

OPERATOR

November 2010 Edition



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Newsletter of the WATER INDUSTRY OPERATORS ASSOCIATION OF AUSTRALIA

President's End of Year Message

"Dams full to capacity, service and quantity charges affordable, no restrictions on usage times and amounts, lush green lawns and gardens - I doubt that I will see this again for a long time, if ever. Our changing climate and prolonged droughts has not only altered our lifestyles but also our attitude towards the way in which we manage and preserve our precious resource." - I remember writing this for the 2009 WIOA Annual Report and at the time things didn't look all that good on the water supply front, particularly in Victoria. At that time there were quite a lot of worried people and the prospect of no water supply at all for some towns was a real threat.

Eighteen months on and service charges continue to increase along with the dam levels in pretty well every State. In a lot of places things have indeed changed with some areas flooded for the first time in donkey's years after excellent rainfalls this winter. It was great to hear about Qld floodwaters reaching the Murray, NSW was recently declared drought free and we have seen the dams in SEQ spilling. In the wake of floods across northern Victoria, the Murray River was closed to all traffic due to the high river levels in mid September. Tourism numbers declined dramatically as images of sandbags and flooded paddocks flashed across the media nationwide. The floods have caused their own share of problems but in the end, it can only be a good thing for the health of our water supply systems.

This year the staff and committee of WIOA have continued their undertaking to provide avenues for operators to be able to achieve 'Excellence in Operations' by following our Vision, Mission, Values and Goals statements developed for all members.

WIOA strengthened as a national organisation with a sub committee recently formed in Tasmania along with almost every operator in the state signing on as members. Power & Water in the NT have also taken up a Utility Corporate membership and have already joined up many of their operational staff. This year the Kwatye Prize was awarded to Russell Evans working out of Darwin. Eventually this will provide a network for all operators across the country to be able to share information and solve problems as only operators can.

The NSW conference in Bathurst and the Qld workshop in Rockhampton were once again both excellent events and will continue to grow as the industry recognises the great value in exposing their operational staff to the latest technology and methods. Our biggest event, the Vic conference in Bendigo, exceeded all expectations with record numbers in attendance. It was the most relaxed I have seen the industry in a long time and I think the rain was like a weight lifted off operators shoulders helping to ease the workload and worries. I stopped in Avoca on the way home on the Friday and had a coffee by the river, two days later in the Sunday paper there was an article with a bloke on a jet ski riding across the footy ground, its hard to comprehend that it all started not long after I left and that the photo was taken on the Saturday.

The certification of operators is well and truly underway and will happen sooner rather than later. A few people have expressed concerns about the process but it can only improve our industry and help operators to be recognised for the work that they do, that at some times goes unnoticed. It will also ensure that training and refreshers are kept timely and up to date and that is something that can be used as part of your companys EBA negotiations in the future.

My term as President will be completed early next year and I must say it has been a very enjoyable and busy time, but a time I wouldn't trade. I have met many people that all have different issues and challenges in the day to day operation of their plants as we all try to achieve the same outcomes. I have seen the apprehension and fear of having to speak in front of a crowd as Operators have presented their papers and the relief, satisfaction and sense of achievement when they have finished.

WIOA has wonderful support from our sponsors as well as the water businesses that allow our voluntary committee members to be a part of the organisation and hopefully this will continue. Thank you to everyone for your input and dedication to the organisation.

As the year is almost over I would like to wish everyone a safe and happy Christmas break and I hope to catch up with you all next year and I will leave you with a little story about how the angel got to be on top of the Christmas tree.....

One particular Christmas season a long time ago, Santa was getting ready for his annual trip ... but there were problems everywhere. Four of his elves got sick, and the trainee elves did not produce the toys as fast as the regular ones so Santa was beginning to feel the pressure. Then Mrs. Claus told Santa that her mother was coming to visit. This stressed Santa even more. When he went to harness the reindeer, he found that three of them were about to give birth and two had jumped the fence and were out, heaven knows where! More stress. Then when he began to load the sleigh one of the boards cracked and the toy bag fell to the ground and scattered the toys.

So, frustrated, Santa went into the house for a cup of coffee and a shot of whiskey. When he went to the cupboard, he discovered that the elves had hidden the liquor and there was nothing to drink. In his frustration, he accidentally dropped the coffee pot and it broke into hundreds of little pieces all over the kitchen floor. He went to get the broom and found that mice had eaten the straw it was made from.

Just then the doorbell rang and Santa cursed on his way to the door. He opened the door and there was a little angel with a great big Christmas tree.

All radiant and smiling; the angel said, very cheerfully, "Merry Christmas Santa. Isn't it just a lovely day? I have a beautiful tree for you. Isn't it just a lovely tree? Where would you like me to stick it?"

So began the tradition of the little angel on top of the Christmas tree.



Anthony Evans
WIOA President

PROFILE OF A MEMBER

Name: Damien Lavelle
Position: Team Leader
 Water & Wastewater –
 Regional Delivery (Northern
 Midlands area)

**Employer &
 Location:** Ben Lomond
 Water – Regional Delivery
 (Northern Midlands area)

**How long have
 you worked
 in the water
 industry and what
 attracted you
 to it?** 6 Years. After
 working 18 years in the
 maintenance/fabrication
 game I was looking for
 a change and suppose
 a new challenge in life
 and fortunately a position
 became available in the
 town I lived in. I applied and
 luckily enough got the job.

**What do you enjoy
 most about your
 job?** The ever changing and improving industry and the
 challenges it supplies. Good work environment and good work
 mates.

**What are the major challenges in your
 current role?** To be honest, going through the Tassie
 water reform and not having a finalised EBA after 15 months with
 the new corporation.

How long have you been a WIOA member?
 5 Years

How do you relax? B & B (Beer & BBQ)

**Where do you live and what's the best
 thing about it?** Longford, Tasmania. I love the country
 environment and the people in it.

