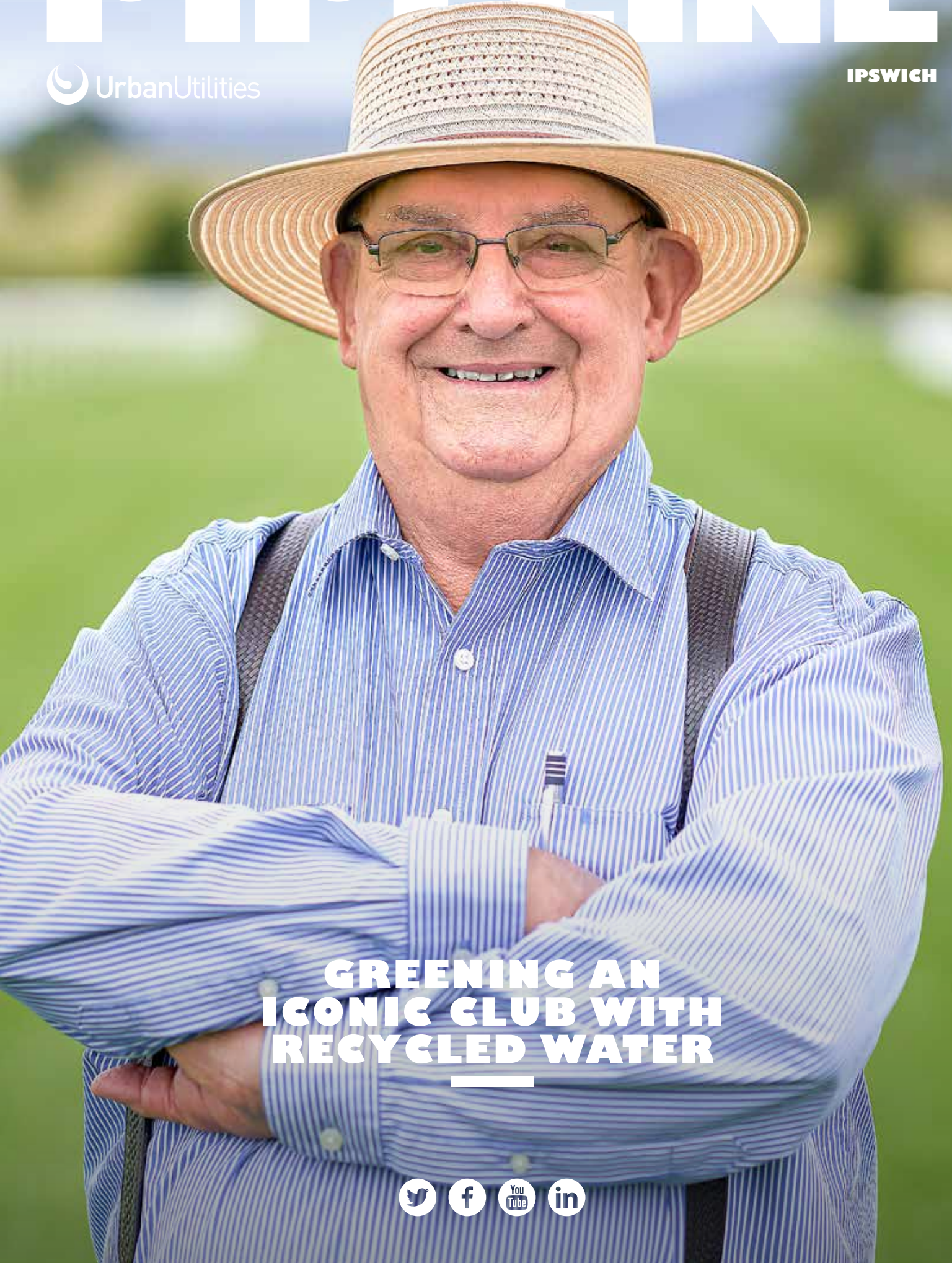


PIPELINE

 UrbanUtilities

IPSWICH



**GREENING AN
ICONIC CLUB WITH
RECYCLED WATER**





Image: Urban Utilities' Trent Watkins in the blue gum forest.

HABITAT GROWING STRONG

In 2019, we planted a four-hectare blue gum forest on land near our Helidon Wastewater Treatment Plant, providing a future koala habitat for the region.

Our seedlings had a tough start, surviving the hottest, driest year on record and ongoing drought but, as you can see from the picture above, they're now growing strong!

Standing more than two metres tall, the trees still have plenty of growing to do and we expect our much-loved marsupials to move in over the next few years.

