



OPERATOR



February 2004 Edition

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North East Water Golf Day Prizes -See P. 5 for report



WIOA Charity Golf Day at Trafalgar. See report P. 3





Welcome to the first edition of Operator for 2004.

What an exciting and challenging year ahead we have in the Victorian Water Industry.

It is anticipated that following the completion of the public forums and submissions for the Green Paper 'Securing Our Water Future', which according to the web site included videos and compact disks, will be the release of the Government's Report (White Paper). Apparently there were 660 submissions made to the Department of Sustainability and Environment (DSE) regarding this matter.

The other major development is that from January 1, 2004 Regional Urban Water Authorities will report and be subject to the State Government's Essential Services Commission (ESC).

The ESC has been set up for the Victorian water industry so it is subject to an independent economic regulator, as stipulated by the Council of Australian Government (COAG).

It will be interesting to see how the ESC and the outcomes in the White Paper interact and impact on our industry.

As I have mentioned in the past it appears Australians in large cities do not appreciate the value of reticulated water unless there are restrictions in their area. It often amazes me that people are prepared to pay \$0.85 for 600 millilitre (mL) of water at the supermarket (more at the convenience store) and yet protest when water rates go up. Generally speaking most urban household water consumption is measured in kilolitres (kL) so using the above the cost to an urban customer would be about \$1400 for just one kilolitre which I am sure would cause an outcry.

It is thought that if our society is to truly value our water resources there will need to be a new understanding required in all sectors of the community. This understanding of where and how water is to be utilised in this new century is still in its early stages and I believe our members are going to be in the forefront of this ongoing challenge.

THE EDITOR



Well it worked in the movie version

Happy 2004! I'm sure by the time you read this newsletter the New Year celebrations may be a distant memory. Our President John Harris is overseas, wearing his Rotary hat, so he has asked me to fill in.

I'd like to take this opportunity to reminisce about the year that was, before getting too excited about the jam-packed year ahead. Thanks to the dedicated committee we achieved almost everything we had set out to do in 2003. The weekend seminar at Rawson was another great chance to network and catch up with members from around the state. The conference in Shepparton was a huge success with record delegates and trade sites. The charity golf day at Trafalgar despite the looming bad weather raised an impressive \$3000. We had a changing of the guards for the Operator newsletter, Graham Thomson the new editor has been doing a terrific job. We produced another two issues of the 'Water Works' journal, congratulations to the editorial team, the December 03 issue was particularly interesting with its coverage of all the winning operator papers from around the country.

To the year ahead - in March 2004 we have the weekend seminar and our AGM to be held in Ballarat. Make sure you fill in and return your registration forms to avoid disappointment. The launch of UIDIOT will also occur at the weekend seminar - what is it? You'll have to attend to find out! A one-day technical seminar is also planned, entitled 'Maintaining your Distribution Network', more information will be available soon. And later in the year we look forward to the annual conference and charity golf day.

So happy operating and I look forward to catching up with you at one or all of our upcoming events.

Cynthia Lim
Vice President WIOA

Laughing matter

A man goes into a pet shop to buy a parrot. The shop owner points to three identical looking parrots on a perch and says, "The parrot on the left costs \$500".

"Why so much," asks the man?

The shop owner says, "He knows how to use a computer".

The man then asks about the next parrot and is told that this one costs \$1,000 because it can do everything the other parrot can do, plus it knows how to use the Microsoft operating system. Naturally, the man asks about the third parrot to be told that it costs \$2,000.

Startled he asks, "What can it do?"

The shop owner replies, "To be honest I have never seen it do a thing, but the other two call him boss!"

Secretary's Scrawl

WIOA - Secretary's Scrawl - February 2004

Conference 2004

The venue for the 2004 conference has been confirmed as the Wodonga Sports and Leisure Centre. North East Water will act as host and major sponsor



Although delays in finalising the venue have interfered with the publication and distribution of the "call for platform papers", I can advise that we are now accepting abstracts. The official forms will be sent out shortly and abstracts will be accepted through until around mid-March.

If the platform presentation isn't your cup of tea, perhaps you could consider the "Operator poster papers" which will again be sponsored by the Water Industry Training Centre. Get to work on your material now. Please note that from this year we require an electronic copy of the poster submitted to us by the end of July so that the completed posters can be included in the conference manuscript.

Annual report

The 2003 Annual Report has been finalised and will be distributed shortly. Included is a summary of the main activities undertaken by the Association along with the usual financial information. Please take the time to read the report and we'd love to get your feedback on any issues where you - the Member - see opportunities for the Association to be involved or where we may be able to improve on our performance.