OK, A FEW QUICK QUESTIONS TO FINISH
Age: 40

Nickname: Damo or Plod (Footy nickname)

Family Status: Married (Wife Tanya, 2 x Kids, Jhye 9 &
 Bree 5)

Pets: 1 x dog

Favourite food: BBQ steak & salad (Bring on the warm
 weather)



Least favourite food: Sushi

Favourite TV show: Man V's Wild (At the moment)
Worst TV show: Home & Away (Who would want to live
 there)

Favourite Movie: Happy Gilmore

Favourite Musical artist/s: Cold Chisel

Favourite book: Kiss the Girls (Thriller)

Ambition in life: Become a CEO or Own McDonalds

Hobbies: Football, Golf & Camping

Best Trait: Always willing to lend a hand (Sometimes my
 wife thinks it's my worst trait)

Worst Trait: Being too opinionated

Four people to invite to a BBQ: Jimeoin, Kevin
 Bloody Wilson, Jimmy Barnes & Bryan Adams

OPERATORS ROC

With John Day (Vice President of WIOA) chairing and Cynthia Lim
 taking notes, 26 operators attended the Inaugural meeting of the
 RAMROC (Riverina and Murray Regional Organisation of Councils)
 Operator Group pictured below in Deniliquin in August.

RAMROC represents the interests of eighteen member councils.
 The region covers 126,595 sq.km, a population of 165,474 with a
 mix of regional centres, medium sized towns, urban and rural shires.

Designed as an informal networking meeting, it was interesting to
 hear of the diverse jobs some operators performed, water plant,
 wastewater plant operators, repairing water and sewer mains, local
 ranger, airport officers to name a few.

Sharing the same catchment, we were able to open lines of
 communication to pass on knowledge, skills and experiences. Most
 importantly an outcome was to get to know our neighbours, as we all
 experience the same issues.

Information presented by WIOA on other operator groups,
 membership, services and resources was easy to understand.

Some RAMROC members have since completed the Water Quality
 & Distribution System Management Seminar held in Shepparton.
 We look forward to being provided more avenues for training and
 information exchange to increase our knowledge and stay in touch
 with industry trends.

Our next meeting is planned for July /August 2011 in Wodonga
 looking at both water and waste water processes.

Contributed by Ric Bond,

Water Treatment Plant Operator, Deniliquin



Water Industry Learning Resources - resources aligned to Certificate IV now available!

Government Skills Australia (GSA) are pleased to announce the release of learning resource materials aligned to Certificate IV of the NWP07 Water Training Package. Certificate II and III were released throughout 2009 and 2010 with a positive response from industry.

Funded under the National Water Commission, these resources have been developed through extensive consultation with industry over a two year period. Products developed under the National Water Learning Resources Project consist of CD-ROMs and/or a USB containing fully customisable MS Word and Powerpoint versions within Certificate II, III and IV.

Resources include:

- Learner Resources
- Powerpoint Presentations
- Session Outlines
- Activity Answer Guides
- Assessment Tools

Material to support individual units of competency are available to purchase separately to the complete suite. Availability of the material developed under the NLRP project will address major learning resource gaps that exist within the water industry.

For more information contact Tamara Shinnars - tamara.shinnars@governmentskills.com.au or (08) 8410 3455.

2010 KWATYE AWARD

Congratulations to Russell Evans from Power and Water based in NT who was awarded the 2010 Kwatye Prize for his project titled – “Means To Mitigate Water Infiltration In Sewer Mains”. We wish Russell the best of luck in commencing his project and will be keen to see how he spends the \$6,000 to research this very important operational issue. WIOA would also like to thank Thermo Fisher Scientific their generosity in sponsoring this prize.

Congratulations is also extended to the 2009 Kwatye Prize winner Bernd Vetter who showcased his completed water industry video at the recent Victorian Conference. The tag line used in the video – “The Water Industry – You’ll Be Amazed” was very appropriate for the breadth of employment roles and opportunities shown in the video. Anyone wishing to view the completed video can download it from the WIOA website – just look for the careers or positions vacant links. A reminder to all water industry HR personnel that to assist in promoting the water industry, all the water industry videos are available for use with no charge or restrictions.



Coming from the NT Russell was well aware of the meaning of Kwatye!


A NEW AWARD



Objective of the Award:

1. To create an opportunity which encourages water industry operational staff to share their “in the field innovations” and/or “fixes to problems” so that others in the water industry can benefit.
2. To provide an application process which is easy to complete and utilises a standard template. This will give all water industry operational staff the same opportunity for presenting their innovation.
3. To provide the opportunity for operational staff to receive recognition for their innovation and efforts.
4. To encourage operational staff to become aware of and involved with the Water Industry Operators Association of Australia (WIOA).
5. To allow WIOA to share the good ideas and innovations with other Members through the Operator magazine and/or other publications.

The template:

 <small>Problem Accepted - Solution Supplied</small>	
Project Title <small>-less than 12 words</small>	
Author: <small>Add your name</small>	
Job Title and Organization	
THE PROBLEM.....	
What was the problem that you experienced?	
How did the problem impact you or your work situation?	
How long had the problem been occurring?	
THE SOLUTION.....	
How did you come up with the solution?	
Who helped work on the solution?	
Describe the solution.	
How has it helped you at work?	
Suggest improvements, if time or financial limitations were not a factor.	
Any other comments you would like to make?	
Insert photo of the problem	
Insert photo of the solution	

To find out more about the PASS award any WIOA awards visit the website www.wioa.org.au/awards/index.htm A sample of a completed PASS template can also be found on the website.

Institute of Water Administration (Vic) Young Victorian Operator of the Year 2010



Three excellent nominations were received in 2010. Congratulations to everyone nominated including:

Areika Martin - Goulburn Valley Water
Matt Stowe - Central Highlands Water
Andrew Cooper - Goulburn-Murray Water

The three applications were all of very high quality and the judges' job was made even more difficult by the fact that each nominee worked in very different roles. We had a water treatment operator, an operations engineer and a rural water services officer. The winner of the 2010 Young Victorian Operator of the Year is Mr Andrew Cooper from Goulburn-Murray Water.



Andrew Cooper (L) receiving the perpetual plaque from Craig Heiner representing IWA (Vic) at the Victorian Conference Awards night.

About Andrew Cooper.

Andrew commenced with Goulburn-Murray Water as a trainee in 2009. He completed his Certificate II in around 9 months and is well on the way to completing his Certificate III, having completed another five units at that level.

Andrew has proven to be very flexible and keen to learn and in his short time with G-MW, he has worked in a number of departments including operations, maintenance and management. During the winter of 2009, Andrew was involved with the capital works program and assisted in the construction of new road bridges and occupational crossings.

During drought conditions experienced in Northern Victoria, Andrew took available opportunities to broaden his skill base and knowledge of the computer based applications used with in G-MW. By being multi-skilled, Andrew has become a very valued employee as this has allowed the Central Goulburn operational area to utilise his skills more widely.

