

## Business Relations e-Bulletin

### Issue 23 – December 2016

#### Billing information session coming to you

Based on your feedback, SA Water is hosting two workshops for you to learn more about your water and sewerage charges. Both sessions will be held in January 2017. Information provided in the second session will be tailored for councils and based on council-specific feedback. We will provide information about:

- SA Water overview
- Standard SA Water fees and charges
- Potential exemptions from standard SA Water fees and charges

The session is free and will run for around 90 minutes. Please see session details below.

Target Audience	Workshop Location	Date	Time	Registrations Close
Business and NGOs session	SA Water House, Learning Centre, L1 250 Victoria Square, Adelaide	Tuesday, January 10, 2017	10am to 11:30am	Tuesday, January 3, 2017
Council session	SA Water House, Learning Centre, L1 250 Victoria Square, Adelaide	Tuesday, January 17, 2017	10am to 11:30am	Tuesday, January 10, 2017

If you are interested in coming, please register by emailing [business.relations@sawater.com.au](mailto:business.relations@sawater.com.au).

If there are other topics related to SA Water's operations and activities that you are interested in learning about, please contact us and let us know by emailing [business.relations@sawater.com.au](mailto:business.relations@sawater.com.au).

# Free Bolivar Wastewater Treatment Plant tour available

## Book Now

Have you ever wondered what happens to waste after you flush the toilet or how South Australia's wastewater treatment plants work?

SA Water is a leader in sewage treatment and every year we manage and treat millions of litres of sewage for South Australians. Our three major wastewater treatment plants at Bolivar, Glenelg and Christies Beach process more than 250 megalitres of sewage every day. That's about five full baths every second!

The treatment process recycles the treated water as well as the organic material that comes out of the water. You can hear all this and more by signing up for a free tour of the Bolivar Wastewater Treatment Plant. SA Water offers tours of all our major metropolitan treatment plants (including our largest at Bolivar).

## Who can take the tour?

Groups of 10 to 30 people are welcome. Guests must be also able to navigate stairs and rough surfaces. This tour is suitable for general community groups, TAFE and University classes, industry groups and senior high school classes.

To book a tour and for any further information please email [community@sawater.com.au](mailto:community@sawater.com.au) or phone 7424 2223.



## Building Better Regions Fund (BBRF)

The Building Better Regions Fund (BBRF) is a Federal Government program which provides funding for infrastructure and community investment projects with a focus on regional, rural and remote areas. The program's aim is to help create jobs, drive economic growth and build stronger communities into the future. It also helps to ensure smaller councils in regional areas don't have to compete with major capital cities for government funding.

There are two streams of funding available under the program:

- Infrastructure Projects Stream - supporting projects which involve the construction of new infrastructure, or the upgrade or extension of existing infrastructure that provide economic and social benefits to regional and remote areas.
- The Community Investments Stream - funding community building activities including, but not limited to, new or expanded local events, strategic regional plans, and leadership and capability building activities. These projects will deliver economic and social benefits to regional and remote communities.

The Department of Industry, Innovation and Science's AusIndustry Business Grants Hub is responsible for administering the program on behalf of the Department of Infrastructure and Regional Development. Please see the attached link for further information about the grants <https://www.business.gov.au/Assistance/Building-Better-Regions-Fund>.

Applications to apply for funding will open on 18 January 2017. The Investment Projects Stream will close at 5pm local time on 28 February 2017 and the Community Investments Stream will close at 5pm local time on 31 March 2017.

