TEST FINALISTS

ACTEW Water

Mid Coast Water

Shoalhaven City Council



1. Minister Simon Corbell opening the conference.
2. Delegates chowing down.
3. Sampling the water in the taste test.
4. Craig and his Loo Scooter courtesy of the team at Grundfos.
5. Showing off products in the exhibition.

BIRDS EYE VIEW – FACILITIES MEMBERS OPERATE

BOOTAWA DAM

The plant – constructed during 2007-2010, capable of processing up to 60 ML of water per day, with a provision for future upgrading to 75ML when required.



- 1 Bootawa Dam – a 2,275 ML storage, water is pumped directly from the Manning River to the dam, approximately 23 metres deep at its deepest.
- 2 Raw water balance tank – provides the water supply with the flexibility of pumping water directly from the river to the tank and then into the plant, bypassing the dam if required.
- 3 Inlet pipe – water enters the plant either from the dam or the raw water balance tank through the inlet line, which can be both automatically and manually operated.
- 4 Membrane filtration – water is drawn through polymer membranes to remove particles less than 0.2 microns, a physical barrier to remove micro-organisms. Automatically backwashed at intervals depending on the quality of the raw water.
- 5 Ozone contact tank – filtered water mixed with ozone to disinfect the water and eliminate any taste and odour issues.



- 6 BAC filtration – the biologically activated carbon filter removes any remaining taste or odour, automatically backwashes.
- 7 Chlorine contact tank – chlorine dosing to ensure a chlorine residual is maintained as water passes through the reticulation system.
- 8 Treated water reservoir – on the way to the 9 ML reservoir soda ash and fluoride are added.
- 9 Pumping station – houses 7 pumps to direct water across the network, automated and SCADA controlled.

From here water goes to more than 30 reservoirs and serves a population of 75,000 across the Manning and Great Lakes region.

ORICA NSW WATER TASTE TEST

The inaugural Orica NSW Water Taste Test competition to find the best tasting water in NSW was held in Canberra in April as part of the annual WIOA conference. We were pleased that in the first year some 11 water utilities took up the challenge and supplied a sample for tasting. Conference attendees at the Welcome Reception on Tuesday afternoon used a blind sampling format to select the best tasting water in heats from each of three tables. The three samples going on to the grand final on Thursday were provided by Midcoast Water, ACTEW Water and Shoalhaven Water.



Craig Mathisen serves up some water at the blind taste test



Gavin Pieris casts his vote at the Taste Test

The Grand Final was held on the conference main stage at lunch time on Thursday with a panel of water experts and water industry connoisseurs tasting each of the samplings and locking their votes away under tight security.

The votes of the judges were checked at the Thursday evening Awards Dinner where Midcoast Water was announced as the inaugural winner of the Orica NSW Water Taste Test with its sample from the Bootawa Water Treatment Plant.



Taste Test judges Jim Martin (WIOA), Herman D'Souza (Orica), Sally-Ann Port-Louis (Hach) and Scott Fardy (Brumbies) get down to business

MidCoast Water's general manager, Robert Loadsman, said the utility was pleased and proud to receive the award. "This award is a great accolade for the hard work of our staff, and the investment we as an organisation have made in improving water quality for our customers," Mr Loadsman said.



MidCoast Water's Gary Northam punches the air after being announced the winner

Mr Loadsman said the award was also an accolade for those staff who work at the plant on a daily basis ensuring all is running smoothly. "We only have a small team operating the facility so it is very pleasing their hard work and conscientious approach to ensuring we deliver high quality water to our customers has been recognised."



The team from MidCoast Water at the conference

The competition was sponsored by Orica and supported by the NSW Water Directorate and is a fun and exciting way of raising awareness of the State's drinking water quality and to recognise the efforts of local water service providers in delivering valuable water services to their communities.

Similar competitions are being held in Tasmania, Queensland, Victoria and the Northern Territory in 2013.



BOOTAWA WTP - THE OPERATORS' JOURNEY

**NSW
WATER
TASTE
TEST**



Operating a new \$82M micro filtration plant has been a massive learning curve for the small team of MidCoast Water operators charged with the efficient running of the Bootawa Water Treatment Plant which provides water to a population of 75,000.