Andrew has participated in major construction activities during winter shutdowns and has been pro-active in ensuring all OHS requirements are met. He has been involved in trials to help obtain the most suitable eye wear for G-MW staff members. He provided a helpful insight into the needs and options available to help form the new mandatory wearing of safety glasses whilst working at G-MW.

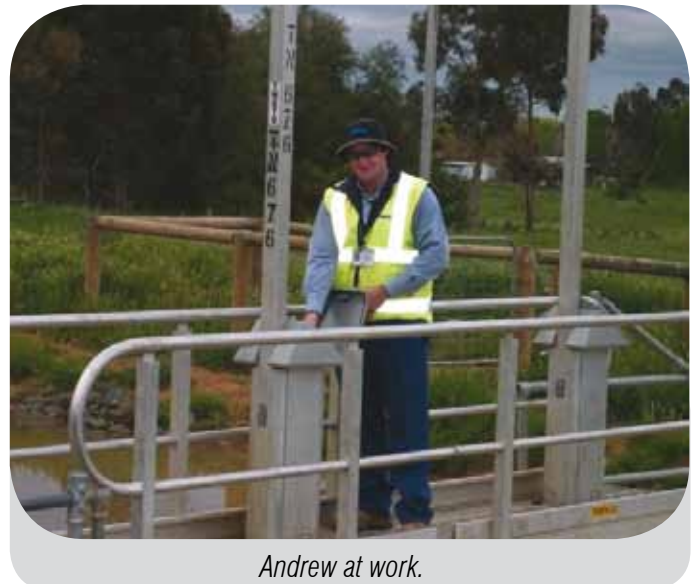
Whilst completing routine inspections on G-MW's plastic lined channels, Andrew identified an issue with the installation of escape mats. The escape mats are required to be installed to allow humans or animals to climb out of the plastic lining in the unfortunate event of falling in. Andrew identified that the mats required extra capping on the pipe ends to assist in keeping them in the correct and safe position. This inclusion to the design was recommended to NVIRP and has since been implemented across other operational areas.

Andrew has also undertaken compliance investigation and reporting on potential illegal diversion activities. A major issue for a young operator living in his local community and one that he has carried out in a professional manner at all times.

Andrew provides a high quality of report writing and gathers information relevant to any water incident identified. He understands that this information is required to be accurate and comprehensive as there is a possibility that the information he submits may be required to be provided to a court of law as evidence.

There is no question that the future looks bright for someone as committed to his role as Andrew and he is a very deserving winner of the IWA (Vic) "Young Victorian Operator of the Year" for 2010.

Andrew wins the perpetual plaque for 12 months, an individual plaque to keep and an all expenses paid trip to join the WIOA team at the New Zealand Operations Conference and tour being held in Queenstown in May 2011.



Andrew at work.



Victorian Operator of the Year 2010

The prestigious Wal Whiteside Victorian Operator of the Year Award has been awarded to John De Boer in recognition of his passion and commitment to the water industry over the past 30 years.

As lead operator at Melbourne Water's Winneke Water Treatment Plant, John is responsible for Victoria's only water treatment installation that is classified as a major hazard facility due to the volume of chemicals stored onsite. He has been involved in the recent \$50 million upgrade of the Plant, co-ordinating the outages programs and shutdown procedures associated with the upgrade.

John's ability to rise to the challenge and deliver exceptional innovative outcomes impressed the judges. Over the past 12 months John has delivered significant advances in fulfilling operator training needs and developing a process optimisation strategy.

On behalf of AWA, the judges congratulate John as a very worthy winner of the 2010 AWA Wal Whiteside Victorian Operator of the Year Award. In addition to a perpetual shield and trophy, John also receives \$2,000 towards relevant training or professional development.



John de Boer with Chris Corr

The Wal Whiteside Operator of the Year award recognises water operators in Victoria who have made a significant contribution to the water industry. Now in its 31st year, the award is given in honour of Wal Whiteside, a long term member of AWA and a stalwart of the Engineers and Operators Conference. His service to the water industry was recognised in 1992 with the AWWA Service Award and in 1993 with the Medal of the Order of Australia.

This year there was a high standard of entries for this award. As a result the judges elected to also award a Certificate of Commendation. The recipient of the commendation was Greg Plier, Supervisor Wastewater Treatment at Central Highlands Water. Greg has been employed with Central Highlands Water for 25 years and involved in wastewater treatment for the last twelve years. The judges were impressed by Greg's experience, his determination, perseverance and dedication as well as his clear safety and staff training focus.

WIOA Building Networks

As WIOA expands our reach, influence and membership numbers, it is important that we continue to build strong relationships and collaborate with other organisations that have similar goals and ideals.

In 2007, we drafted and signed off a Memorandum of Understanding (MoU) with the Water Industry Operations Group NZ - our Kiwi "operations" cousins. The relationship, based on a partnership arrangement, has continued to develop in a positive manner since then, with much achieved on either side of the Tasman. The initial MoU between WIOA and WIOG NZ covered a three year period. After some discussions at the Bendigo conference about how the relationship was going, we updated the contents of the MoU and we are pleased to report that it has been signed off for another three year period.

We are also now very excited to report that we have developed and recently signed off a Memorandum of Understanding with the Queensland Water Directorate (*qldwater*).

The relationship between the two organisations has been building through the good work of respective CEO's, Rob Fearon and George Wall. The awarding of the inaugural Qld Young Operator of the Year and the Qld Operator of the Year (Civil Works) in 2010 is one positive outcome of the relationship. There has also been a lot of effort put into training initiatives and we look forward to working collaboratively in the future to develop more access to quality training for the water industry in Qld and right across Australia.

We look forward to working with all our current industry partner organisations and no doubt, we'll be adding to the list in the future.



*Rob Fearon (left) and George Wall
proudly display the signed MoU*

Victorian Conference Report

Hi All. The 73rd Victorian Operators and Engineers conference in September has again been a highlight of my year. I like to hear about some of the innovations developed to solve problems that often plague operators' lives. So often the solutions are so simple. I look forward to the PASS Award giving more operators opportunities to share their ideas.

I also enjoy getting together with operators from my own organisation. It doesn't often happen that I can chew the fat with you blokes away from work.

The trade displays are also well prepared and targeted. It's good to catch up with the same people each year, even though many of them are on different stands.

My feedback from Grampians Wimmera Mallee Water (GWMWater) people who attended has all been positive. Here are some of their comments.