Subscriptions Owing

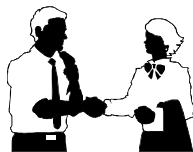
All Members owing fees have been sent a Tax Invoice detailing the amount required to be paid. Although a number of people have responded and paid their fees, there are still a number of Members with amounts outstanding. Although we don't want to remove names from our Members list, we will do this if the fees are not forthcoming in the near future. Please make an effort to pay or alternatively, if you don't wish to remain a Member, please let me know.

New Members

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

Ron Watts, Gary Pini, Domenic Pontelandolfo, Peter Whitehead, Paul Amos.

New Corporate Members include - Aqualift Potable Diving, Project Pumps.



George Wall
WIOA Secretary

WIOA 2004 Charity Golf Day

The fifth annual Water Industry Charity Golf Day was held at Trafalgar Golf Club on Sunday 2nd November 2003. Proceeds raised from the day will be presented to charity at the 2004 conference.

If you looked at the sky early in the morning, it looked like the weather was going to spoil the day, but fortunately the rain stayed away and we ended up with a record number of 48 players teeing off.

There were numerous companies who generously sponsored the day and we wish to recognise the support and generosity of the following organisations:

Major Sponsors

Gippsland Water, ITT Flygt
Biolab, C-Tech Services



Gold Sponsors

Complete Tapping Service
Piping and Automation Systems
By-Jas Engineering, ProMinent,
Nordical Diving Services, Mono Pumps
Australian Pollution Engineering, Danfoss
WSL Consultants, Thies Services
Kingfisher Telemetry, Acromet
Lisa Rawlinson & Associates

Silver Sponsors

Aluminates, Merck, Unimin
Jet Stream, Bell Environmental

Special thanks to Gippsland Water for donating the prizes. Also, thanks to ITT Flygt for sponsoring the BBQ after the golf and to Heather Mack for buying all the food and helping Cynthia and the others to cook it. For the second year Biolab supplied the "booze buggy" and some sober drivers who kept the players well lubricated.

The course was very wet following the overnight heavy rain but was still in good condition. As usual the wind blew like mad and the greens were really tough to putt on (well for most of us any way) causing some cricket scores to be entered.

To the results -

Handicap Winner - Ray Wiseman from Thies Services

78 - 11 - 67 net. Ray also won the Tradies Cup

Runner/ up - Stewart Cluning from Gippsland Water

74 - 6 - 68 net

Callaway Winner - Doug Darville from ITT Flygt

125 - 57 - 68 net

Runner/ up - Ian Storey from Biolab

100 - 30 - 70 net

C-Tech prize for best score by a WIOA Member - Russell Mack 113-39-74 net

Nearest the pins Dave Allison, John Robinson, Ray James, Warren Best, Dean Jones and Paul McIntyre.

Longest Drives John Robinson and Tony Savannah

The sixth annual event will be staged on Sunday 31st October 2004 at Trafalgar GC and we look forward to the industry continuing its strong support for the event.

Contributed by George Wall

The Chemistry of Water

Colour - Realistic Parameter or Otherwise

As a first glance test, it cannot be faulted. We have all seen coloured tap water in a white basin or bath, or more extreme colours in our waterways. This is what we see, and also how we convey the observation to other - "the water is coloured".

Unfortunately, an analytical result may say otherwise. There has always been two parameters applicable to surface water - namely apparent colour and true colour, with results reported as Pt/Co or Hazen units.

Apparent colour is measured on a sample as received, true colour was reported after sample filtration through a 0.45 micron membrane. A subtle change has now occurred.

There was confusion with these terms, in that "apparent" suggested an unreal state, despite describing the sample more truly. True colour has now been replaced with the single word "COLOUR" - thus entailing a membrane filtration of all samples submitted for colour (in general).

The result reported therefore is not what you or the Client sees in the basin or in the field - that is still "Apparent Colour". Whilst insignificant differences are obtained for good quality tap waters, certain other waters are known to reduce from 1,000 to 50 units following such filtration.

Do Clients appreciate or benefit from such an artificial result (after ultra-fine filtration), and one not directly comparable with basic sand filtration or full water treatment? What do you think? This reported "colour" result has zero practical significance. It would be appropriate for the Water Industry to amend the "COLOUR" parameter to describe existing Apparent Colour (as received) - and to adopt a new name for a filtered result.