Much like the Kilcoy Race Club's green turf (page 3), recycled water is the key to the 1600 native gum trees growth.

We irrigate the trees with an average of four backyard swimming pools worth of treated wastewater from our Helidon Wastewater Treatment Plant every day.

The blue gum plantation is expected to also attract wallabies, bandicoots and birdlife.

A win for our local environment and, hopefully soon, a few furry guests.

WINTER WATER CHECK

Saving water through the cooler months isn't as hard as you might think. Here's a few simple ideas you can do at home this winter.

If you're modifying your garden, consider using local native plants, not only will they use less water but they also attract wildlife and can be ornamental, fragrant and edible.

If you have a pool, put on the cover or consider investing in a pool cover if you don't already have one.

Keep your shower times to under four minutes and remember to catch the water in a bucket while it's heating up so you can use it elsewhere, like on those newly established native plants!

For more water saving tips, visit urbanutilities.com.au/howlow

CONNECTING WITH THE COMMUNITY



Beneath the Streets

Delivering our latest school educational experience, Beneath the Streets. These fun and interactive workshops and shows are curriculum-aligned and cover the water cycle, environment and innovation. For more, visit urbanutilities.com.au/education



Ipswich Red Shield Appeal

Joining forces once again with our sponsorship of the Salvation Army's Ipswich Red Shield Appeal, helping to raise money to support people experiencing vulnerability in areas including homelessness.



Green Heart Fair

Debuting our new poo-powered electric car – aptly named 'Number 2' – at Brisbane City Council's Green Heart Fair in Cherside. Find out more about our innovations at urbanutilities.com.au/innovation

GREENING AN ICONIC CLUB WITH RECYCLED WATER

Kilcoy Race Club's turf is looking great thanks to recycled water from one of our wastewater treatment plants.



Lush and green, the club's kikuyu grass turf track might just be the envy of provincial race clubs around the country.

Some racing folks are even calling it the Moonee Valley of the North.

So, what's their secret? Nutrient-rich recycled water from our nearby Kilcoy Wastewater Treatment Plant.

We have boosted the volume of recycled water we supply to the club by around 25 per cent to about 330,000 litres per day.

Long-serving club president, Con Searle (pictured on cover), is proud as punch and says our partnership came at a crucial time.

"If we didn't have the recycled water, especially after being hit hard by COVID-19 and the drought, we would not have a track the high standard it is today, there is no way in the world," he said.

Mr Searle said the track has gone from a has-been track, or a patchy brown dirt track, into a magnificent grass track.

"Our track has flourished, and turnover has skyrocketed. Every time we have a major race meeting the town is booked out, so it benefits the whole Somerset region and boosts the local economy too."

We recycled 70 per cent of all effluent at its regional wastewater treatment plants in 2019/20, up from 55 per cent in 2018/19.

Across our service area we supply around 6000 megalitres of recycled water to customers every year.

Find out about other ways we are removing the waste from wastewater at urbanutilities.com.au/innovation



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SIMPLER PRICING STARTS SOON

As you may be aware, we'll soon be making several important changes to how we charge customers for water and sewerage services as part of our Simpler Pricing initiative.

From Friday 1 October 2021, we'll be streamlining and simplifying our tariffs so they're:

- more equitable,
- simpler to understand, and
- applied more consistently across our service regions.

Simpler Pricing will primarily apply to non-residential or business customers; however, there are important changes for some residential customers too.

Examples include:

- Moving to consistent per dwelling/unit-based charges.
- Simplifying how charges apply to Community Title Schemes.
- Discontinuing the multi-residential account classification.
- Streamlining vacant land charges.

Visit urbanutilities.com.au/simplerpricing for more information.

A SIMPLER BILLING UPDATE

My bill seems higher than my previous two bills. Why?

Your current bill may seem higher than your previous two bills, but there's a 'simple' explanation.

Your previous two bills were likely lower than usual due to our Simpler Billing initiative. One had no services charges and the other covered a shorter than usual services charges period.

Your current bill, by comparison, covers a normal services charges period.

So, while it may seem higher than your previous two bills, it's likely just a return to a normal total due.

Visit urbanutilities.com.au/simpler for more information.

For our **FY22 Prices and Charges**, including the State Bulk Water Charge, visit urbanutilities.com.au/prices

Come and work with us...

Love what you do every day. Join the team at Urban Utilities delivering world-class water services to our community.

Scan QR code to see current vacancies.



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

FOR MORE INFORMATION VISIT
[URBANUTILITIES.COM.AU](https://urbanutilities.com.au)

GENERAL ENQUIRIES
FROM 8AM-6PM 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. ABN 86 673 835 011. Q01879-2021 © Urban Utilities.