"Graeme, this is my story. Once again the WIOA conference was a treasure trove of info for the water industry. I was able to find the answer to a couple of problems that were of concern to us in the water quality area. One being the design and suitability of rapid mixer at our Underbool water treatment plant. After discussions with Rodney Norman, Jason Mullins and Prominent we are now able to build our own rapid mixer to stop the coagulant from forming a floc after the sand filters, in the turbidity meters and in the calcite tanks. Also after having discussions with Tim Sells from Acromet we have purchased a Cl2 analyser with a solar power supply for a remote site on the MT Zero pipeline which feeds Horsham."

Ivan Wild, Water Quality and Treatment Coordinator

"Being my first time at the conference I thought it was interesting, the food was great, drink flowing all night, the entertainment was excellent and the exhibits were informative. The paper presentations were professional and informative. There were a couple things I would have liked to see at the next conference No1 - more hands on tools of the water trade on display, No 2 was to have GWMWater nominate their staff for the junior and senior operator of the year awards." **Peter Jones**, Water Services Operator

"As I turned up at lunch time it was great to have a nice lunch to start the day off. After that, I went and listened to Technical paper session 2 in which the discussions were on proactive sewer maintenance, improving around wet wells, selecting mains for CCTV inspections. This session, I found interesting listening as the Birchip area in particular and all other areas in the authority have all these problems. So we did get something out of these papers. Had a look around the exhibition and found at most stands they were happy to talk to you. Good night out at the diner."

Thursday I spent time at the papers again, and then went to most of the stands. I got some new ideas from the stands. Peter Sharp convinced For Earth Pty Ltd to hand over their 5 L container of Biological Sludge Removal to try at the St Arnaud WWTP. Also we got the area manager of mono pumps to come and have look at the WWTP as they have a lot of blockages in the pumps there. We

also convinced a rep from Odour Technologies to install an SR2 automated well washer to a sewer wet well in Rainbow for a trial for thirty days, no strings attached. Over all it was good to see what's out there and talk to other operators about their problems."

Dale Anderson, Team Leader, Mallee Region Operations

"The WIOA conference has again successfully brought together industry participants, evident to me as I walked around the floor inspecting the latest that suppliers had to offer. Whilst I only spent one afternoon and evening at WIOA, I was able to make contact with some familiar faces and some new ones also to discuss and outline what we are doing and how new and improved technology might be advantageous. Although I didn't personally get to hear any of the presentations, I did hear that whilst they were wide and varied a number were of interest and beneficial to understand what others have implemented to solve problems similar to ours. The biggest benefit to me of WIOA is the social networking, this year being no exception and it appears to me to be the gauge used by others, measured only by the level of chatter and extent of smiling faces." **Dennis Hateley**, Manager, Project Delivery

It's a great couple of days and extremely valuable to boot.

Contributed by Graeme Bartle-Smith

Strategic Project Engineer, GWMWater



"Charity Donation" - Challenger Valves and Actuators

Challenger Valves & Actuators surprised everyone present at the 2010 Victorian conference by donating an authentically signed Don Bradman portrait. The Challenger guys suggested we should raffle it so that everyone had a chance to win it and put all the funds raised into the WIOA charity fund. These portraits usually sell for in excess of \$2000 at charity auctions. The raffle raised \$2330 and was won by none other than WIOA Chairman Ron Bergmeier. Challenger Valves will also be donating two further portraits to raffle off at the 2011 conferences in NSW and Qld. WIOA again thanks Trevor Kimberley and all at Challenger Valves for their generosity.



Ron with "Bradman"

CONGRATULATIONS TO THE VIC PRIZE WINNERS:



AWA Operator of the Year
Commendation - Greg Plier (L)



WME- best trade booth
overall - MJK, Noel Stewart
(R) with Daniel Jessop



Hepburn & Iwaki Prize - Best
Paper Overall - Kath Northcott
(R) with Sulio Mustadanagic



Actizyme winner - Tony McKean
(R) with Alex Madarasi

Water Industry Training Centre – Best Operator Poster Papers

First Place – Ian Syer – ‘us’ – Utility Services –
“Hydraulic Gatic Lifter Tool”

Second Place – Tony McKean – East Gippsland Water

Third Place – Chris Spokes – Goulburn Valley Water

Actizyme Prizes – Best Papers by Operators

First Place - Tony McKean – East Gippsland Water –
“Novel Application Of A Lamella Clarifier For Improved
Primary Treatment Of Domestic Wastewater”

Second Place – Wayne Shaw – Gippsland Water

Third Place – John Day – Goulburn Valley Water

Hepburn & Iwaki Prize – Best Paper Overall

Kathy Northcott – Veolia Water Australia – “8 Years
Of Membrane Operations at Bendigo: Maintenance,
Monitoring and Mapping”

WME Prize – Best Trade Site Overall

MJK Automation – recognised for their efforts in creating
interactive and dynamic displays where their equipment
could actually be used at the conference.

WIOA VIC CONFERENCE IN THE NEWS

“Photograph Courtesy of The Advertiser (Bendigo) 1 September 2010”.

Water, water everywhere and many stop to think



NETWORK: Anthony Evans and Cynthia Lim survey booths taken up by the water industry.

Picture: JIM ALDERSEY

WATER industry representatives from across the country will be at a conference in Bendigo this week.

Starting today, the Water Industry Engineers and Operators Conference and Exhibition will bring together specialists to discuss industry development.

The conference could attract more than a thousand people to the region – operators, engineers, consultants and company officials.

The 73rd annual conference will look at maintaining urban, rural and industrial water infrastructure, practical solutions for water issues, management of dams and storages, wastewater collection, and the development and application of new technologies.

Water Industry Operators Association of Australia operations manager Cynthia Lim said the conference was a chance for water industry operators to network and learn new skills.

“They’re the real can-do people in this field. This gives them a chance to network and listen to their peers. It will cover drinking water, waste water and everything in between.”

Ms Lim said 181 booths had been filled at the Bendigo Exhibition Centre and about 140 businesses would be represented. Association president Anthony Evans said the conference brought people together to talk about problems in the water industry and optimise plans.

“These are the grassroots people when it comes to water systems.”

Ms Lim said the conference was open to the public and students. It opens at 10am today and continues at 9am tomorrow.

Snapshots from the VIC Conference



Water Testing at Ben Lomond Water

Water testing at Ben Lomond Water is about more than monitoring the region's water supply.

Since 1 July 2009 when the water corporation was formed, considerable effort has gone into building both its profile and reputation as a leader in the efficient and sustainable delivery of quality water and wastewater services. The corporation's two water testing vans play a considerable role in that process.