If anyone has any questions regarding this article or water and wastewater analysis, please contact Owen Calvert, Senior Chemist (clientservices@wsl.com.au).



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Around the Traps SouthEast Region



After many years of several Blue Green algae blooms at South Gippsland Water's Lance Creek Storage facility and the high power costs for compressed air aeration South a WEARS Aerator has been installed. The aerator was installed in August 2003 and the results to date have been very encouraging as follows:

The Dissolved Oxygen at the bottom of the storage has typically been above 9mg/L with a difference between the top and bottom of less than 2mg/L.

The temperature difference top to bottom has been typically 1 degree C.

South Gippsland Water has been saving 430kWh in power consumption per day. (think of those greenhouse emissions and other cost savings).

Since installation South Gippsland Water have only had a minor bloom in September which died back at a count below 2000 cells when the unit speed was increased.

The level of soluble manganese in the raw water has virtually disappeared.

Below is a photo of the unit operating on the Lance Creek Storage.

Contributed by:
Brian Ashworth
South Gippsland Water



The blue green algae cleaning unit

'OPERATOR' is printed by Barwon Region Water Authority. The WIOA gratefully acknowledges the support provided by Barwon Water in producing 'Operator'



North East Region

GOLF DAYS.



In November 2003, both North East Water and Coliban Water held their annual corporate golf days. They use the days to allow their staff to meet with and enjoy the company of their trade suppliers in a social setting. A significant sum is raised from both events, which is then returned to charitable organisations in their local communities.

The 2003 Coliban golf day raised over \$20,000 which was distributed to various health care services in the Coliban region. Coliban Water Chief Executive Geoff Michell said the massive fundraising effort by the staff from Coliban Water, their contract partner Campaspe Asset Management Services (CAMS), and previous contract partner Serco had netted more than \$80,000 for regional health care over the past seven years.

The success of the Golf Day is a credit to staff from both organizations for their enthusiasm and dedication to raising funds each year. CAMS Manager Brian McGuire said there were over 100 sponsors of the 2003 Golf Day, who were instrumental in allowing such a large donation to be made to improve health services in country areas

In contrast, the North East Water golf day is used as their way of acknowledging and thanking all those people and organisations that help them to operate their business. The day is designed as a cost-neutral exercise, and many of the biggest customers are asked to donate either cash or prizes to help pay for course hire, food and some refreshments.

A number of NERWA staff act as "Hydration Engineers" to ensure that the fluid levels of all golfers are adequately maintained (see photo). They also do a bit of a tin-shake on the way round, and raise funds for the 'Christmas Party for Special Children Appeal', which supplies Christmas pressies for sick and disadvantaged kids. This year around \$500 was raised.

The idea of these days is after all to have fun and often lead to the development of new friendships and enhanced working relationships. One thing's for sure "the worst day on the golf course sure beats a day at work".



Lining up for that all important putt

Special Reminders

Weekend Seminar.

Do not forget to get your registrations in for the 2004 WIOA weekend seminar on 20th and 21st March. This year it is being held at the Sovereign Park Motor Inn in Ballarat. A great program has been put together by the organisers, including a site visit. As this is another great chance to continue "networking" within your organisation get registered now so you don't miss out. Registrations are to be sent to Peter Tolsher, phone (02) 6059 3726, Fax (02) 6059 1569.

For location see map below



Annual General Meeting.

The WIOA AGM is again being held in conjunction with the weekend seminar and will commence at 1.00pm on Saturday 20 March. Committee nomination forms have already been sent to Members and must be completed and returned to Secretary George by 6 March. We'd like to encourage any Member with an interest in being involved in the running of the Association to nominate and remember, it is not compulsory for nominees to attend the AGM so don't let this be a reason for not putting your hat in the ring.



Watch next edition for details of above photo

North East Region

Wastewater Management Facilities Achieve Environmental Certification



Goulburn Valley Water's Environmental Management System (EMS) has achieved certification for its 27 wastewater management facilities to the international standard for Environmental Management Systems ISO 14001.

Goulburn Valley Water's Chairman Mr Mijo Darveniza said that the Authority was pleased to achieve this significant environmental objective. "The Authority's objective was to obtain certification for all 27 wastewater management facilities by December 2003," he said. "NCS International undertook an extensive 5 day audit of the Authority's EMS and advised that accreditation would be recommended."

"The achievement of certification to ISO 14001 is a significant feat for any organisation," said Mr Darveniza "It demonstrates a collective commitment from the Board and management through to our staff in the field, with the common objective to continuously improve environmental performance."