To go from the most basic of processes to a very complex system, meant the operators had to learn the complex SCADA system and become minutely involved in the treatment process. The team readily admit there was a bit of trial and error in the early days and dealing with the incoming water quality was the biggest issue. A small change in the quality of the water coming into the plant had a big effect on its operation so it was a steep learning curve for the operators coming to grips with pH levels, increasing hardness and other issues.

One of the biggest positives of the design of the plant has been the flexibility to choose the source of the water coming into the plant. Water comes either from the river directly, or from the river via the dam which is located next to the plant. When turbidity in the river is low, the plant runs on river water directly and is producing 20ML plus each day.

After the last two years of operating the plant, the team has come up against a range of different issues. This summer it was a new type of algae in the dam that was having an effect on the membranes. The team's advice to others about to embark on such a big change to their process - question everything. Everything! They learnt pretty quickly there were no silly questions when it came to commissioning. We had questions we were a bit embarrassed to ask, but when we did we found we sometimes stumped the experts and had them researching to give us the answers.

While the team did go and visit other plants using similar technology prior to the commissioning of the Bootawa plant, in hindsight they feel they did this a little too early to be able to ask enough relevant questions.

The team of four run the plant from 6.30-3.30 five days a week and have an on-call rotating roster for the rest. The team works the plant the way they want it to – after being initially told it had to be run continuously, they found they could stop and start the plant and work in with power tariffs, saving a significant amount of money. Technology has also saved time and money, with ipads used in the field and SCADA technology allowing for remote control during on-call hours.

MidCoast Water undertook an extensive program of cleaning mains and reservoirs when the treatment plant came on line to ensure efforts at the plant were being delivered to the taps across the service area. Calls to MidCoast Water from customers with a dirty water issue have dropped to less than one-sixth of what they were prior to commissioning and the majority of these relating to other water supply schemes the utility operates.



The Bootawa team from Mid Coast Water with the NSW Taste Test perpetual trophy, Jason Zabell, Geoff Kerr, Ian Trickett, Martin Arens and Craig Stone

**TASMANIAN
WATER
TASTE
TEST**



CHIMNEY SADDLE TREATMENT PLANT

The winning entry in Orica Tasmanian Water Taste Test was sourced from the North Esk River at Watery Plains where up to 32ML per day can be diverted into the North Esk supply system.

This flows through a gravity pipeline to Chimney Saddle Treatment Plant. Treated water is stored in a 5ML concrete reservoir adjacent to the plant and distributed to southern, eastern and northern suburbs of Launceston, and to George Town via the 65km North Esk Trunk Pipeline. The sample was taken at Rocherlea, one of the northern suburbs of Launceston. Chimney Saddle Treatment Plant was supplied by Degremont M.I.S., a French firm which has installed works in many countries around the world.

A notable feature of the plant is the Pulsator, in which flocculation of the chemically treated water is carried out by applying a periodic impulse to the water in the concrete structure. Periodic impulses are thought to promote a better build-up of floc than in the common method of stirring which is a feature of most other treatment plants.

Flocculated water rises very slowly in the pulsator, towards the draw-off channels at the top. Floc would settle to the bottom in still water, but because the water rises in the pulsator, the floc reaches a relatively stable level and forms a blanket. As more and more water passes through the pulsator, most of the floc is trapped in this blanket. Periodically some is drawn off to waste.

Settled water flows from the pulsator to the three sand filters. During backwashing of one filter there is no build-up of water in the others as settled water continues to flow into the filter which is being washed, and sweeps across the surface of the sand, to remove the waste. Air can be admitted at the same time as backwash water, to scour the sand and remove all waste.

The filter outlet controls are particularly simple, being siphons with regulated air admission. There are virtually no moving parts and no metal components under water in the pulsator and filters so that maintenance costs are minimal. After filtration lime is added for PH correction and fluoride is added for dental protection.

Chlorine is added between the clear water tank and the 5ML reservoir.

Contributed by Chris Hall from Ben Lomond Water



The Ben Lomond operators with the spoils of victory

Matt Carr from Orica with Garry Lanham on the day



A FIRST TIME EXHIBITOR'S PERSPECTIVE

I recently attended the WIOA NSW Conference in Canberra as a first time exhibitor representing a commercial division of Bushmans Industrial. Following a successful event I thought it would be appropriate to put pen to paper and provide some feedback on our experience of this event to the WIOA community.

