



## Water Industry Operators Association Inc.

Inc No. - A12314

ABN.- 27 302 677 808

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# Operator

## September 2002

### Editorial and Presidents Prattle

*Apologies for the delay in getting this edition out and also for it not being up to the high standard that we've recently come to expect.*

*The delay has been caused by some issues out of our control including a breakdown at the printers. Hopefully things will be back to normal for the November edition.*

*Richard is still looking for articles for the next edition so get that pen fired up. Articles can either be sent to*

*[richard.Greenhough@barwonwater.vic.gov.au](mailto:richard.Greenhough@barwonwater.vic.gov.au)  
or to [info@awwoa.org.au](mailto:info@awwoa.org.au)*

**WIOA President**

### WIOA - Secretary's Scrawl

#### 2002 Conference

The conference has come and gone amid a flurry of activity and apart from a couple of glitches went really well. We pass on our sincere thanks to all the sponsors, trade exhibitors, paper presenters, delegates, WIOA Committee people and all others who helped make the event so successful.

We can't say anything about the conference without praising the efforts of Ron and Cheryl Bergmeier for their tireless efforts in organising the trade exhibition. This is the 14<sup>th</sup> consecutive year they've done this job on our behalf, and the commitment of time and resources they put in is enormous. Thank you very much Ron, Cheryl and team.

#### Constitution

Our event would not be what it is without sponsors and I'll take this opportunity to list and thank them all again – Barwon Water as Host, Australian Pollution Engineering, NRE Water Sector Services, Water Industry Training Centre, G Tech Separation, Tyco Flow Control, Grundfos Pumps, Vivendi Water, KSB Ajax, George Fischer, Purac, Actizyme, Goulburn Valley Water, Mono, Acromet, Pumpability and last but not least ITT Flygt.

Thanks also to the Trade Exhibitors for attending and supporting the event. We had 59 sites available and they were all filled within 2 weeks of sending out the invitations. I also understand that there were another 20 or so companies that missed out.

Finally, congratulations to all the platform and poster paper presenters for doing such a great job and thanks to all the delegates for attending.

#### Future Conferences

Arrangements are about to get under way for the 2003 conference and more details will be sent out in due course.

We've been looking for potential venues across the State big enough to host the conference. The size of the conference now limits where we can go and, as we don't have a Committee Member from every part of the State, it is possible there are venues out there that we just don't know about. A number of schools and colleges are building these large facilities and are prepared to hire them out for conferences. It's hard to find out about these venues unless you know someone.

If you think you know of a venue can you please let me know ASAP and we'll arrange an inspection. At a minimum we need a room suitable to use for the paper sessions which can seat around 200-250 people and an open area for the trade exhibition and meals at least the size of a double basketball stadium.

#### New Lapel Badges

A revised copy of the Constitution has been mailed previously containing all the changes passed at our April AGM.

We were advised by the Corporate Affairs Office just before the AGM that our previous constitution did not comply with the Associations Incorporation Act in some areas. The Corporate Affairs office advised that a number of clauses were deemed to be added to ensure compliance whether we liked it or not. These clauses have been included in the new document and specifically are Rules 7, 8 and 15.

### **WaterWorks Magazine**

The second edition of the magazine has been completed and distributed and although I might be a bit biased, I reckon it was great. We are on the lookout for articles for the December edition and, as with this Newsletter, contributions from Members is vital. If you have the opportunity to contribute something please get involved.

### **Newsletter via E-mail**

Just a reminder that it is possible to receive this newsletter as a .pdf document via e-mail. There are already a number of members using this service. If you would like to be added to the list please send a note to [newsletter@awwoa.org.au](mailto:newsletter@awwoa.org.au). Occasionally the newsletter exceeds 1MB and this causes difficulties when trying to get it through to some Members due to limits on file sizes etc. Keep this in mind if you occasionally receive it by snail mail still.

### **Poster Papers – Facts**

There's been a few requests from operators for information on how to set out a poster paper and what content is required. Wayne Reither's poster (which came third in 2002) appears on page 4 and others will be provided in coming publications.

### **Brochures**

Two new promotional brochures have been developed. One outlines the activities of the Association and the other the conference. We request that you pass these on to potential members and assist us to get the word out about what we do. If you need more, just contact the Secretary.

A new lapel badge incorporating the WIOA logo has been struck and one for each Member is included with this edition of the newsletter.

### **New Members**

*Welcome to the following people who have recently joined our Association.*

Stuart Kewish, Garry McGraw, Peter Ebner, Adam Dower, Owen Braybrook, Tom Bennett, Dean Braden, John Lehmann, Luke Patterson, Graham Clarke, Robert McFarlane, William Bubb, Garry Meredith, Tim Baxter, Matthew McFawn, Joshua Sligar, Peter Jonas, Laurence Hodgkins.

*And the following new Corporate Supporters:*

Pump Systems, Ultimate Asia Pacific, ProMinent Fluid Controls, Jonoco, Central Highlands Water and Western Water.

## **2002 Conference Prize Winners**

### **Hepburn Prize for Best Paper Overall**

*Anthony Evans - South West Water*

### **ACTIZYME PRIZE**

*Anthony Evans - South West Water*

*(for best Paper by WIOA Member - Plaque plus \$1,000 cash).*

### **ACTIZYME PRIZE 2<sup>nd</sup> Place**

*David Reyne - Central Highlands Water (\$450 cash)*

### **ACTIZYME PRIZE 3<sup>rd</sup> / Encouragement**

*Jeff Roscoe - North East Water (\$250 cash)*

Winners of prizes in the "Operator Poster Paper" section sponsored by the Water Industry Training Centre :

### **WITC PRIZE - Best Operator Poster Paper**

*Len Ablett - Gippsland Water Authority.*

*(Plaque plus \$ 500 cash).*

### **WITC PRIZE 2<sup>nd</sup> Place**

*Wayne Mumford - Gippsland Water (\$250 cash)*

### **WITC PRIZE 3<sup>rd</sup> Place**

*Wayne Reither - Goulburn Valley Water (\$100 cash)*

### **AWA - "Operator of the Year Award"**

Congratulations to **Paul Keating** from Gippsland Water for being judged the winner of the AWA sponsored "Operator of the Year" Award.

