

PIPELINE

 UrbanUtilities

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**BELMONT GREEN CORRIDOR
TAKES SHAPE**



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Our friends at Belmont State School and the Bulimba Creek Coordinating Committee are constructing a wonderful, water-savvy native wildlife corridor on school grounds.



Image (left to right):
Belmont State School Waste
Warriors, Annaliese Pike,
Atalia McKillop,
Camryn Mitchell and
Munro Lauritsen.

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WE'RE EXCITED ABOUT PROTECTING AND MAINTAINING THE NATURE CORRIDOR

Belmont last year won our \$7,000 Water-Savvy Schools Greening Grant and, when we visited in March, had just commenced construction on the fourth stage of their green corridor, which will eventually link Bulimba Creek to the nearby Belmont Reserve.

Year 5 students like Zoe Buschel (cover) have been busy planting natives, mulching and following sustainable watering practices, and hope their soon-to-be-completed greenspace will attract the likes of koalas, possums and sugar gliders.

“Given the close proximity of corridor to the Belmont and Carindale Reserves, we should see a steady stream of native wildlife visiting and colonising the site,” Deputy Principal Wendy Gell said.

“We’d love to see some koalas, but historical surveys of the grounds also indicate the presence of gliders, possums, tawny frogmouths, lorikeets, skinks, blue tongue lizards and dragon lizards,” she said.

“We’re excited about protecting and maintaining the nature corridor, and students are encouraging one another in environmental stewardship.”

Visit urbanutilities.com.au/grants for more information on our Water-Savvy Schools Greening Grant program and ways you can reduce your water use.



Image (left to right): Belmont State School Waste Warriors, Juliette Fried, Maeve Bullock, Zoe Buschel and Erika Brook.



LISTENING FOR LEAKS

These days, the technology available to help detect leaks has to be seen and heard to be believed.

For the past two years, we’ve been keeping our ears to the ground in Brisbane CBD via our cutting-edge Acoustic Leak Sensing Program.

144 leak logger devices installed at various points in our CBD water network are listening for leaks 24/7.

Each one monitors the acoustics of nearby pipes and picks up increases in noise.

An increase in noise can indicate a leak has occurred or is about to, even before it’s visible at street level.

“So far, we’ve detected 29 leaks in our network, and we’ve also detected leaks in private infrastructure,” said program lead Ethan Bartier (above).

When a change in noise is detected from our loggers a desktop investigation is conducted to determine whether the noise is likely to be a leak.

If a leak is suspected, we send in crews to pinpoint the leak using specialised detection equipment such as listening sticks and leak correlators.

We then commence targeted repair works to fix the leak before it becomes a larger one!

“Not only are we reducing water loss from our network and helping customers avoid bill shock, but in some cases, we’re preventing the damage a CBD leak can cause before it happens,” said Ethan.

Thanks in part to proactive leak detection initiatives like our Acoustic Leak Sensing Program, we’ve seen an 18 percent reduction in bursts this financial year.

If you see or hear a water leak in your street, please report it immediately online at urbanutilities.com.au/faults or call our 24/7 faults and emergencies line 13 23 64.

CONNECTING WITH THE COMMUNITY



WE LOVE WATER

Budding artist Miyabi Tanji from Manly West State School won our recent We Love Water Bag Challenge. Her design now features on 500 eco-friendly tote bags.



CLEANING UP AFTER FLOODS

A big thanks to our community for your patience during the flood clean-up. Our crews worked around the clock and attended thousands of jobs.



FILL, DRINK, REPEAT

Check out our sleek new water stations at the Queensland Gallery of Modern Art in Brisbane. Next time you’re there, fill up your reusable water bottle for free!



Image: Gordon Park resident, Paul Lowry with son, Ted.

WE'RE HERE TO HELP

Earlier this year, our community was hit hard by extreme weather and floods.

Months later, many customers – including Gordon Park resident Paul Lowry (pictured) – are still cleaning up.

Fortunately for them, our Urban Assist support package remains in place.

Paul, like thousands of other impacted customers, continues to be offered support and financial relief via their Urban Utilities bills.

“At the time, it was pretty scary because we didn’t know how high [the water] was going to get and we were trying to move furniture and cars, but in the end, it just happened so quickly,” said Paul.

“You don’t think about it until later, but we’ve had to move out of our place and into a rental due to all the damage.

The entire bottom floor is unliveable until the structural repair work is done,” he said.

“But, what else do you do? You just keep putting one foot in front of the other and moving forward, but it’s nice to have the support of Urban Utilities during this time.”

- We have a range of flexible assistance options available for anyone experiencing difficulty paying their water and sewerage bills, including payment extensions of up to 90 days.
- We didn’t want anyone worrying about the cost of using more water during clean-up at flood-affected properties, so we’ll be applying a \$50 credit to our component of water usage charges for properties we have identified

as impacted, through our work with our partnering councils.

- We’ll also be waiving water and sewerage services charges from Friday 25 February to Saturday 31 December 2022 for customers, like Paul, whose properties are deemed uninhabitable due to flood damage.

Please visit urbanutilities.com.au/urbanassist or phone **13 26 57** (8am-6pm weekdays) for more information on our Urban Assist support package, to confirm your eligibility for the services charges rebate, or apply for a 90-day payment extension or plan.

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. Q01973-2021 © Urban Utilities.