First and foremost, as a business, our goal and expectation from attending this event was to reintroduce our brand to a specific sector of the water market and compile potential leads from attendees as well as the other Trade Exhibitors. The good news from my end is that by the time I had completed the setup on bump in day, I had already received 3 positive enquiries from other exhibitors who had previously purchased our tanks to be used in conjunction with their systems and 2 urgent quotes to be completed ASAP.

By the end of the 2 conference days I had collected a large number of qualified leads and was able to provide an immediate supply chain solution to another exhibitor for chemical storage and maintenance.

The interaction amongst all the attendees I spoke to with was positive. I met a large number of like-minded water industry representatives who have a passion for water and all the processes attached to it. Most importantly, the enquiries from the councils and shire delegates were genuine opportunities directly from the end users of most of the exhibited products. Refreshingly the feedback I received from the people at the "coal face" was clear and concise, this type of customer enquiry is an important segment of our target market.

From a personal perspective after 16 years in the industry and countless trade shows and exhibitions, being away from your home and family is one of the accepted negatives.

As organisers, providing the ingredients and atmosphere to initiate good social networking and enjoyable evenings certainly eases the absence. I enjoyed the 3 nights of refreshments, food and entertainment, especially the awards night and the stand-up comedian, there wasn't a dry eye or a straight face on the audience in my vicinity and the laughter on the coach trip back into town confirmed a great night by all.

Thank you again to all the team at WIOA, I look forward to attending next year at the newly announced location, the beautiful city of Orange. Especially as it is the base for the Bushman's NSW operations and manufacturing facility. I am confident that all the 2014 attendees will enjoy their time in the Central West of NSW and all it has to offer.

*Contributed by **Steve Dale**, NSW State Manager for Bushmans Group Pty Ltd.*



The Bushman exhibition site at the conference

TASMANIAN CHARITY GOLF DAY & WATER TASTE TEST

Mother nature provided sunny skies for the very first social networking day organised by the WIOA Tasmanian Advisory Committee on 22 February 2013. Around 20 WIOA members and supporters got together to contest a round of golf at the Campbell Town Golf Club with a view to grabbing hold of some of the fantastic prizes on offer from the event sponsors.



The Tasmanian Golf Day participants

The day also saw the running of the inaugural Orica Tasmanian Water Taste Test. Each of the three Tasmanian water corporations supplied a number of water samples from different sites to be included in the Taste Test. Everyone present was allocated a table and helped judge the samples in the heats. The field of 13 was eventually narrowed down to a winner from each of the three tables with these going through to the final held later in the day.

Teeing off from the tyre on the first hole



Then everyone was allocated into a golfing team and we headed out to play 9 holes. On the first hole everyone had to tee off standing on the sides of a car tyre just to make things a bit more interesting.

The overall winner of the "Tasmanian Tradies Cup" was the team representing Piping and Automation Systems (PAAS), captained by PAAS Director Nigel Langridge and included Terry Clare and WIOA Tasmanian Advisory Committee Chairperson Darren Lord.



Darren, Nigel, & Terry winners of the Tradies Cup – the PAAS team

TASMANIAN CHARITY GOLF DAY & WATER TASTE TEST (CONT.)

Darren collected the prize for the longest drive off the tyre. Nearest the pins were won by Cameron Stevenson who was representing sponsor Royce Water Technologies and Mike Schmidt from SNF, while Craig from WIOA took out the traditional longest drive competition.

After golf, we all enjoyed a BBQ lunch and then the final of the water taste test was conducted. The winner was the sample from the Chimney Saddle plant in Launceston (Ben Lomond Water) who now have “bragging rights” of the best tasting water in the State for the next twelve months.

Money raised on the day through entry fees, sponsorship and the numerous raffles saw a \$1000 cheque donated to the Campbell Town Volunteer Fire Brigade for the bush fires appeal, a much needed cause. WIOA has donated over \$50K to charities around Australia through charity fundraising efforts over the years, which is a fantastic effort in providing valuable funds to the community.



