

TasWater tech donation supporting digital literacy

A donation of Android tablets to the Migrant Resource Centre Tasmania (MRC Tas) is helping new Tasmanians navigate the digital landscape.

Earlier this year TasWater received a surplus of new Android tablets in relation to a contract, so we looked to the community to identify an organisation where they could be of benefit. We connected with the not-for-profit MRC Tas. With offices in Hobart and Launceston, MRC Tas has been supporting people from migrant backgrounds to successfully settle in Tasmania since 1979.

Anyone who has moved house (across suburbs, interstate or overseas) will know how challenging and time-consuming it can be to connect to mainstream services – this is even harder for individuals and families who come from non-English speaking backgrounds, often with limited exposure to computers.

MRC Tas offers a range of assistance to its clients via case managers and volunteers, providing one-on-one assistance with everyday tasks. TasWater's donation of tablets will help support this work, particularly digital drop-in sessions where clients gain important digital literacy skills, such as learning how to use email and navigate online tools to access services like housing, medical, education and employment.

If you are interested in partnering or collaborating with MRC Tas, visit its website for more information mrctas.org.au/partnerships-and-collaborations



Summer is coming...

Tasmanian households used less water than our interstate counterparts in 2015-16, but as we have some of Australia's driest urban areas, we can always do better!



Wash vehicles on grassed areas, using a bucket and sponge



Scrape rather than rinse dishes prior to washing up or loading the dishwasher



Water gardens early in the morning, or in the evening when its cooler



Switch off cooling when not needed, and use fans and natural ventilation

For faults and emergencies call (24hrs):

13 6992

General enquiries Monday to Friday, 8.30am-5pm

enquiries@taswater.com.au

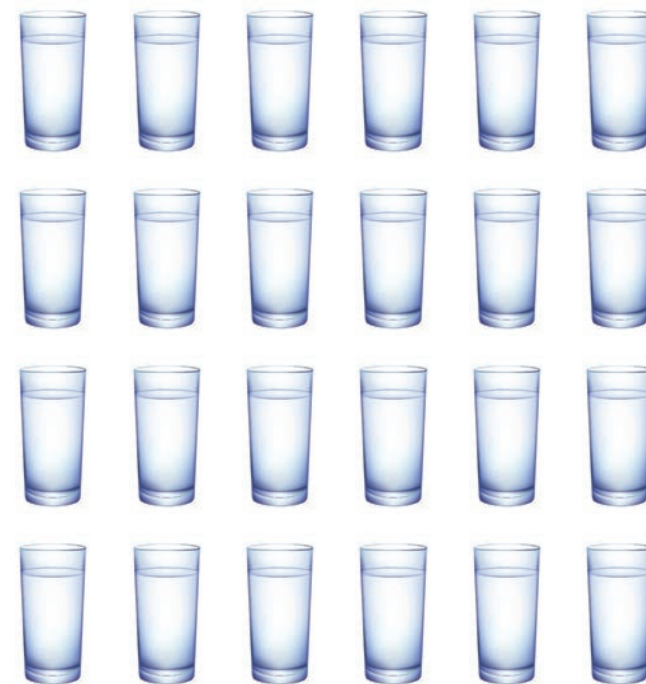
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Customer Newsletter

October - December 2018



**We made the commitment,
and we kept our promise**

24glasses.com.au

We made the commitment and we kept our promise

In 2016 TasWater committed to removing Public Health Alerts (PHAs) from regional towns across Tasmania as part of our 24glasses-Regional Towns Water Supply Program (RTWSP) by August 2018.

With the improvements TasWater staff and contractors have put in place, we are pleased to confirm that we have not only kept our promise, but have done so for three additional communities.

“This is an historic development for the Tasmanian community,” said TasWater Chairman Miles Hampton.

“Drinking water infrastructure, like roads, electricity and transport networks, underpin the economic and social structure of a community.”

“In the last two years we have built 17 water treatment plants, installed four water transfer pipelines, cleaned and upgraded water mains and reticulation networks, and installed tank systems where it was the community preference.”

Mr Hampton added that the benefit to local communities and economies could not be underestimated, with good quality infrastructure a key to their prosperity.

“I am proud of the program’s positive impact on our customers, especially those who have endured less than satisfactory water supplies. TasWater has never shied away from acknowledging this shortfall in service, but has remained determined to provide well-engineered solutions that are fit for purpose, and most of all, affordable and financially sustainable.”

To find out more about the communities and solutions involved in the 24glasses-RTWSP visit www.24glasses.com.au.

Reusing biosolids benefits local communities

TasWater’s largest project to date, the \$51 million Kingborough Sewerage Upgrade Program, is already delivering benefits to local communities.

Part of the upgrade program, the Blackmans Bay sewage treatment plant (STP) is receiving significant improvements which will eventually result in TasWater decommissioning several smaller STPs at Electrona, Margate and Howden.

On completion, it is anticipated these communities will enjoy reduced odour risk and improved environmental outcomes due to the elimination of treated sewage being discharged back in to North West Bay. Sewage from these areas will then be pumped to Blackmans Bay for treatment, which also means changes to the sewage lagoons adjacent to Dru Point.

TasWater’s Project Director Peter Chandler said that the lagoons have undergone a huge desludging process over the past few months, involving the removal of 4,400 tonnes of biosolids from the bottom of the lagoons before being pumped in to tankers.

However the sludge has not been wasted, having been reused as fertiliser on the pasture of nearby cattle farm, Brookefield.

The sludge was spread over the pasture in-line with Tasmanian Biosolids Reuse Guidelines. This was completed during the drier autumn months, ensuring the biosolids soaked straight in to the soil with no runoff.

Brookefield’s Livestock Manager Miranda McTaggart said biosolids contain a range of useful nutrients too good to let go to waste, and added that the nitrogen content had made an impact after just a few weeks.

“We definitely noticed a change in the colour of the grass, it was a lot greener. We didn’t fertilise the paddocks last winter, so we will see how long it sees us through.”

The Kingborough Sewerage Upgrade Program will help TasWater meet its environmental compliance targets, and support future expansion in the Kingborough region.

A similar reuse program has also been undertaken in the state’s north at TasWater’s Smithton STP, with a handy video explaining the process available on our official Facebook page ([fTaswater1](https://www.facebook.com/Taswater1)).