The highly visible Hyundai and Ford vans are operated by Chris Howard and Cody Donovan (pictured) and travel more than 300km a week. Their presence on the road is vital in a region with almost 40 water schemes.

There are also some very practical considerations. Unlike other areas throughout Australia, the elements mean that vans provide better working conditions and protection for Ben Lomond Water employees, particularly during cold Tasmanian winters. Their fit outs have also been completed with OH&S uppermost in mind.

The vans are permanent homes to a wide range of equipment including turbidity and pH meters and Hach spectrophotometers. As weekly rounds of treatment plants form part of the testing regime SCBA sets, worn when connecting/disconnecting chlorine cylinders are kept onboard. The vans are also used to carry out weekly chlorine leak detector testing.

Routine microbiological tests from predetermined sites are sampled weekly plus some additional sites on a four weekly rotation and samples are taken to a lab for testing. The tests able to be completed onsite in the van are pH, turbidity, colour, iron, fluoride, hardness, aluminium, temperature and chlorine free and total.

The vehicles feature a bench fitted down the driver's side complete with a sink draining into a 20 litre container for disposal, instruments and consumables are fitted to the bench to make testing efficient and shelves on the passenger side contain larger consumable and spares.

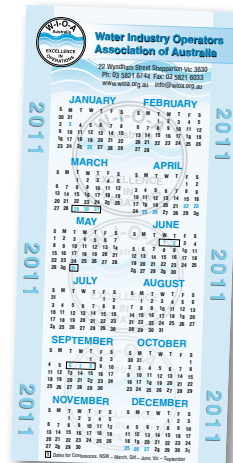
The layout has been refined through use and is a far cry from the ute, esky, burner and Lovibond Comparator used in the early days of testing in the region around 15 years ago.



Inside the sampling van

Membership Renewals

Members are reminded that the membership renewal invoices for 2011 will hit your letterboxes soon. Payments must be made by 1 January 2011. Members that have elected to take up multi year renewals will be sent the free 2011 fridge magnet calendar and a note that no action is required. Keep an eye out for the 2011 members calendar.



WIOA MEMBERSHIP HAS MANY BENEFITS. IT NOW ALSO HAS ITS REWARDS!



ALL FINANCIAL MEMBERS
GO INTO THE ANNUAL DRAW
IN MARCH 2011 TO WIN THIS
FABULOUS 50" PLASMA TV

Sponsored by



roycewater.com.au

AGM & Weekend Seminar 2011



The 2011 weekend seminar & AGM will be held at the Foothills Conference Centre in Mooroolbark, outer suburbs of Melbourne. For new WIOA members this is your opportunity to meet other members and learn about the latest technologies in a relaxed and friendly atmosphere. The costs for the weekend are absolutely zero, as long as you can get yourself there and home again. From lunch Saturday to lunch Sunday the weekend is on WIOA – just another benefit of being a WIOA member.

The confirmed Corporate Member Presentations are:



Ugly Fish Safety Eyewear will discuss "Protection with Attitude"



Jonoco will amaze us with Portable Chemical Dosing!



Hydro Innovations will present "Self primers - the future in waste water pumping"

The forum topic will be: Operator Networks around Oz. A site tour of Melbourne Water's Winneke Treatment Plant will also occur during the weekend.

TOP 10 TIPS TO BE THE BEST OPERATOR YOU CAN BE

BE A MEMBER OF WIOA. If you are reading this as a member of WIOA then you have already made a great start to help keep yourself informed and shape your career in the water industry.

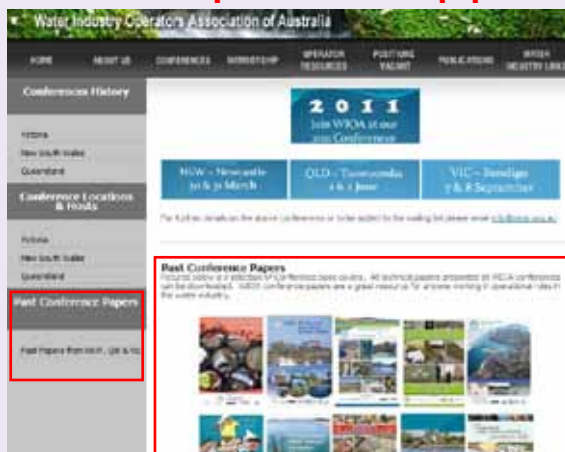
GET INVOLVED. There are numerous ways to get involved to expand your knowledge. The first step is to decide that when you attend any conference, seminar or meeting that you will be an active participant rather than a by-stander.

NETWORK. A great way to improve yourself and learn is to discuss issues with your peers. There is always someone else who has had the same problem as you and is willing to share the solution.

KNOW WHERE USEFUL RESOURCES CAN BE FOUND. It's not how much you know but knowing how to find it when you need it! The amount of information now readily at our finger tips via the internet is amazing. If you are looking for answers on a specific operational question the first place to look would be the WIOA website. Use the search engine on the home page.

www.wioa.org.au

How to find WIOA past conference papers



ASK QUESTIONS.??? Why is it so? There is never a stupid question.

LEARN FROM YOUR ELDERS. The old way of doing things may sometimes seem overcomplicated and unnecessary but often it is from our elders that we can understand the true reason why!

ENCOURAGE & SUPPORT OTHERS. Mentor those around you - you may be surprised how much more you can get from people if you encourage them. Mentors can be of all ages and all backgrounds.

HAVE CONFIDENCE.

LEARN SOMETHING NEW EVERYDAY. Be hungry for more information. The world is an interesting place.

SHARE IN YOUR SUCCESS. Building a team is often hard work but working well together can be immensely rewarding and satisfying.



What On Earth Is Going On!

Idiots, George Wall, Russell Mack and Barry Waddell in ill-fitting footy jumpers wondering where the hell the ball went!! The photo shows Peter Tolsher adjudicating this circus, clad in a hi-vis vest, wearing a pink sweat band and holding a party whistle.

Seems like another Idiot in the making. The photograph was snapped at the WIOA President's Dinner at the recent Victorian Conference at Bendigo.

Immediate past President Tolsh, who has contributed an enormous amount of his time and effort to WIOA, richly deserves his ordination into the I.D.I.O.T's fraternity and we all congratulate him on a well earned accolade. For those new or unfamiliar with this award I.D.I.O.T stands for Inducted as a Delegate of the Inextricably Obstructed Tap Society – acknowledgement and recognition of people who have performed outstanding service to WIOA.