Gordon Macfield from Campbell Town Fire Brigade (l) accepting the charity cheque

I would like to say thanks to WIOA for arranging such a great day, all the sponsors Orica, SNF (Australia) Pty Ltd, PAAS, Grundfos, Automation Group, Royce Water Technologies and ProMinent, and to all those who attended this event. I hope there will be many more events like this in the Tassie water industry in the future and encourage other members to get involved in the next one.

Contributed by Lester Little, Southern Water

LITTLE WINGS FOR SICK CHILDREN

It's devastating for parents to see their child having to undergo treatment for cancer, and for rural families the travel for treatment is an additional stress. Seeking to relieve some physical and financial burden, and to keep families together during their child's treatment, Kevin Robinson founded the charity Little Wings to fly children from rural NSW to the Children's Hospital at Westmead for cancer treatment.

Thanks to a partnership with Automation Group, Little Wings is now able to offer families a dedicated aircraft to safely fly rural children to Sydney. Adrian Nisbet, Director of the Automation Group and an experienced pilot, immediately saw the need and enormous benefit of Little Wings flights. Inspired to contribute to the health of children with cancer in rural communities, Automation Group have generously provided an aircraft, pilot time and operational support so that Little Wings can increase its flight services.



Little Wings Director Kevin Robinson (L) with Adrian Nisbet from the Automation Group

On March 13, Kate from Cowra and her mum Sophie enjoyed the first flight in the Automation Group's newly branded Malibu aircraft. Kate stayed at the Children's Hospital at Westmead for a few days of treatment and was then flown home to be with her family.

Little Wings flights greatly reduce the physical stress on sick children who would otherwise travel long distances via road. Dr Luciano Dalla-Pozza Head of Oncology at the Children's Hospital at Westmead, emphasised how important this service is, saying for rural families, long road travel is “extremely disruptive to family life and imposes considerable emotional stress on the young patients”.



Sophie and Kate from Cowra about to board the little wings plane

Support from Automation Group is fundamental to the development of this new charity but there is an increasing demand for patient transport. Little Wings needs ongoing funding to expand this service for rural families. If you are interested in finding out more, or able to offer donations to support Little Wings, please visit www.littlewings.org.au/donations

EDITORS NOTE:

The Automation Group is a Prime sponsor of WIOA and it is great to see them getting behind such a worthwhile cause and putting so much back into the community.

JILL BUSCH IDIOTS INDUCTION

Jill joined WIOA in March 2002 and has been a member for just on 11 years. Her first formal involvement with WIOA was in 2004 as one of a number of specialist presenters at the inaugural Distribution Systems seminar held in the outskirts of Melbourne. Jill was also a presenter in Melbourne in 2005 when we repeated the seminar and she came along and presented in both Wagga and Caloundra when we ran the Distribution seminar there.

Since then, the seminar program has been modified so it is now delivered by only two people. Jill jumped in and helped out again in 2012 in Qld when one of the usual presenters was not available due to a clash of dates.

An avid golfer, Jill regularly supported the WIOA Victorian golf day and always brought along some extra players for a hit as well. In this male dominated industry, it was great to see Jill's all female team enjoying themselves out on the course.

Jill has written and features in articles that have appeared in the Operator newsletter over the years. She was author of conference papers in 2010 and 2012 in NSW, as well as helping a number of her colleagues and operators to get up and do a paper as well.

Jill has never been on the WIOA Committee but epitomises what a good member is, and what they can do for the organisation. There are a great number of members who have been signed up as a direct result of Jill's encouragement and promotion of what WIOA is all about, particularly in NSW.

A regular at the WIOA AGM and Weekend Seminar, in conjunction with David Barry (also an IDIOTS member), they came up with the idea for the PASS award and she convinced Dave to part with some cash each year for the winner to join the tour to NZ. The award has provided the opportunity for a lot of good ideas to be shared more widely around the water industry.

Being a keen golfer, but apparently a bit out of practice of late due to other commitments, we challenged Jill to hole a fairly short putt – only about 25 metres in length. To add a little spice to the challenge, Jill had to putt with a half size, plastic putter from a little kids set of clubs. Jill took up the challenge and although she didn't manage to get a putt in, performed the challenge in the spirit of a true IDIOTS member. Congratulations Jill, and thank you for your efforts over the years – they are appreciated.



