

INFORMATION SHEET – WATER SUPPLY

It is important that all residents of The Nicholson understand the different types of water which are supplied to your apartment, and your responsibilities in using this water safely.

Cold potable (drinking) mains water is provided by Yarra Valley Water. www.yvw.com.au. 131721

Treated greywater is provided to your home for toilet flushing. A treated greywater tap is also available in your laundry for connection to the washing machine. Greywater supply to your home is provided by the Owner's Corporation.

Hot water supply to your home is provided by the Owner's Corporation. The hot water supply is made up partly of treated rainwater captured from the roof. When no rainwater is available, mains (drinking) water will be supplied to the hot water service.

Stormwater is harvested onsite by the Owner's Corporation and used for landscape irrigation. Stormwater is not supplied to individual apartments.

These alternative water supply systems are provided at The Nicholson to assist residents reduce their reliance on Melbourne's valuable drinking water, as well as reducing resident's water bills. The use of rainwater and stormwater also protects the health of nearby waterways (such as the Merri Creek) by reducing stormwater flows leaving the site.

You can find information regarding the amount of water these systems have saved online at thenicholson.com.au.

For more information about greywater, rainwater and stormwater use, refer to <http://www.epa.vic.gov.au/water/reuse/default.asp>

Incidents and Emergencies:

The greywater and rainwater treatment plants at The Nicholson are both continually monitored and will automatically switch to supply potable mains water if any failure in the treatment process is detected.

If you notice any change in the quality (taste, odour or appearance) of your drinking water, hot water or treated greywater, or have no supply of hot water or greywater, please contact Urban Communities on (03) 9371 2077.

If you have no supply of potable mains water, please contact Yarra Valley Water.

Treated greywater

Treated greywater is provided to your apartment for toilet flushing and optional use in your washing machine. Greywater is collected from shower drains throughout the Nicholson and treated in a plant on site before being reticulated back to all apartments for use. It is colourless and odourless and therefore may be difficult to distinguish from drinking water.

A multi-stage treatment process (including biological treatment, filtration and disinfection) is used to treat greywater to a quality suitable for toilet flushing and clothes washing.. However, treated greywater is not suitable for:

- drinking
- cooking, food preparation or other kitchen purposes
- bathing and showering
- evaporative coolers
- filling swimming pools or spas
- children's water toys.

While the use of treated greywater for clothes washing is optional, the average household can reduce their use of drinking water by over 10% simply by using treated greywater in the washing machine.

Remember that the wastewater collected from your shower is treated and reused. Do not use your shower drain to dispose of waste. When selecting and using bathroom products, remember that the cleaning products and personal care products which go down your shower drain must all be treated before the greywater can be reused.

Cross-connections

Treated greywater is plumbed only to your toilet and to a clearly marked greywater tap in your laundry. These plumbing connections have been tested to ensure that there are no cross-connections between the greywater and cold water (drinking water) systems.

If you are an apartment owner, it is important that any plumbing work completed on your apartment is carried out only by a licensed plumber and that a certificate of compliance is issued where required. This will ensure that any plumbing works comply with regulations, and ensure that accidental cross connections between the treated grey-water and drinking systems do not occur.

If you suspect a cross-connection has occurred in your apartment, please contact Urban Communities on (03) 9371 2077 or a licensed plumber to investigate this.

Treated Rainwater (Hot Water)

Rainwater collected from the roof of The Nicholson is stored in a series of large rainwater tanks located on the eastern boundary. This rainwater is treated to a high standard using a multi-stage treatment process (including sedimentation / settling, filtration, membrane treatment and disinfection). Treated rainwater is colourless, tasteless and odourless.

Treated rainwater is provided to the hot water system at the Nicholson, and will therefore be supplied to your kitchen, laundry and bathroom hot water taps. During dry weather, when the rainwater tanks run empty, the system will automatically switch to mains drinking water.

Stormwater

Stormwater is runoff from rainfall which includes water collected from roads, driveways, gardens and other areas. At the Nicholson, the stormwater system captures runoff from balconies and other accessible areas such as the Common Green, loading dock and landscaped areas.

Population growth and urbanisation has increased the peak flows of stormwater to Melbourne's waterways. This is associated with increased loads of nutrients, sediments and other pollutants which are harmful to waterway health. A Water Sensitive Urban Design approach has been adopted at The Nicholson to reduce the impacts of this stormwater discharge on nearby waterways, including the Merri Creek and Yarra River.

Some stormwater from the Nicholson is harvested in a series of tanks and reused for sub-surface landscape irrigation, including the Common Green. Stormwater harvesting and reuse at the Nicholson is managed by the owner's corporation and is not made available to individual apartments. Stormwater used at the Nicholson is untreated and is therefore not suitable for drinking. The remainder of stormwater generated at the Nicholson is detained on site through the use of infiltration trenches or is used directly for irrigation of street trees.