## 4th Annual Charity Golf Day

**Sunday 3<sup>rd</sup> November 2002  
at Trafalgar Golf Club**

We are now taking entries and looking for sponsors for this day. Included with this newsletter is a copy of the flyer containing all the details.

Please try to support this event, even if you don't play golf seriously.

There are categories for all standards of players and a fun day is assured.

The proceeds from the day are donated to charity and we were very excited to be able to present a cheque for \$1,500 to United Way (see letter opposite) at the 2002 conference.

They were most pleased to receive this considerable sum and we aim to do even better this year.



**Russell in Action in 2001**

There are some great prizes on offer and the day is a great chance to meet some other people from the water industry in a relaxed social atmosphere.

Everyone who has attended the past events has had a great time including those whose scores resembled some of Bradman's more memorable innings. Golfing skill is not a pre-requisite.

2001 Sponsors were Gippsland Water, Selby Biolab, Acromet, Aluminates, Merck, Complete Tapping Service, Tyco Flow Control, Mono Pumps, By-Jas Engineering, Action Controls, Australian Pollution Engineering, ProMinent, ITT Flygt and Jetstream Drain Cleaning.

We're hopeful that they will all participate again in 2002 and there are already some new sponsors on board in 2003 with WSL Consultants and C-Tech already on board. If you would like to play or Sponsor the day please contact George Wall on fax 0358 218 158 or send an e-mail to [golf@awwoa.org.au](mailto:golf@awwoa.org.au)



Discover Geelong's  
**United Way** to Help.

September 12, 2002

Mr George Wall  
Water Industry Operations Association  
64 Brauman Street  
SHEPPARTON VIC 3630

Dear George

Thank you so much for your kind donation to United Way of \$1650.00, which was received on the 12<sup>th</sup> September, 2002 from your Charity Golf Day.

Your gift will help support over fifty-five local health and human care organisations currently under our fundraising umbrella. This will ultimately bring a better quality of life to those in our community least able to help themselves – our children, families in crisis, the elderly, young people and people living with a serious illness or disability.

I trust our shared commitment to building a stronger, safer, more caring community for the people of Geelong will continue.

Thank you once again for your kind donation and support.

Yours sincerely,

Gavin Seidel  
Executive Director



**Providing potable water to 54 towns,**

**Operating 27 wastewater collection and treatment systems,**

**Servicing an area of over 20,000 square kilometres.**



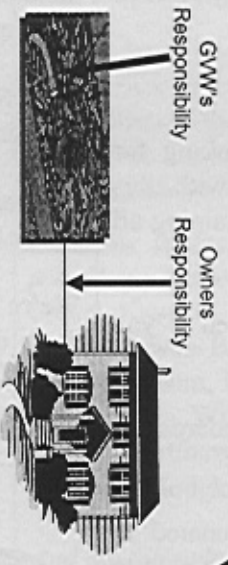
# Goulburn Valley Water Customer Service Centre

Goulburn Valley Water covers an area of approximately 20,000 kilometers from the outskirts of Melbourne to the Murray River providing urban water and wastewater services to a population of over 150,000 people in 53 towns and cities throughout the region.

## Customer Calls

1800 454 500 (24 hrs)

- Log & Resolve Service Difficulties
- Minor Repairs and Maintenance
- Out of Hours Service Enquiries
- Advise Responsibilities

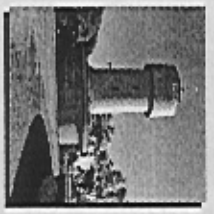


- Assist Operations Staff
  - Turning Pumps On/Off & Log Hours
  - Organising Staff & Contractors for Repairs
  - Liaise with Customers During Disruptions
  - Help Repair Systems
  - Advise Operations Staff of Equipment Failures



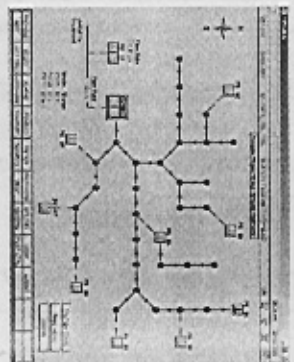
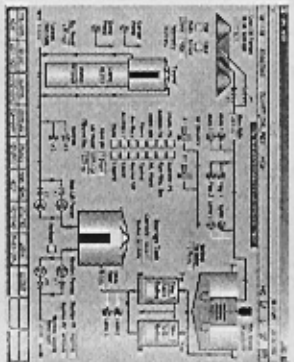
## Customer Service Centre What is Our Role?

- Customer Calls
- Monitor SCADA
- Assist Operations Staff
- Benefits



Monitor Systems Using SCADA

- Water Plants
- Water Storage / Reservoir Levels
- Wastewater Management Facilities
- Wastewater Pump Stations
- Monitoring Flows
- Operational Trends for all Systems



## Benefits of the

## Customer Service Centre

- ✓ Quicker response to customer calls.
- ✓ Faults identified and action initiated sooner
- ✓ Provides central communication point.
- ✓ Customer calls are handled by experienced staff and provides consistent responses.