WIOA's only two female IDIOTS – Cynthia Lim and Jill



Jill Busch congratulated by George Wall



What do you call a group of IDIOTS?

TASSIE NEWS

TASMANIAN FIRES

It was a fiery start to 2013 with bush fires in the Forestier and Tasman peninsulas, Lake Repulse/Ellendale area in the Derwent Valley and at Bicheno on the East Coast causing challenges for Southern Water crews.

While Southern Water was not the lead agency in managing these incidents, they did play an important role in protecting and managing assets, and maintaining services to support the fire fighting effort. With emergency plans in place that worked well when put into action, they guided the response. Ensuring the safety of Southern Water staff and the community is always the first priority and the fact that there was no safety incidents, despite the dangerous conditions, demonstrates how far Southern Water has come in a short time. Executive Manager Service Delivery, Ian Dunbabin commended all those who were involved in the initial response for their tremendous effort, as well as all those supporting the recovery phase of the operations.

The response on the ground

The Emergency Management Plan was activated to coordinate the response with an Incident Control Team and emergency operations centre established at the Goodwood site during the height of the fires. With fires burning in three different regions coordinating the response effort, and keeping a safety-first focus, had been challenging.



Some of the devastation from the Tasmanian fires.

With power supplies cut to the entire Tasman Council region, generators were required to operate the sewerage treatment plant at Nubeena. They managed to get a generator to Nubeena by barge and soon had the pump station back in operation. Spare capacity from the generator also was used to support the SES operations centre, which is located near the treatment plant.

Getting the barge on site was a complex night-time operation involving close coordination with other agencies. Staff worked through the night to get the generator in place and operational.

Additional support for the Tasman region was provided in the form of our 300 litre water trailer, which was placed at Sorell during the height of the fires, and a 1000 litre operations water trailer which provided potable water for firefighters battling the blaze.

The Lake Repulse fire provided its own challenges in maintaining water supplies to the townships of Ellendale and Ouse when power supplies were cut. Derwent Valley and Central Highlands staff rose to the challenge, moving a water tanker and generator in to maintain supplies until power was restored.

The fire threatening Bicheno on the east coast provided similar problems with power outages affecting water pumping equipment at the Bicheno Water Treatment Plant. The Regional Water and Waste Water electrician based at Bicheno, managed to keep the water supply flowing.

Manager Regional Water & Wastewater, Mark McConnon, said "We should all be proud of the efforts of all our colleagues who were involved in maintaining services in these regional areas at a time of critical need".

Learning from the bushfires

The incident debrief conducted after the bushfires provided some valuable information to help prepare for future emergencies, whatever the cause. One of the key issues identified was the lack of mobile phone coverage in regional areas, which highlighted the need for the more extensive use of satellite phones.

The need for better communication with power provider, Aurora Energy, and to maintain close contact with the Tasmanian Fire Service, were other important lessons. The fires highlighted how vulnerable we are when the power gets dropped off, so it is important that we know as far in advance as we can if Aurora has to disrupt supply so that we can plan our response.

We rely on electricity for the operation of our pumping equipment at both water and sewerage treatment plants. Losing power has a huge impact on the fire fighting capability and on the community generally. A Memorandum of Understanding is being prepared to ensure Aurora provides advice when power supplies are to be disrupted in fire incidents and a similar memorandum will be drawn up with the TFS.

HUON VALLEY REGIONAL WATER SCHEME OPENED

After three years of hard work, the \$33.5 million Huon Valley Regional Water Scheme was officially opened on 7 November 2012. The largest water supply project undertaken by Southern Water to date, the Scheme is now delivering fresh water to more than 12,000 customers in the Huon Valley.

Acknowledging the efforts of our quiet achievers

We're fortunate to have work teams across the business who just get on with the job without fuss or fanfare. Manager Regional Water & Wastewater, Mark McConnon, reckons the Huon Water & Wastewater team are a wonderful example of those quiet achievers who deserve to be acknowledged. Mark explains:

"Back on the 2nd July 2009 Tony Willmott and I walked into the Ranelagh depot and introduced ourselves to the Huon team. We were faced with an enthusiastic group of guys who were excited about the challenges that faced them within their new organisation, Southern Water. This buoyant attitude was a far cry from the uncertainty that a number of other teams felt when they left their relevant council organisations to form the business that we know today.

