

Frequently asked questions



Dingley Recycled Water Scheme

The Dingley Recycled Water Scheme will deliver recycled water to around 40 sites in the Bayside, Kingston, Greater Dandenong and Monash Local Government Areas.

Supplying recycled water to local parks, world-class golf courses, sporting ovals, laundromats, market gardens and nurseries, the scheme will help preserve our drinking water supply, and help our communities become more resilient to climate change.



What does the scheme involve?



The scheme will be delivered in two stages. The first stage will include the design and construction of a 12km transfer main to bring recycled water from the Eastern Treatment Plant (ETP) to service the identified locations.

For the next stage of the scheme, we'll build connection pipes from the transfer main to the identified sites, making up a total of 42 km of pipeline constructed. We've separated the connection pipes into three packages of works (West, North and South connection networks). We expect to see recycled water flowing to these sites before 2028.



How much will the project cost and who is funding it?



The Victorian Government announced part funding for the scheme as part of the delivery of the Central and Gippsland Regional Sustainable Water strategy, which aims to improve water security, liveability and waterway health for the next 40 years.

The project will cost approximately \$72 million of which the Victorian Government has committed \$24 million. The rest will be funded by South East Water and customers of the scheme.



How much will customers pay for the recycled water?



Only customers who have agreed to connect to the scheme will need to pay. Discussions with scheme customers on pricing will take place prior to connection.



Find out more

Scan the QR code or visit southeastwater.com.au/Dingley





What are the benefits of the scheme?



The benefits of the scheme include:

- Reducing costs for businesses and councils who currently rely on drinking water supplies for irrigation and commercial activities.
- Providing a high quality and drought-proof water supply to customers where other sources (e.g. groundwater and stormwater) are being impacted by climate change.
- Keeping parks and reserves green for the community to enjoy all year round.
- Preserving our precious drinking water supplies so we only use it where it's really needed.



Where will recycled water be supplied?



We're still confirming the final details of the alignment. A map of the investigation area and the proposed alignment is on the next page.



Who can connect to the scheme?



If you're a business or commercial customer with high water usage near the proposed alignment and are interested in seeing if you can connect, please email dingley@sew.com.au for more information.



What kinds of businesses can use recycled water?



We supply recycled water to lots of businesses in our service area – including turf growers, nurseries, golf courses, market gardeners, wineries, commercial laundries and many more.



What can businesses use recycled water for?



Businesses can use recycled water for:

- Irrigation or garden watering
- Commercial laundries
- Vehicle washing
- Toilet flushing
- Washing down outdoor furniture and building exteriors.

Recycled water isn't suitable for drinking or other personal use.



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What is the status of the project?



After the announcement from the Victorian Government to partly fund the scheme, we've tendered the project and awarded the transfer main and west connection network to our Industry Partner Abergeldie, BMD & KBR (ABK). We're now working together to finalise the design and alignment.



What is the project timeline?



The Transfer main and West connection pipes have been awarded to our Industry Partner Abergeldie, BMD & KBR (ABK).

We're still finalising the details, but below is an approximate timeline of key milestones for stage one, which is to build the transfer main (purple line in above map):

- Customer and stakeholder engagement – ongoing
- Investigation works - from November 2023
- Construction start – mid 2025
- Construction end (stage one) – late 2026
- Construction end (all connection pipes) - 2028

We expect to see recycled water flowing to these sites before 2028.

Key facts



We're installing 42 kms of pipeline and a new pump station as a part of this project.



The scheme could save up to 300 megalitres of drinking water every year. That's 300 million litres or 120 Olympic swimming pools!



We expect to finish the construction of the whole project by the end of 2028.



You shouldn't notice any change to your water or sewerage services while we work.



What quality is the recycled water and is it safe to use?



Recycled water is perfectly safe to use as we treat it to a very high standard. The recycled water is the highest quality and described as “Class A” meaning it can be used for a range of non-drinking applications. It is produced according to strict guidelines developed by the Environment Protection Authority (EPA) and the Department of Health.

For more information on recycled water and its uses go to:

www.southeastwater.com.au/RecycledWater

Information on the current treatment pathway can be found on Melbourne Water’s website below:

www.melbournwater.com.au/ETP



What kind of controls do South East Water and businesses need in place to reduce any risks associated with using Class A recycled water?



There are some activities that recycled water can’t be used for, such as drinking. To make sure that public health and the environment are looked after, both the EPA and the Department of Health have a range of controls in place including:

- Recycled water irrigation systems should be designed to ensure recycled water is kept on site and buffers are kept in place.
- Irrigation systems or industrial processes also need to be designed to ensure that no one will be exposed to recycled water by scheduling irrigation times, ensuring buffers are in place and recycled water pipes and outlets are clearly labelled with vandal-proof taps. This helps to keep any risks to a minimum.

We have controls and processes in place to ensure:

- there are no cross connections between drinking water and recycled water in the distribution network
- plumbers can easily identify recycled water with purple pipes above and below ground.

To keep risks to a minimum, we'll assist businesses to put the following controls in place:

- Any irrigation or plumbing works must be installed by a licensed plumber
- Recycled water installations need to have purple pipes above and below ground and appropriate backflow prevention devices installed
- Ensure appropriate taps are coloured purple and include signage “Recycled water – do not drink” so that people can easily identify taps used for recycled water
- Have a South East Water approved User Site or Site Management Plan (SMP), formally known as an Environment Improvement Plan (EIP), which outlines how recycled water will be used and the procedures and controls to mitigate any health and environmental risk
- Make sure all employees know what to do if there is an incident with recycled water
- Check any storage of recycled water is contained on site and dams are suitably lined (e.g. clay lined)
- Minimise exposure to the public by scheduling irrigation times either early in the morning or in the late afternoon, or after hours
- Use a closed washing system to minimise employee contact (e.g. commercial laundry).

How to get in touch

Report a leak or check interruptions
mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs)

Account enquiries 13 18 51
(8am – 6pm, Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Interpreter service

 **Languages other than English**
03 9280 0779

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如需口译服务，敬请拨打: 03 9280 0779

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03 9280 0779

Jika Anda membutuhkan seorang juru bahasa,
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Follow us on socials for updates



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