

PIPELINE

 UrbanUtilities

BRISBANE



**'SUPERCHARGED' ALGAE SPEEDS
UP WASTEWATER TREATMENT**



HELP US KEEP WASTEWATER IN OUR NETWORK, NOT IN YOUR BACKYARD

Cracks, defects or incorrect connections in your home plumbing can allow rainwater, stormwater and groundwater to enter sewer pipes. Sewers aren't designed to carry this water, and it can contribute to unwelcome overflows for you or your neighbours.

These defects can be more common than you might think. In fact, one in ten South East Queensland homes has an incorrect wastewater connection that can overwhelm our sewers in wet weather and cause overflows into neighbouring properties, parks, and waterways.

If a sewer pipe has an incorrect connection – for example, a down pipe is connected to it - the smoke will escape through the ground or from the roof guttering.

THIS IS A SAFE AND RELIABLE METHOD TO HELP US COMBAT WET WEATHER OVERFLOWS

It can be difficult to identify these defects, so we use a nifty technique called smoke testing to help us find problems on private properties and in our wastewater infrastructure.

If a defect is found, we'll send you a letter outlining the issue and how we can work together to rectify it.

Smoke testing involves blowing non-toxic smoke into sewer maintenance holes, which will then enter the sewerage pipes connecting to your property.

Our smoke testing inspection program is currently rolling out across SEQ. To find out more about it and to see which areas we're visiting, go to urbanu.com.au/sewerinspection

If the sewer pipe is functioning correctly, the smoke will escape through the household sewer vent (usually through the roof or up the side of your property).



IT'S A TOP DROP AT THIS YEAR'S EKKA

Ekka-goers found out just how far one drop of water can travel at this year's event by taking on our Top Drop Water Cycle Mini Golf course.

7,139 budding golfers putted their way through the water cycle over nine exciting days, taking their drop from a dam, through the water treatment process, into the home and out through the wastewater network.

Look out for Top Drop at events right across SEQ!



POO-CHEWING ALGAE HELPS CUT COSTS AND EMISSIONS



Helidon Resource Recovery Centre

Algae gets a bad rap for running wild and ruining our lake swims, but did you know it also produces half of the world's oxygen and consumes *more* carbon dioxide than trees?

Now billions of 'supercharged' algae are treating wastewater in Helidon as part of a major research project we're leading to make wastewater treatment more efficient and cost effective.

Algae has been used to treat wastewater in regional and rural areas for decades, but the traditional process takes a lot of time.

So, we teamed up with some of the industry's best and brightest minds to optimise our incredible algae to become speed eaters.

The resulting system purifies wastewater up to five times faster and reduces the cost of future treatment plant upgrades.

As populations continue to grow, so too does the volume of wastewater that needs treating safely and sustainably. This innovation allows us to treat more wastewater with less infrastructure and keep pace with growing demand in our rural and regional communities.

ALGAE CAN BE TURNED INTO SUSTAINABLE PRODUCTS LIKE BIOPLASTIC, RUNNING SHOES, FERTILISER OR EVEN JET FUEL



Algae can be turned into sustainable products like bioplastic, running shoes, fertiliser or even jet fuel - and we're looking at how we can utilise ours in the future.

Innovating with algae is just one of the ways we're striving to become greener and more cost-efficient as our population grows.

Mere metres from the algae project sits our seven-hectare koala habitat, irrigated with recycled water from our Helidon Resource Recovery Centre.

We've also doubled the amount of clean, renewable energy we're generating from wastewater in the past decade as part of our commitment to reaching Net Zero by the time Brisbane hosts the Olympics in 2032.

OUR REGIONS' FIVE TOP SWIM SPOTS THIS SPRING



When the weather warms up, we cool down at some of our beautiful regions' top swimming spots. *Here are a few of our favourites.*



1 ENOGGERA RESERVOIR BRISBANE

Enoggera Reservoir was the first of Brisbane's water supply reservoirs, constructed between 1864 and 1866. Explore on a kayak or simply frolic in the designated swimming area, which is especially refreshing after talking the 5km Araucaria walking track which follows the water's edge.

2 SAVAGES CROSSING SOMERSET

A perfect spot for a leisurely paddle and picnic, Savages Crossing is actually part of the Brisbane River. It's a shallow waterway, perfect for a day out with the kids - and there's plenty of surrounding nature to be explored on a kayak or canoe.

3 ORION LAGOON IPSWICH

For a fun family day out, head to Orion Lagoon - an oasis in the heart of Springfield Central. Toddlers can paddle in the 0.3m pools, while adults and older kids can explore the rest of the interconnected pools and structures. There's plenty of shade and ample food options - or bring a picnic to enjoy by the water.



4 LAKE MOOGERAH SCENIC RIM

Campers flock to Moogerah Dam near Boonah for incredible scenery and fantastic facilities - but you might not know that there's a beautiful spot to swim located at AG Muller Park. Be sure to stay within the designated swimming areas as it's also a popular spot for boaters.



5 LAKE DYER LOCKYER VALLEY

Located west of Laidley, Lake Dyer provides water for the Central Lockyer Irrigation Scheme. Its calm waters are great for a leisurely swim - just be sure to stick to the permitted swimming area. It's also a great spot for water skiing, jet skiing, wakeboarding and tubing. Pack a picnic or bring some goodies to cook at the BBQ area.

We're keen to keep these top spots pristine for decades to come - that's why we're committing to some lofty environmental goals including reaching net zero by 2032.

Photos courtesy of Seqwater

ALWAYS HERE WHEN YOU NEED US:

Clean safe water every day, 24/7 crews, local contact centre, supporting vulnerable customers, protecting the environment



TO REPORT A FAULT OR EMERGENCY
CONTACT US 24/7 ON 13 23 64

FOR MORE INFORMATION VISIT
URBANUTILITIES.COM.AU

GENERAL ENQUIRIES
FROM 8AM-5PM WEEKDAYS 13 26 57

Urban Utilities provides water and sewerage services to customers in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset regions. Urban Utilities is the trading name of the Central SEQ Distributor-Retailer Authority.

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