

PIPELINE

 UrbanUtilities

BRISBANE



**GOING A-BUG
AND BEYOND**



CONNECTING WITH THE COMMUNITY



Clean Up Australia Day

Supporting our long-time friends at Tangalooma EcoMarines on Clean Up Australia Day and working alongside these young and inspiring environmental leaders to clean up rubbish.



Gibson Island Rehabilitation Project

We've been rolling up our sleeves with the Bulimba Creek Catchment Coordinating Committee (B4C) at the Gibson Island Rehabilitation Project.



Foodbank Queensland

We've joined the Foodbank Queensland family sponsoring their work sourcing and distributing millions of kilograms of food - that would otherwise go to landfill - to people experiencing hunger.



Image: Adding the carriers the bugs grow on to the tanks.

GOING A-BUG AND BEYOND

Meet Justin Todhunter (cover) – one of our process engineers.

When Justin started out in his career he never imagined he'd be part of an Australian-first project growing helpful bugs to treat wastewater.

After 10 years of research and development and plenty of TLC from Justin and the team, we've unlocked a more efficient and greener way to treat wastewater. We've introduced microorganisms – called anammox bugs – to our largest wastewater treatment plant at Luggage Point in Brisbane.

Justin has tended to these slow-growing bugs, or as his colleagues call them – "Justin's children", since their beginnings.

"Overall it's been a rewarding experience but now that we have transitioned from pilot-scale research to mainstream operation – there's some things I won't miss," says Justin.

"Like the weekends and holidays spent checking on the bugs. While I don't have children, I think I have definitely experienced something of parents' intuition."

This intuition has even woken Justin in the wee, small hours one night with a gut feeling that something was wrong with the bugs, making him reach for the phone to call the 24/7 plant operators at 2am.

"The bugs grow in tanks and are quite robust in the normal variability of conditions of the plant but they need a few basic things to be right."

Justin's instinct was spot on and the team was able to address the budding issue, with a minor adjustment and the bugs could continue to flourish.

"Overall I just feel proud to be a part of an industry-leading organisation which is striving to provide better outcomes for both our environment and our customers."



The pioneering technology, developed by Veolia Water Technologies, means these unique bugs feed on nutrients like ammonium and nitrogen, naturally removing them from wastewater.

Veolia Water Technologies General Manager for Projects Michelle Moroney said the most exciting part about the anammox bugs was their potential to reduce power and chemical use nationwide.

"The anammox project is great news for other water utilities around Australia, as they'll be able to access these superbugs to incorporate them into their own treatment processes," Michelle said.

"The bugs grow on special discs – that we call carriers – which are a critical part of the process. We had to crane around 500 cubic metres of the carriers into tanks at Luggage Point."

Urban Utilities' sewage treatment plant at Luggage Point treats the sewage from 800,000 Queenslanders every day – the equivalent of about 50 Olympic swimming pools.

For more about anammox bugs and our other innovation projects visit urbanutilities.com.au/innovation

A SIMPLER BILLING **UPDATE**

Wondering why your bill is lower than usual? Don't worry, there's a 'simple' explanation.

Back in February, as part of your **Simpler Billing** transition, we switched services charges from being billed in advance to being billed in arrears to align with usage charges.

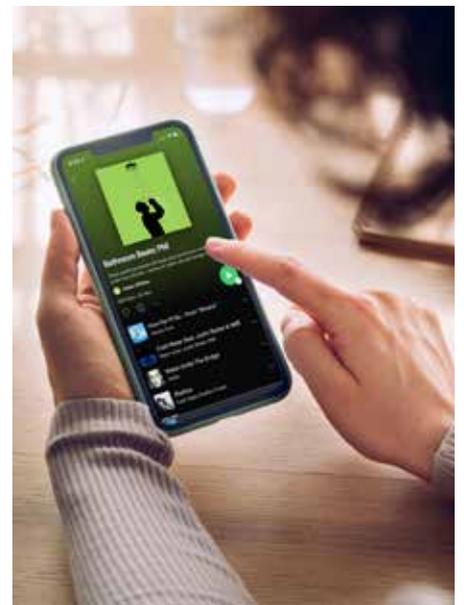
As a result, your current bill has a shorter than usual services charges period – between 1 and 83 days shorter depending on when your water meter was read.

A typical services charges period is 90 days.

Yours is shorter, so your bill is lower. Simple!

And remember..

The services charges period on your next bill will return to normal, and so will your total due. Visit urbanutilities.com.au. **simplerbilling** for more information.



WARM UP TO WATER SAVINGS THIS **WINTER**

As we edge towards that time of year when temperatures are cooler, we tend to take longer showers to warm ourselves up, which can lead to high water usage.

The good news is we have a couple of tricks to help keep up your good water saving habits through the cooler months.

Trick #1 – Cold capture

You know the moment... you've turned on the shower but there is no way you're getting in until the water is hot enough. While the water runs, why not catch it in a bucket, that way you can repurpose it elsewhere like shaving, or watering the garden and plants.

Trick #2 – Sing it loud

Yes, you heard right! Nothing beats singing in the shower and our Bathroom Beats *Spotify* playlist will help you keep track of time.

The playlist features water-themed songs that run no longer than four minutes – the time we should be aiming to spend in the shower to be more waterwise.

So, you can still enjoy those hot showers just consider some added extras to your morning or evening ritual and see how low you can go with your winter water saving habits.

Visit urbanutilities.com.au/howlow for more water saving tips.

A SIMPLER PRICING **UPDATE**

Later this year, we'll also be simplifying and streamlining our tariffs so they're more equitable, applied consistently across our regions, simpler to understand and aligned to customer needs. They'll also better reflect a user-pays approach.

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

From **Friday 1 October 2021**, all customers will be charged on a **per dwelling¹** basis for Water and Sewerage Services.

We'll also be changing the way we charge **Multi-Residential properties** by reclassifying them as either residential or non-residential based on their predominant² use.

Simpler Pricing will also affect **Community Title Schemes** in different ways depending on how they're set up.

Vacant Land charges are also changing so if your land isn't connected to our network, Water and Sewerage Services charges will no longer apply.

For the past seven months, we've been proactively contacting customers who are most likely to be affected by the changes to offer support.

You can learn more about these important changes and how they may affect your bills at urbanutilities.com.au/simplerpricing

¹A dwelling which is under exclusive use of the occupier and includes kitchen, bathroom and toilet facilities.

²Predominant use is determined from the majority number of units AND a majority floorspace area.

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-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. Q01843-2021 © Urban Utilities.

