

WHAT LIES BENEATH

For environmental engineer Nadine Story (below), the 10-year milestone since Urban Utilities was formed is an opportunity to reflect on what it means to be part of a team delivering essential water and sewerage services to the community.



I don't think anyone sets out to work in the sewerage industry, I'm sure it's not a dream for many people but it's really cool.

"I work in the sewerage side of the business and there's just so much to it – it's unbelievable," says Nadine.

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Nadine is the Team Leader of Sewer Isolations, the team that manages the flow controls needed in the sewerage network so maintenance and upgrades can be carried out safely.

With a network that caters for 1.4 million people and includes thousands of kilometres of pipes as well as large pump stations, Nadine says there's always plenty of work on the go.

"Our team really comes together for a solution on the best way to isolate a part of the network, ensuring it's safe for our teams, considers customer impacts and traffic management as well as a number of environmental and technical factors."

"I find it so fascinating to think that at night, the S1 Main Sewer which carries most of

Brisbane's flow and runs underground through the heart of the city, comes to life with teams working on it."

One of Nadine's passions is tapping into the knowledge of team members who have been working in the industry for decades.

"We dive into specialist topics through online forums now and it's so great to have this knowledge and experience passed on - it helps us all."

Nadine sees technology continuing to be the focus in the future, especially as sensor technology keeps improving.

"The future will bring even better eyes on the network - all the time and everywhere."

Nadine, originally from Germany, plays a key role in keeping Brisbane moving underground. Above ground – she happily calls Brisbane home.

"It's an amazing climate and there's really awesome people here. It feels like it's the best city in the world."

PIPELINE

UrbanUtilities

BRISBANE



HOW LOW CAN YOU GO?

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. Q01748-2020 (1) © Urban Utilities.



eBILLING COMPETITION WINNERS

Congratulations to our April-July 2020 eBilling competition winners!

We randomly drew 300 winners, from the people who had made the switch from paper to email bills, each winning \$100 off their water and sewerage bills.

"Thanks so much," said a winner from Brisbane.

"Wow, this has made my day," said another from Lockyer Valley.

And, while the competition has closed, you can still make the switch to receive your bills by email. Not only is it a safe and secure way to stay on top of your bills, it's also a sustainable choice.

Did you know it can take up to 13L of water to make a single A4 sheet of paper?* Switching to eBilling helps us reduce water and paper waste.

Signing up is simple. Grab your latest bill, visit urbanutilities.com.au/ebill and follow the prompts.

*Source: Water Footprint Network



Image: Richard Machinka

A RANDOM ACT OF KINDNESS

Last edition, we featured a story on Richard Machinka, a knockabout bloke from Brisbane who was experiencing difficulty paying his bills.

Richard bravely shared how he'd left his job to become a full-time carer for his mum and how they'd slipped behind on their bills. He also spoke about the support he'd received from Urban Utilities and how simple it was to set up a payment arrangement to pay at his own pace.

Well, we're happy to report there's a heart-warming twist to this tale.

One of our readers was so touched by the article, they called us and asked to anonymously pay Richard's outstanding balance.

"Whoever it was, you're a wonderful person and I just want to say thank you from the bottom of my heart," said Richard. "I've never had someone do something so generous for me in all my life – I'm nearly in tears."



SIMPLER BILLING HAS BEGUN

Wondering why your bill arrived a few days earlier than usual? Well, there's a 'simple' explanation.

Simpler Billing has begun in Brisbane, Ipswich and Scenic Rim. A change for the better, it'll make it simpler for you to:

- understand bills
- monitor your water usage, and
- detect leaks sooner – saving water, money and hassle.

Between now and February 2020, we'll be gradually shortening the time between when your water meter is read and your bill arrives. How? By issuing your bills a few days earlier than usual each quarter – between 4 and 14 days earlier, depending on the location of your property.

To make up for this, we'll give you more time to pay them. For example, as your current bill arrived 14 days earlier than usual, we've extended its payment terms from 30 to 44 days.

Once your transition is complete, bills will arrive days not weeks after meter reads and all the charges on them will be for the same period, in arrears.

Simple!

For more on this small but important change, visit urbanutilities.com.au/simpler now.

HOW LOW CAN YOU GO?

Are you ready to reach your water saving potential? We're here to help – and the good news is, you don't have to bend over backwards to do it.



We know many of us living in South East Queensland are already quite water wise, and that many of us also want help to find new and easy ways to save.

So, we have set the 'How low can you go?' challenge to help you reach your water saving potential.

The words 'how low can you go' may bring about memories of the Chubby Checker song and limbo challenges. But this is a challenge of a different kind.

And what's a challenge without a challenge master? Meet Henry, our very own H2O hero, he has some really easy tips to share about how his family saves water.

It's no secret that two highest areas of water use at home is the bathroom and outdoors, and the good news is you can achieve some serious savings by following Henry's tips like:

- Short showers – aim for 4 minutes
- Turning off the tap when brushing your teeth
- Only run dishwashers and washing machines when full
- Using water saving showerheads and devices such as tap aerators
- Watering the garden early morning or evening
- Fixing leaks and dripping taps
- Avoiding hosing driveways or hard surfaces

There's plenty of ways to entice the household to become involved, perhaps a challenge for different areas of the house, like the kitchen or bathroom, might work for you. Building good habits takes practice and repetition, and before you know it, it's just what you do.

By making a few simple changes to your everyday habits, the water savings can really add up.

So we hope you'll join us – if we all do our bit to save a little now, it could make a big difference down the track.

You can share your top tips on our Facebook page and check out our tips at urbanutilities.com.au/howlow



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