

# North Head Wastewater Treatment Plant

Community news – August 2017

## We're having an open day!

We are nearing the end of our major odour management project which has seen the replacement of old infrastructure with new technology. We've also completed several smaller projects totaling \$4 million to improve odour management at the site.

To celebrate, we're holding an Open Day on **Saturday 9 September** and are inviting the local community to join us for a plant tour. More information including how to book into a tour is in this newsletter.

We hope you enjoy this newsletter – your comments would be appreciated.

## Open Day - plant tours

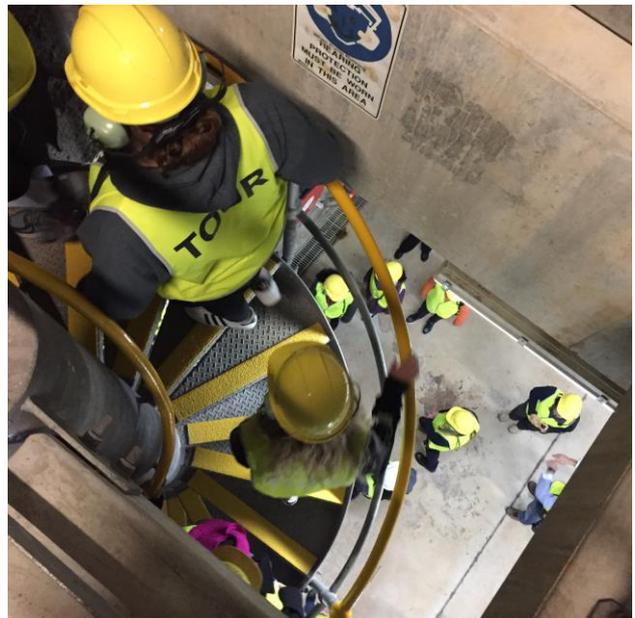
We're holding an Open Day and are inviting interested community members to join us for a site tour.

You're invited to join us on a walking tour around the plant to see how wastewater is treated, how we produce energy and recover resources to benefit the environment.

**When** Saturday 9 September 2017  
10 am to 12.30 pm (arrive 9.45 am)

**Where** North Head Wastewater Treatment Plant, Bluefish Drive, Manly

**Limited places on the tour and bookings are essential.** To book and for more information see page 2 of this newsletter.



*Join us for a tour of the plant, 60m underground!*

## Open day – more information

### What you need to know:

- You will need to wear clothing that covers to your wrists and ankles, and comfortable fully enclosed, flat-soled shoes. No thongs, sandals, ballet flats or high heels
- Children aged 12-18 are welcome when accompanied by a parent or guardian
- Part of the walking tour involves taking a lift 60 metres underground
- In the unlikely event of an evacuation from underground the evacuation route has over 300 steps to climb.

**Bookings are essential.** For more information and to book call 1800 724 650 or email [education@sydneywater.com.au](mailto:education@sydneywater.com.au)

## Odour improvements

In 2017 we have been constructing a new stand-by polishing scrubber to act as a back up for the biotrickling filter (BTF) system. Commissioning of the polishing scrubber is due to be completed by December 2017.

The BTF manages odours from the Northern Suburbs Ocean Outfall Sewer (NSOOS), as well as underground areas of North Head wastewater treatment plant. The BTF has been in operation for well over a year and continues to perform well.

## Community Reference Group

The Community Reference Group meets once every three months. At our June meeting, we held a plant tour for members to get to know the site better and to discuss matters of interest. The site tour generated topics for discussion at future meetings, including future work for the plant.

The group is committed to gaining a better understanding of the plant and raising matters of interest presented to them by the community.



**Community Reference Group members on a tour of the plant**

## Join our mailing list

We notify households and businesses close to the plant about upcoming maintenance and other work. In addition to our letterbox drops, you can be notified by email.

