



# DRAFT WATER PLAN 3 PROPOSAL

## DEBUNKING THE MYTHS

### Myth One:

### Residential customers subsidise our major customers - This is not correct!

Gippsland Water provides water and wastewater services to residential, commercial and industrial customers, as well as some of the most significant industries servicing the state of Victoria.

For many years there has been a misconception that Gippsland Water's residential, commercial and industrial customers are subsidising the services provided to major customers because of the large volumes of raw water supplied to these customers.

### Key facts about water supplied to major industrial customers

Gippsland Water supplies raw water directly to several major industrial customers for use in industrial operations. Supplies are provided through gravity-fed pipelines, from a major water storage.

This raw water is a lower quality than the potable water supplied to residential, commercial and industrial customers. The raw water supplied does not need to meet the Victorian Government's *Safe Drinking Water Act*, and is not treated by Gippsland Water.

The cost to provide raw untreated water is paid for by these major industrial customers.

### Key facts about water supplied to residential customers

Gippsland Water treats approximately 30% of its raw water to meet the Victorian Government's *Safe Drinking Water Act*. This potable water is supplied to 63,000 residential customers.

This raw water is taken from 15 different sources of supply - including reservoirs, rivers, streams and aquifers. This water is treated at one of 17 water treatment plants, transported through a network of more than 2,000 kilometres of pipes, assisted by 48 pump stations.

The cost to provide this potable water to 63,000 residential customers is paid for by these customers.





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### Myth Two:

#### **Our customers pay for the Wonthaggi desalination plant - This is not correct!**

The desalination plant was announced by the then Premier of Victoria in 2006 to meet the water needs of Melbourne. When operational, the plant will treat sea water and pump treated water to Cardinia Reservoir where the water can, if required, be transferred to Silvan Reservoir and circulated through the Melbourne water network.

The desalination pipeline also has provision to allow South Gippsland Water and Westernport Water to draw water from the desalination plant, if required.

**Gippsland Water's network is not linked to the desalination plant and there are no plans to link to it in the foreseeable future.**

**Gippsland Water's customers pay for Gippsland Water's infrastructure.**

**They are not required to make any contribution to the cost of the desalination plant located at Wonthaggi.**