A requirement of receiving this award is to make an idiot of yourself at the time of presentation by undertaking a task that you might be good at but end up doing badly for the audience's entertainment.

It was uncovered that Tolsh was once a footballer of some note.

Some facts we didn't have on the night but can share with you now are:

300+ games of Senior/reserve grade football with Tallangatta and Federal FC and Umpired for 2 years.

5 club best & fairest, 2 League B & F, 100 goals over 23 years (average 4.34 goals/year), Numerous grand final and premierships, Nickname 'the Grey ghost' (from age of 25).

Declining the opportunity to regale us with the Tallangatta Footy Club song, he elected to demonstrate his umpiring abilities ably assisted by a group of broken down old footballers. Pity the footy uninitiated and the NZ delegation probably had no idea what was going on regarding umpire decisions!

Tolsh does excel at what he puts his hand to and after he retired from football Tolsh now lives for golf. A handicap of 16 which has blown out to 19 over the winter....

Also, loves fishing (his boat called 'Atom Ant')... Lake Hume redfin are his specialty.. You should see him fillet one, then cooked with garlic and bread crumbs on the BBQ at Wodonga WWTP is a regular occurrence throughout summer. *Well done, Tolsh.*

Contributed by John Park & Adrian Rijnbeek



Things we do in our free time.

2010 Great Endeavour Rally

After 10 days of gruelling tracks, blinding dust, bogs and diversions, Noel returned to us safe and sound. A magnificent effort in fundraising put the team in 6th.Pole Noel and team were weary but exhilarated. From the beach to the bush and many a stop in between they had a great time and raised over \$26,000.00 for the Endeavour which helps people with disabilities to train and find jobs. An interesting stop for the Rally was at Toowoomba where they have created a wonderful workshop for special needs adults and they were very excited to see all the dirty cars pull in with lots of goodies on board, of course our famous bright yellow pens were a real hit!

Noel got into the spirit of things with his pink PJ's, mad hat and his love of fun and adventure. The camaraderie and mateship was never far away with everyone wanting to help in times of trouble and some of these cars needed all the help they could get. Thankfully the BMW and the HILUX made it to the finish line without too many setbacks.

The innovative methods of repairing taught Noel some new bush crafts, like using a spanner for a weld was amazing to see, it got the BMW to the finish line.

A big thank you to all the sponsors for the "McBerns Support" vehicle and because it is such a worthy cause I think Noel would love to do it again, it wouldn't have something to do with driving in the mud WOULD IT !! **Contributed by McBerns**



Photos taken during the rally from Burleigh to Barga, July 2010.



Smiling for Smiddy Bike Challenge - 1600km in 8 days

The ride - it was tough as you can imagine, two days of rain and then temps in the high 30's, there were a few crashes, unfortunately 60 riders that close over 8 days resulted in two hospital trips and one broken hand, around 50 punctures and 15 broken spokes. We hoped to raise over \$700,000, I personally raised over \$5000, much of which came from the generous people in the Water Industry. We were lovingly fed and lodged in many of the towns we stayed in by the Lions & Rotary organizations and made two primary school stops promoting skin cancer awareness. All in all it was a fantastic opportunity for me personally to be part of such a genuine cause, it gave me a real sense of purpose. Members can still donate at

www.everydayhero.com.au/mark_trembath or find out more about "Smiling for Smiddy" - raising funds for cancer research and health care by activating individuals and communities in the fight against cancer.

Contributed by Mark Trembath, Johnson Screens



Did you know that our President Anthony Evans competes in the Alice Springs Masters Games in clay target shooting? Pictured above is Anthony at the 2008 games. He competed again in 2010 and finished up with 2 silver medals.

Well done!

CORPORATE MEMBER ADVERTORIAL



Contributed by Shane Mckibbin – For Earth Pty Ltd

BIOLOGICAL SLUDGE REMOVAL

Over the past 6 years For Earth have been developing biological systems to accelerate the removal of nutrients and solids from waste water systems.

For Earth have successfully developed the Probiotic Low Energy Aeration System TM which biologically removes sludge from Sewerage Treatment Plants sludge storage lagoons and tanks.

The system involves the use of sub surface aeration and also automated application of a bacteria product For Earth Bio TM which is surface sprayed at set periods. With the introduction of specific bacteria into an aerated zone, substantial biological sludge reduction is achieved within the sludge storage lagoon. The cost savings being achieved by Council engineers and operators has been substantial.

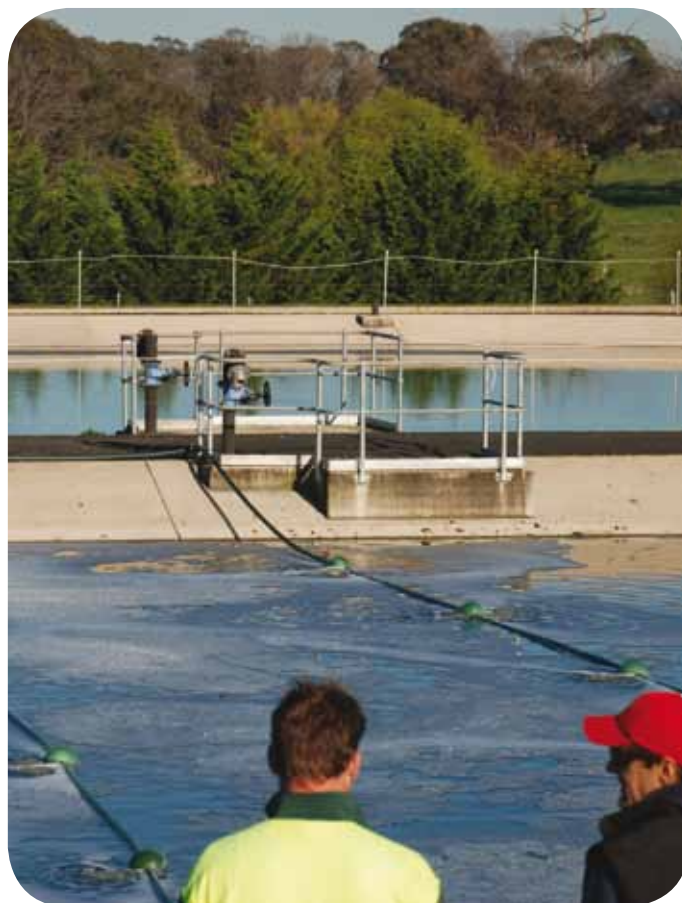
Coffs Harbour Council who installed the For Earth system in August 2009 has enjoyed cost savings which has been presented in a technical paper. The paper outlines the successful results achieved at the Woolgoolga Sewerage Treatment Plant that was under considerable sludge load.