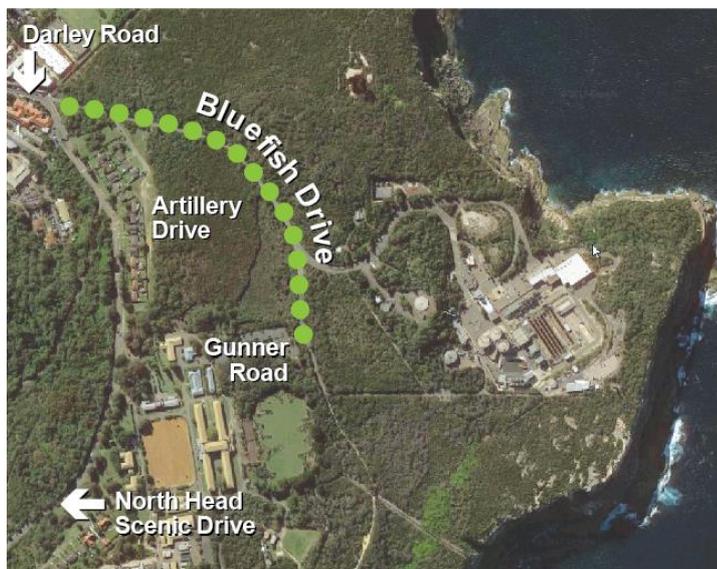
Join our mailing list by emailing us at [northheadwwtp@sydneywater.com.au](mailto:northheadwwtp@sydneywater.com.au)

## Bluefish Drive walking track

We are constructing a walking track at North Head to improve safety for walkers using Bluefish Drive.

The walking track route will start near the corner of Darley Road and Bluefish Drive and run parallel to Bluefish Drive for about 700 metres, finishing at the entrance to North Head Sanctuary.

Construction is due to start in late 2017. Our construction hours are between 7am and 4.30pm, Monday to Friday and 8am to 1pm on Saturday.



## Biosolids production and transport

During the wastewater treatment process, we produce biosolids.

Biosolids are used in agriculture to condition and fertilise soil, mainly in broad-acre farming and land rehabilitation.

We use special trucks to carry biosolids from the plant to the paddock. After the biosolids are unloaded at site, the trucks are washed down and inspected before leaving site.

We're working on reducing the smell of our biosolids by investing in additional digesters and solids-handling technology. The longer biosolids stay in our digesters, the better the odour and quality of fertiliser.

We will have more to tell you about this project in the coming months.

### Working hours

North Head Wastewater Treatment Plant operates 24 hours a day, seven days a week.

While we're making changes at the plant, construction work hours are:

- 7 am to 6 pm, Monday to Friday
- 8 am to 1 pm on Saturdays (if required).

We don't do construction work on Sundays or public holidays. If we do any non emergency work outside these hours we'll tell you in advance.

### To know more

For more information or to give us feedback:

- call us: 1800 624 914
- email us:  
[northheadwwtp@sydneywater.com.au](mailto:northheadwwtp@sydneywater.com.au)

## Keep wipes out of pipes

**Sydney Water has a major problem with wet wipes in our wastewater network and one in four customers on average contribute to the problem by flushing wet wipes down their toilet.**

Tests undertaken by Sydney Water and CHOICE have confirmed wet wipes, whether branded 'flushable' or not, do not break down as claimed and should never be flushed down the toilet.

More than 500 tonnes of wet wipes are removed from Sydney Water's wastewater network each year at a cost of around \$8 million.

More importantly, many customers have told us that based on the 'flushable' labelling of wipes they thought it was OK to flush, only to be hit with expensive plumbing bills. One of our customers notified us that she had a \$16,000 plumbing bill as the result of wipes blocking the sewer pipes on her property and there have been many other examples of plumber's bills to remove wipes in customer's sewer pipes ranging from \$100's to \$1,000's.



***Wipes block pipes and are costly to remove***



***Wipes can have an impact on our environment***

The impact on the environment can also be dramatic, with overflows caused by sewer blockages impacting on local creeks, rivers and even beaches.

On 12 December 2016 the Australian Competition and Consumer Commission instituted proceedings in the Federal Court against two major wipes' manufacturers, alleging that they each made false or misleading representation in relation to 'flushable' wipes they marketed and supplied in Australia.

Our advice to customers is to remember the three P's - the only things that should be flushed down the toilet are Pee, Poo and (toilet) Paper.