"From this moment on, the Huon group has shown a commitment to accept the changes in the way they undertake their work, to uphold our 'No Harm' core value, to providing quality customer service and to building a unique Southern Water culture.

"Because of the Huon team's willingness to accept change they have been a trial group on a number of occasions for the implementation of various programs. The team openly embraced the 'Get Online' and 'Get it Written' programs and their success within this group enabled the roll out to the remainder of Service Delivery where the programs continue to be successful.

"The Huon team began introducing water from the new plant into the bulk supply system one-and-a-half days prior to the official opening of the scheme. This involved some late nights (finishing at 1am) and early mornings (starting at 3am) for a number of employees to ensure that everything was operationally sound and that the water from the old schemes had been drawn out of the system and replenished with the new supply.

"These works were undertaken in addition to their usual work of meeting breakdown requirements. The group was stretched to capacity to get it all done. Because of the goodwill and the mateship within the group, some team members held off on taking their scheduled leave and others came in off leave to assist.

"The Huon team is made up of a very honourable bunch of people and while they feel that what they do is all in a day's work I believe they deserve all the accolades they receive because they truly are among the quiet achievers of Southern Water."

For more information on the scheme visit <http://www.southernwatertas.com.au/Your-Community/Major-projects>

Contributed by Jim Dunham and Mark McConnon, Southern Water Tasmania



John Moorfield, Lionel Clark and Rodney Inness cutting the cake at the launch



The Huon Valley Team

THIS LEAK REPAIR TOOK SOME BALLS

Now that the title has gotten everyone's attention, we will begin with the serious reasons for the story.

The Yenda tanks belonging to Griffith City Council, were re-coated inside and out four years ago. The outcomes were excellent and everyone thought the tanks would be trouble free for another 25 years or so.



Yenda tanks

Then the pressure sensor socket on the potable tank began to leak. It started with a rust stain on the wall that no one really noticed at first and then slowly developed into a drip and then a spray.



Leak from the tank

The operators knew they had to act quickly before it failed completely and drained the tank. It was realised that the new coating had not penetrated into the small hole in the wall and the socket being galvanised, must have corroded away internally.

The tanks are 30 metres deep and with summer approaching, there was no easy option to drain the water down for repairs. There would have been a lot of re-zoning required and the system would be offline for several days during the draining and re-filling processes.

It was decided to see if the penetration could be plugged internally, so that a welding repair could be carried out while the tank remained online. This is a fairly common process on larger penetrations, using inflatable plugs or shaped cones, but something so small and at that depth took a bit of thought.

The WIOA 2012 Bendigo conference was in full swing when the call for assistance came in, so a trip to the local sports store was on the agenda for 'recovery Friday'. We got some cricket and squash balls of various types (second hand, new and practise types) and diverted up to Griffith for the weekend. The diver put all the balls in a bag and descended to the tank floor. The operators disconnected the downstream pipework, opened the tap and knocked on the wall to signal for the diver to begin fitting balls up against the sensor hole. Two knocks and it still leaked, three knocks and it sealed!



Some balls

The softest rubber ball (squash) had crushed to half its original size once it got to the bottom of the tank due to the 30m of water pressure - so it was discarded. The hardest ball (second hand cricket) did not create a very good seal due to the stitching – two knocks! But the practise cricket ball, made of plastic and with a very handy string attached, fitted into place nicely and stopped the water flow completely – three knocks and fire up the welder!!



Cricket ball in place inside the tank

The fitters then cut off the leaking socket with an angle grinder and welded a new Stainless socket onto the wall.



Galvanised socket failure

The pipework was re-attached and the diver (who had probably gone to sleep on the floor by this stage, due to the WIOA 'after conference activities') was given two knocks to wake him up, retrieved the ball and swam back to the surface.



New socket welded on

All so simple you may say, but there was a very valuable lesson learned from the day (apart from squash balls being fairly useless anywhere else but on the court!).

Any steel tank being re-coated should have all the smaller penetrations replaced and not just painted over. Griffith Council is re-coating another larger tank this year, and the specification states that ALL penetrations that cannot be internally coated shall be removed and replaced with a new (preferable Stainless Steel) fitting.