Initially the Probiotic Low Energy Aeration System was used to desludge an offline sludge storage lagoon and then this lagoon was placed online with supernate flowing into sludge storage lagoon number two. Some of the operational and costs savings outlined in the paper are as follows.

- Production of dry sludge decreased by 47%
- Sludge handling costs reduced by \$1,400 per week
- Treated sludge transferred to drying beds dewatered in approx 10 days which was previously 3-4 weeks.
- The postponement of a \$1.5M centrifuge sludge augmentation system.
- Considerable odour reductions

Coffs Harbour Council have extended the use of the For Earth system to three other Sewerage treatment facilities.

Guyra Council have been using the system for over 2 years. Their STP has two sludge storage ponds with 6 month detention time in each and they simply swap the PLEASystem over into the offline pond every 6 months. The operators have not had to mechanically remove any sludge from their sludge storage lagoons since installation.



The For Earth Biological Sludge Removal System has been taken onboard by many Council's throughout NSW. The high cost of mechanical removal, dewatering and transport of the dried sludge can vary from \$100 to \$150 per cubic metre of sludge. The For Earth system costs approximately \$5 per cubic metre. The Capital cost of the Automated bacteria dosing system and Low Energy Aeration system is minimal and there is very little maintenance required. The dosing and aeration system can be retrofitted to any tank, lagoon or retention area and also easily relocated. The For Earth system is especially useful in plastic poly lined ponds as mechanical sludge removal can damage the lining. Also the system has advantages in location where heavy machinery cannot gain access.

The For Earth system of biological sludge removal has become an accepted sludge removal process and we are seeing Council Engineers and Operators adapt the technology to Catch Balance tanks, Extended Aeration Tanks, Tertiary ponds, Sale yard effluent ponds, Landfill leachate ponds and decommissioning of tanks and ponds.

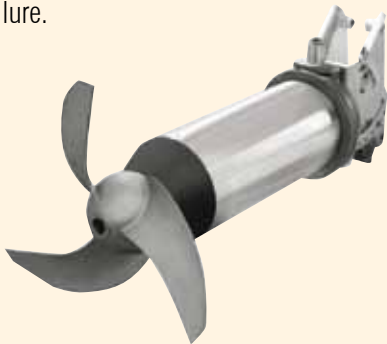
The Probiotic Low Energy Aeration System has also successfully gained project funding by clients through the Department of Environment Climate Change, Department Primary Industry and Enviro Fund due to the environmental benefit of reduced carbon footprints through energy savings.

For further information visit www.forearth.com.au or email shanem@forearth.com.au

New Design KSB Submersible Mixers

KSB has completed the re-design of their submersible mixer range. The completed new range of the direct drive AMAMIX Series mixer, now comes with new propellers generating higher efficiency, greater flows and increased thrust.

A major advantage is the ECB Ever Clean Blade propeller design, offering varying pitches and sizes from 225mm to 630mm diameter. The Amamix also has the added advantage of a reduced diameter hub, tapered seal chamber and 3 fold dynamic sealing, including lip seal protection and dual silicon carbide mechanical seals. All these features combined, greatly reduce the likelihood of propeller 'ragging' and/or mechanical seal failure.



With the added benefit of KSB's unique cable gland design, a 100,000 hour L10 bearing life and unique material combinations, the KSB Amamix will ensure maximum reliability and prolonged service life is achieved.

Also available is the KSB AMAPROP range of gear driven mixers with the ECB Ever Clean Blade propeller in sizes ranging to a massive 2,500mm in diameter.

To accompany the Amaprop mixer is the completely new pedestal arrangement like no other, the AMAROC. The Amaroc pedestal is manufactured from NoriRoc, an epoxy compound, filled with quartz aggregate creating a vibration absorbing material and uncompromising Rock-like structure to stand up to the arduous task associated with this style of high volume mixing.

The new AmaRoc pedestal offers simple installation and will reduce set-up time by two thirds, saving both time and money.

For further information on the KSB mixer range please contact Greg James via email:

greg.james@ksb.com.au
or visit www.ksb.com.au



Australia's experts in Wise Waste Solutions have again delivered an exceptional money saving innovation with the release of their patent pending **GHOST RAILS™** to replace the corrosion affected and often replaced steel or stainless steel pump station **Guide Rails**.

The key to the success of the Ghost Rails™ is in the Polyurethane process of coating the steel tube of either round or square section and sealing against corrosion. By extending the need to replace the old style guide rails by 5 or 6 times saves valuable dollars in maintenance hours and replacement products.

Today's potable and waste water industry is much more conscious of outgoing and incoming costs associated with delivering services to a standard required by law and their customers. Finding ways to reduce costs without compromising standards in delivery has become a priority.

Some key points of using the warranted Wise Waste Solutions Ghost Rails™ make simple economic sense.

- Extremely abrasion resistant to raising and lowering of the pumps which slide without sticking.
- Extremely resistant to acid and corrosion attack from sewerage.
- Extremely long life as opposed to other inferior materials.
- Saves money

Wise Waste Solutions – Professional Partners in Asset Management.

For more information email: sales@wisewastesolutions.com



NEW CORPORATE MEMBER



street furniture AUSTRALIA

Incorporating both a fountain and refill post, the Arqua water station is Street Furniture Australia's response to problems with existing bubblers, such as poor hygiene, unreliability, vandalism and inadequate access for the disabled.

It transforms public water stations, ensuring they are safer and more appealing. The refill post has been designed to encourage the refill of water bottles, helping to reduce overall landfill. The child-friendly Arqua water station offers custom signage, filtration and PR support under the Do Something Go Tap program, which aims to reduce bottled water usage.

The Arqua water station recently won the Best Environmental Product award at CivEnEx, 2010. For more information go to www.streetfurniture.com



On holiday – 'Rad' the 2010 Conference satchel



Statue of Liberty

You just never know where WIOA may pop up around the world. The following photos show Nick Subotsch from Peerless Industrial Systems and family on holiday in the US.

Where could WIOA turn up next? Send in your travel photos and share your adventures with the water industry operators community.



Looking at Empire State Building



New York Times Square

A holiday activity that turned into a year long project

It was the last working day before Christmas last year, and my daughter Jemima had come to work with me to help me move into the new office at Shepparton.

To keep her occupied I asked her to do a drawing of a water main burst for my wall. It was great fun and it kept her busy – in a way – and she produced a colourful texta drawing which I loved and put on my wall.



