

# South East Water News

for commercial customers

Issue Number 10, April - June 2005



## Making a clean start in water saving



South East Water Managing Director, Dennis Cavagna photographed with Jeff Peterson, Managing Director of Princes Laundry Services

Princes Laundry Services' Braeside plant has become a national leader in finding ways to save water.

Last year, the company installed new technology that has considerably cut its water use. Princes Laundry Services is now saving up to 2.5 million litres of water a month. That's a 40 per cent saving on water and a 40 per cent saving on trade waste costs. With such savings being made, the Laundry estimates that the \$150,000 investment in their new Ecolab system will be covered in just under two years.

We have worked closely with Princes Laundry Services in developing a water management plan, and commend the company in its commitment to save water. The company is also adopting practices such as tightly closing taps to prevent drips, using the minimum amount of flow to carry out the tasks on hand, fixing leaks or problems as soon as they occur and reusing water from the washers to flush their toilets. The environment is undoubtedly benefiting from these practices, but for Princes Laundry Services, a considerable dollar saving is being realised too.



If you would like to explore some of the ways that your business can save money and water call us on **131 851** or visit our website at [www.southeastwater.com.au/savewater](http://www.southeastwater.com.au/savewater)

## South East Water joins WaterAid

As a foundation member of WaterAid Australia we are currently taking part in *Operation 15*, a community awareness and fundraising program to provide safe water, sanitation and good hygiene education to some of the world's poorest communities.

WaterAid Australia funds and helps local organisations set up low cost, sustainable projects using appropriate technology, which can be managed by the community itself.

Our involvement in *Operation 15* includes fundraising, working with various WaterAid committees and support via staff volunteers.



## Permanent Water Saving Rules

Since staged water restrictions have been in place, your water conservation efforts have helped to conserve our most precious resource.

As of 1 March 2005, a new water saving challenge faces all of us. Stage Two Water Restrictions have been lifted and Permanent Water Saving Rules now apply.

These rules represent a common sense approach to long-term water saving, to ensure that Melbourne has enough water for the next 50 years and beyond. And, just like with water restrictions, if you break the rules, penalties will apply.

The five main rules to follow are:

- 1 Use manual watering systems (that you turn on or off by hand) only between 8pm and 10am, any day of the week, for watering gardens and lawns. This rule also applies to public gardens and recreational areas.
- 2 Use automatic watering systems that are set to turn on and off automatically, only between 10pm and 10am, any day of the week. A rain or soil moisture sensor must be fitted to all new systems installed from 1 September 2005. These rules also apply to public gardens and recreational areas.
- 3 Fit your hose with a trigger nozzle. A hand-held hose must be fitted with a trigger nozzle and can be used to wash your car or water your gardens and lawns at any time.
- 4 No hosing paved areas. Hosing down driveways, paths, concrete, timber decking and other paved areas is not permitted except in specified circumstances.
- 5 Apply to fill a new pool. Before filling a new pool or spa with a capacity of 2000 litres or more, owners must submit a plan to us for approval.

Permanent Water Saving Rules are one of 110 water conservation initiatives outlined in the State Government's White Paper on water reform.

For a full set of rules or more information on exemptions and penalties, please visit

[www.southeastwater.com.au/pwsr](http://www.southeastwater.com.au/pwsr) or call 131 867.



**South East Water Limited**

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## Melbourne International Flower and Garden Show

Once again we were a proud sponsor of the world renowned Melbourne International Flower and Garden Show held at the Royal Exhibition Building and Carlton Gardens. Hundreds of visitors came to see us and learned about all the latest water saving ideas.



## Meeting your expectations

The Essential Services Commission (ESC) recently reported that compared to the two other metropolitan water retailers, South East Water has:

- the most reliable water supply with the lowest 'customer minutes' off supply;
- the lowest sewer blockage rates;
- significantly higher reuse rates for effluent and bio-solids; whilst also
- consistently meeting benchmark standards related to call centre response times.

We are always looking for ways to further improve our service. If you have a suggestion about how we can do this, please call us on 131 851.

## savewater!™

The Melbourne metropolitan government water retailers and a number of Victorian regional water businesses have come together to provide Australia's leading source of water conservation ideas. Visit the savewater!™ web site at [www.savewater.com.au](http://www.savewater.com.au) to read all you need to know about becoming a water saver. Take the opportunity enter the online competition and you could be in with a chance to win a water saving product from a pool of prizes worth over \$100,000.

savewater!™ is supported by Asko Appliances, Aware, Biogreen, BlueScope Water, Brewers, Burbank Plumbing, Caroma, Davey Products, Delrana, Dorf Industries, Flexispray, Fytogreen, Interbath, Karcher, Marbletrend, Netafim, Netspace, New Water, No Wet, Nylex Water Conservation, Ripple Products, Tankworld, Tiara, WaterWall Solutions, Waterwise Systems and Yates.



## Receipt of publications

If you do not wish to receive any further publications from South East Water, please notify us. Please note this excludes information about changes to terms and conditions, questionnaires and other important information about water, sewerage and trade waste services.

Faults & Emergencies: 132 812  
General Enquiries: 131 694  
Account Enquiries: 131 851  
Permanent Water Saving Rules: 131 867  
Email: [info@sewl.com.au](mailto:info@sewl.com.au)  
[www.southeastwater.com.au](http://www.southeastwater.com.au)



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