Mr Darveniza said that the EMS assists the Authority in achieving its environmental, economic and social goals. "This triple bottom line approach to the operation of wastewater management facilities will improve the Authority's environmental performance, enhance EPA licence compliance, minimise the risk of pollution and reduce environmental risks," he said. "It will also increase efficiency and enhance employee morale and environmental awareness."

"Now that the Authority has achieved this significant environmental objective it must not rest on its laurels," said Mr Darveniza. "The Board and senior managers must ensure that adequate resources continue to be made available to train staff and update skills, to continually analyse environmental impacts and improvements and continue with a regular auditing schedule."

"I am sure that our dedicated management and staff will ensure that accreditation to ISO 14001 is maintained at all facilities for the long term future of our environment."

Gouldurn Valley Water Media release



Road rage in the slow lane

Central Region



Community embraces water conservation.

Barwon Water customers have embraced the challenge to conserve water by using water efficient appliances and water conservation products in their homes and gardens.

In 2003, Barwon Water received more than 1770 applications for the Victorian Government's Water Smart Homes and Gardens rebate scheme. A special rebate on AAAA-rated washing machines and AAA-rated dishwashers in October and November proved extremely popular with more than 840 residents taking up the offer.

Barwon Water Acting Chief Executive Carl Bicknell said spring water consumption had decreased from 2002. "I thank the community for embracing the water conservation challenge," Mr. Bicknell said. "The combination of an increase in the use of water-efficient products and devices, adherence to Barwon Water's water conservation by-law and favourable weather conditions saw spring consumption drop by 10 per cent." "However, people must continue to conserve water, particularly during extremely hot weather such as we have had through December." Mr. Bicknell said Geelong region water storages had fallen to 64 per cent capacity, after reaching 71 per cent early in November. "People can reduce water use by adhering to Barwon Water's water conservation by-law and being vigilant in their water use," Mr. Bicknell said. "Simple measures such as taking shorter showers and making sure washing machines have full loads all help conserve water."

The main points of Barwon Water's water conservation by-law are:

- Prohibits sprinkler use between 10am and 5pm
- Imposes bans on hosing down driveways and footpaths
- Makes the use of trigger hoses compulsory for washing cars.

A significant increase in water consumption has seen Stage 2 water restrictions introduced in Apollo Bay, Skenes Creek and Marengo. At the beginning of January the Marengo basin, which supplies water to the towns, is at 78 per cent of its capacity.

Barwon Water Media release



Private Industries

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CMG in the Water Industry.



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Vacon NXS Frequency Converter.

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Water Distribution Seminar



Following requests from Members, a day long seminar aimed at operators working in the water distribution or reticulation maintenance fields is planned for Thursday 27th May, 2004 and is programmed to kick off around 9am and finish at 4pm. The venue is still to be finalised, but the seminar will be held somewhere within about an hour of Melbourne.

The organising committee has discussed the issues needing to be covered and have approached a number of key industry people to do presentations on various topics. They will cover issues ranging from the new Drinking Water Guidelines and their impact on us at the coalface; the effective control of pathogens and other organisms; taste and odour complaints and how to deal with them effectively; main repairs and chlorinating; air scouring / swabbing techniques; what to do with water ejected by flushing/air scouring; and sampling techniques, just to name a few. Importantly, we want the information presented to be relevant and usable by field staff so we will request all speakers to have a practical rather than theoretical bias in their presentations.

Presenters who have already confirmed that they would like to be involved include Peter Mosse & Ken Turner from Gippsland Water, Neil Healey from Goulburn Valley Water, Anthony Ohlsen from Central Highlands Water, Malcolm Hill and John Hearn from South East Water, Greg Creek from EPA and Dean Comrie from WSL Consultants.

The organising committee will finalise the program and costs and a registration form containing all the details will be sent out shortly. In the mean time, mark the date in your calendar and make sure that you pass the word around with your employer and workmates so that the appropriate people will be able to attend.

Anthony Evans

Seminar Organising Committee Chair



Inside sewer main showing large root mass- and customers wonder why we have blockages

NEXT EDITION

Article Contribution Deadline
For the May Edition
April 16, 2004



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*Articles can be forwarded to area contacts or directly to
The Editor email: graham.thomson@barwonwater.vic.gov.au*



Above the old exploding golf ball trick
Below the glamour group of Neil, Paul, Cynthia, Diane



Wonder which University these "Engineers" observed at the
North East Water golf day attended!"

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WANTED

Any articles, news snippets,
information on improved work practices, ect as contributions to your
magazine