Jemima in front of her excellent drawing of a water main burst.

The picture hung on my wall for a few weeks but was starting to look a bit worn.

So Jemima and I went to the local art shop and we bought a heap of paint and even some sand and gravel to give the painting some texture. We started painting and as per usual, I sort of took over! Jemima did help heaps and certainly maintained creative control. In the end I really got into the painting.

It has taken several months, and long hours, but I have learnt a lot about painting and enjoyed the time with my daughter, sharing the painting and ideas.

Jemima and her brother, Sam, are back in again this year and our themes are clearing sewer blockage and water treatment – we will see how we go.



The painting now proudly hangs in reception at the GVW Shepparton Operations Centre.

Contributed by Steve Nash, Goulburn Valley Water.

Editors note: when visiting the GVW office I stumbled on the painting and the longer I looked the more detail I could see – I did not know who created this masterpiece, so had to enquire. The likeness of some of the employees is amazing and there is even a reason why the water main burst – can you work it out?

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

Steven Agar, Lyell Aherne, Wilfred Alley, Paul Amos, Dale Anderson, Dale Auton, Viknesh Balendra, Bernard Barnes, Kim Barton, Russell Bates, Andrew Bayles, Michael Beamish, Angela Bellchambers, Len Bester, Timothy Binus, Jason Bird, Darryl Blight, Richard Bond, Graham Boxall, Eric Boyle, Toni Branch, Linda Brook-Franklin, David Brooks, Paul C Brown, Paul R Brown, Stephen Burns, Tyrone Butt, Rob Caris, Richard Carty, Shaun Charlton, Dale Cleaver, Martin Clifford, Mark Congerton, Glen Cook, Mark Cook, Peter Cooper, Phil Cooper, Andrew Coote, Christopher Cordwell, Stewart Corkill, Adam Cowen, Tony Cowgill, Jason Crocket, Nigel Cure, Neville Curtis, Sammy Das, Ronald Davidson, Edward Davies, Danny De Graaf, Mark Denham, Gary Dhue, Rodney Dick, Aaron Drenovski, Wayne Duggan, Mark Dunbar, Alex Dupleix, David Eltze, Robert Emery, Tony Esdaile, Brain Etchell, Russell Evans, Craig Ewington, Chris Faulkhead, Michael Feeney, Doug Ferguson, Adam Flannery, Maurice Fletcher, Anthony Foley, Bob Foster, Nicholas Frew, Paul Gatehouse, Paul Gead, Scott Gead, Brenton Giersch, Glen Gimbert, Michael Gleeson, Daniel Graham, David Grainger, John Grainger, Daniel Green, Maurice Green, Carl Haby, Jim Hadfield, Benhamin Halton, Gary Harper, Roger Harwood, Dennis Hateley, Leigh Heath, Roland Heatley, Rohan Heazlewood, Terry Heness, Leonard Holland, Adam Holloway, James Holmstrom, Frank Holobowski, Ashley Hooper, Jason Horton, Ben Hughes, Geoffrey Hyland, Rodney Innes, James Jarrad, David Johnston, Kenneth Jones, Peter Jones, Terry Karis, Geoffrey Kerr, Mark King, Peter King, Peter Kirchmann, Roger Knight, Mitch Kohn, Wayne Kremmer, Chris Krincevski, John Lansdell, Darrin Lawler, Shane Lee, John Lehmann, Lester Little, Darren Lord, Scott Lucas, Greg Lynd, Stuart MacPherson, Kazi Mahmud, James Mainwaring, Desmond Malley, Anthony Matson, Mark McConnon, Rita McDonald, Rory McKeown, Paul McLeod, Daniel McMurtry, Stephen Mills, Don Mitchell, Eddy Mofardin, Garry Morgan, Michael Morice, Rod Morton, Steven Nash, Peter Naughton, Graeme Neal, Lucas Nelson, Scott Nichols, Stephen Ninness, Scott O'Brien, Tim Okely, Martin O'Neill, Craig Onn, Marcus O'Reilly, Jeffrey Parsons, Stephen Pearce, Jeff Pekin, Adrian Pickin, Robert Pilkington, Brendan Pircen, Michael Potter, Dennis Pretty, Brett Proverbs, Jaime Rachmaniw, Jenny Reid, Mark Reid, Simon Renz, Chris Reus, Martin Richardson, Dale Riley, Alex Romanin, Rodney Rowe, Adam Salt, Craig Scott, Jason Semple, Peter Sharp, David Sheehan, Kieran Shrimpton, Daniel Simpson, Besim Sinanovski, Katrina Slocum, Greg Store, Craig Smith, Malcolm Smith, Tony Smith, Shannon Spencer, Lucas Starick, Keturah Stock, Craig Stone, Richard Strickland, Alex Sweet, Scott Tatnell, Gary Thornton, Mick Torney, Mark Townnsend, Ian Trickett, Phil Tuck, Suresh Unni, Ritchie Vincent, Tim Wakefield, Adam Walker, Travis Walker, David Walmsley, Robert Walters, Matt Welsh, Rodney Welsh, Ian Whittaker, Jamie Williams, Shanon Williams, Warren Williams, Gary Wilson, Peter Wright & Ricky Wright.

New Corporate Members include

Enviro Water Management, BTG Australia, Street Furniture Australia, McElligott Partners, TR Safety Gear, Aegis, Vacon Pacific, Johnson Screens, Macquarie Valley Control & Instrumentation, Humes Water Solutions, Akzo Nobel & Multitrode.

New Utility Corporate Members include

Deniliquin Council, Power & Water Corporation, GWM Water, Veolia Water – VIC, Southern Water Tasmania, Midcoast Water, Albury City Council.

Coming events / Dates 2011

1 March	Applications for PASS Award close.
5 & 6 March	AGM & Weekend Seminar Foothills Conference Centre, Mooroolbark
16 March	Coagulation/Flocculation Seminar Commercial Club, Wagga Wagga
30 & 31 March	5th Annual WIOA NSW Water Industry Engineers & Operators Conference, Newcastle
12 April	Distribution Systems Seminar Shepparton
11 - 13 May	WIOG NZ Conference, Queenstown
1 & 2 June	36th Annual Queensland Water Industry Operations Workshop, Toowoomba
20 July	Applications for 2011 Kwatye Prize close.
7 & 8 September	74th Annual Victorian Water Industry Engineers & Operators Conference, Bendigo

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Next Edition

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