So... a simple story, a good outcome, but a VERY important lesson for all those who are going to re-coat a steel tank in the future and expect it to be trouble free for the next 25 years. Talk to your coating specification person and make sure they are aware of this issue... and if all else fails, remember that cricket is the best game to play!

Contributed by **David Barry** from Aqualift Pacific

PUMP TRAINING COURSE

In mid March, I attended a pump training session at the Wodonga TAFE in Wodonga. Around 25 engineers and operators from Albury City Council, Greater Hume Shire and North East Water attended. The morning training session was presented by Xylem Water Solutions in both a formal lecture/class room setting and outdoors with a hands-on approach to pump maintenance.



Participants at the Xylem training session

From this training the basics regarding pumping fundamentals, system and performance curve, pump selection processes, duty points, BEP, cavitation, impeller types were presented and discussed.

After a short morning tea break we participated in a maintenance session where a Flygt 3153 submersible pump was inspected, the impeller was removed, adjusted and the drive unit was replaced on the pump volute. Much of the tips presented from these sessions can be and will be performed in the field by operational staff during routine site and pump station inspections.



Hands on training for pump maintenance

The morning training session concluded with lunch at Wodonga's Sumsion Gardens where we observed a Godwin Dri-Prime CD80 pump demonstration.

The training session was a worthwhile experience and I would highly recommend it for any operator to be involved as it was very informative.

Xylem Water Solutions offer similar training and presentations on Flygt pumps and other Xylem products for water utilities. If members would like to tap into this service in any State, in the first instance please contact Kylie Johnson by email at kylie.johnson@xyleminc.com

Contributed by Peter Tolsher from North East Water

South East
Water

LONE WORKER APP

An innovative mobile phone app is helping organisations improve the safety of their workers out in the field - with Melbourne water retailer, South East Water, recently launching Lone Worker on iTunes.

The Lone Worker app is a vital tool for improving safety and minimising risk in the workplace. It gives workers peace of mind to know that there will be a swift response to accidents or sudden illnesses and, if an emergency situation becomes apparent, the emergency services can be alerted immediately.

The Lone Worker app informs colleagues, or an operations contact centre, by SMS and email if a worker is unresponsive. It also sends GPS details of the worker's last known mobile phone location to ensure they can be located quickly.



*Lone Worker
APP start page*

The app features two modes: 'interval' and 'motion detection'. In interval mode, a worker can set the time they want to routinely check in and the app sends an alert if that time has lapsed. The innovative motion detection mode uses the accelerometer in the worker's mobile device to detect a lack of motion over a period of time. This enables colleagues to be alerted in situations where a worker has collapsed, is immobile or unable to respond.

Many treatment plant workers and maintenance crews work in remote, and sometimes dangerous, locations. They can be exposed to snakes, spiders or rough terrain, and fire hydrant repairs are often carried out at night. In these instances, the Lone Worker app helps to keep our workers connected.

Ben Spedding, a South East Water treatment plant officer has been using the Lone Worker app since its inception. "The app has prompted me to keep safety top of mind and to think about potential risks on the job. It's also good to know that someone will be alerted if things go wrong," said Ben.



*Ben
Spedding
working in
the plant*

The Lone Worker app can easily be customised to suit the requirements of different work environments. It has applications for workers in building and construction, engineering, onsite inspection, water and sewer, and taxi industries, to name just a few. A number of government organisations are also looking to use the app to improve their workplace safety.

The Lone Worker app is being constantly updated based on feedback and practical suggestions from users, and are currently working on an international version of the app as well as a panic alarm function.

The Lone Worker app was developed by iota, the commercial arm of South East Water, which was established to promote innovative ideas and proven technologies to the utility sector. Lone Worker Lite is free and available from the iTunes app store.

For more information about the Lone Worker app, visit iota.net.au or call 1300 643 711.