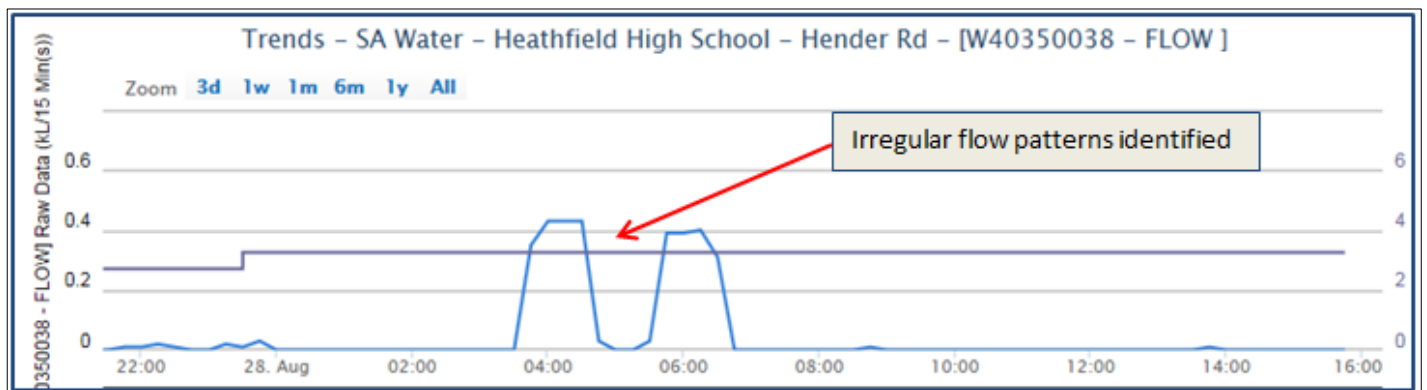
## Smart metering pilot project in schools

### Heathfield High School and Ocean View College students benefit from smart metering exercise

Through a partnership with the Department for Education and Child Development (DECD), SA Water has provided a smart metering service to two Adelaide high schools to help them monitor and manage their site's water use. The service includes data loggers installed to existing larger consuming water meters at the schools and access to an online portal to securely view consumption data.

The close monitoring and analysis of data from the portal is done by the students from the two participating schools – Heathfield High School and Ocean View College – and has been incorporated into their curriculum. Students from both schools have successfully used this information to identify opportunities for improved water efficiency resulting in significant cost savings.

The students at Heathfield High observed a regular pattern of water use occurring in the early hours of the morning throughout September and October. Further investigations identified irrigation was scheduled during these times that weren't needed. The image below displays the spikes where irrigation was identified on the portal one Sunday in August this year. Students reported on the volumes of water being used, time of day, observed the flow rates and calculated the costs of the water used. They then determined the potential water and cost savings that could be made in the future and actioning this by rescheduling irrigation and preventing this unnecessary water use.



Students presented their findings to SA Water staff in our Adelaide office in November.

For more information about SA Water's smart metering service please contact us.

# Business Relations celebrates National Recycling Week

## Westfield Marion's National Recycling Week celebrations supported by SA Water

Our Business Relations team, who look after our major customers, were keen to support Westfield's Marion Shopping Centre when they asked us to be part of their National Recycling Week celebrations in early-November. Business Relations is always interested in engaging major business customers when common interests and mutual benefits exist to both organisations.

Together with the Marion Council and Envirobank, SA Water set up our stand in the shopping centre mall for three days during National Recycling Week to talk with people about how we manage sewage and reuse recycled water.



Shoppers attending the stand learnt how we recycle and reuse more water than any other major utility in Australia.

We also discussed how and where we reuse our wastewater including market gardens and nurseries, vineyards, Adelaide parklands, ovals, suburbs such as Mawson Lakes and Seaford Meadows for flushing toilets and garden watering and even growing the bamboo for the giant pandas Wung Wung and Funi at the Zoo.

They were also surprised when they saw our demonstration of a wet wipe that had been in a pot of water since 2013 and still hadn't broken down like toilet paper does.

From a trade waste perspective (and other recycled waste), SA Water is able from our treatment processes to create gases such as methane. The methane is then captured and used to help power the wastewater treatment plants in metropolitan Adelaide. The treatment plants across Adelaide capture enough methane to create 15 gigawatts per hour of power per year. That's about half of all of the energy needs for all three plants.

For more information around National Recycling week please see the following link:

<http://sustainability.ceres.org.au/whats-on/national-recycling-week-nov-9-15-2015/>

If your organisation has an initiative where they would like SA Water's support, please get into contact with us at [business.relations@sawater.com.au](mailto:business.relations@sawater.com.au)

### Disclaimer:

*SA Water's Business Relations team provides recommendations and suggestions only. It is advised that further investigations and detailed studies are completed before any projects are implemented. All applicable standards & guidelines (Australian, EU, AQUIS, HACCP, Australian Drinking Water Quality Guidelines etc.) should be adhered to, and care should be taken to ensure water and wastewater minimisation programs do not negatively impact health or processing operations*