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:

Matthew Brill, Stephen Elliott, Jason Harvey, David Swan, Stephen Hanley, Muhammad Akhtar, Niel Box, Gene Heffernan, Hurt Dahl, Peter Gordon, Jayantha Ediriweera, Cameron Bourke, Bob Coleman, Brian Gosper, Jeremy McKibbin, Jonathan Hook, Alan Butler, James Martin, Michael Piggott, Daniel Haworth, Vincent Ridley, Jim Tenedero, Anil Gupta, Hanson Chen, Mohammad Rana, Steven Nothrop, Matthew Layton, Paul Bourke, Leigh Walton, Stuart Campbell, Stuart Bain, Darren West, David Stacey, Allan Munday, Mark Sculley, Joseph Mills, William Say, Ken Steel, Michael Thomas, Peter Raemers, Timothy Bourke, Neil Frieberg, Ian Coyne, Todd Chapman, Blake Schneider, Steven Jennings, Stewart Casey, Dion Sleep, Joel Warnes, Robert Dowie, Brendan Butler, Kent Weeden, Matthew Liston & Troy Pettiford.

New **Utility Corporate Members** include:

City of Gold Coast.

New **Corporate Members** include:

ROV Innovations, Miri Technologies, Reynolds Automation Controls, Rotor Tech Developments, Maric Flow Control, Dwyer Instruments, Frankston Bearings & Industrial, Sikla Systems Australia, National Centre of Excellence in Desalination Australia, Thnking Windows Technical, Total Flow Control, Layfield, Kaeser Compressors Australia, Queanbeyan City Council, Pumptech Tasmania, Safety Results, Clearwater Lakes & Ponds, GEA Westfalia Separator Australia & Repipe Connection.



COMING EVENTS 2013

- | | |
|------------------|--|
| 24 May to 2 June | Operators Tour to New Zealand & WIOG Conference, Invercargill, NZ |
| 5 & 6 June | 38th Annual WIOA Qld Water Industry Operations Conference, Gold Coast |
| 18 July | Victorian Advisory Committee meeting and tour of Melbourne Water's Winneke WTP |
| 20 July | Kwatye Award Applications close |
| 31 July | NSW Advisory Committee meeting and tour of the MidCoast Water's Bootawa WTP in Taree |
| 25 June | Distribution Seminar, Mackay |
| 27 June | Distribution Seminar, Kingaroy |
| 4 & 5 September | 76th Annual WIOA Vic Water Industry Operations Conference, Bendigo |

WIOA ADVISORY COMMITTEES

Advisory Committees comprising interested WIOA Members have run for some time in Queensland and Tasmania. Both Committees have been active in helping WIOA provide specialist events and networking opportunities for Members in these States.

At the NSW Conference in Canberra, the WIOA NSW Advisory Committee was established with a number of people nominating to help out. The first meeting and event for this group is planned for 31st July at the Bootawa WTP in Taree. The day will incorporate a meeting to outline the WIOA expectations of the group, setting a program for future events, a lunch and tour of the Bootawa plant. More details will be provided shortly.

We are also looking to establish a WIOA Victorian Advisory Committee. To kick it off, we will be holding an open meeting, interest day and tour of Melbourne Water's Winneke WTP on 18 July. As with the NSW event, more details will be provided shortly.

Importantly, you don't have to be an Advisory Committee member to participate at either event. If you have not nominated to be on either Committee but you are interested, let us know on the day (or by email if you can't attend) and we will add you to the list.

Office Bearers & Committee

President	Vice President	Executive Officer
Russell Mack Ph (03) 5177 4659 Mob 0427 331 586	Ryan McGowan Ph (03) 58 320 438 Mob 0400 055 508	George Wall Ph (03) 5821 6744 Mob 0407 846 001

Committee

John Day Ph (02) 6022 0596 Mob 0409 959 841	Anthony Evans Ph (03) 55 647 608 Mob 0419 103 885
Adrian Rijnbeek Ph (03) 9540 5888 Mob 0419 698 367	Marcus Boyd Ph (07) 4688 6319 Mob 0417 759 487
Darren Lord Mob 0427 545 130	Ronald (John) Allen Mob 0403 127 285
Stephen Wilson Ph (03) 5244 0800	Lindsay Walsh Mob 0427 105 421

NEXT EDITION

Article Contribution Deadline for the next edition is 9 July 2013

All correspondence should be addressed to:

The Editor
PO Box 6012, SHEPPARTON, VIC. 3632
or email: Craig@wioa.org.au
Website: www.wioa.org.au

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