

Troups Creek Stormwater Recycling Project

What is this project about?

South East Water has built a pilot stormwater recycling plant at Troups Creek in Narre Warren North. The plant uses stormwater captured at a nearby wetland and treats it to produce recycled water for use by approximately 58 households at Avenview Estate.

What do you mean by 'pilot project'?

This exciting project is one of the first in Victoria – and even Australia – to use recycled stormwater for residential purposes. By getting involved you are helping to provide South East Water with an opportunity to learn more about this important alternative water source. The outcomes from this pilot will help inform future alternative water source projects in Victoria, Australia and potentially the world!

While this is a pilot project, at no stage will we compromise our customers' health or safety.

When did South East Water start supplying recycled stormwater?

We started supplying residents in Avenview Estate with recycled stormwater in October 2012. Residents were notified prior to the connection to ensure they had all the information they needed to safely use this alternative water source.

What can recycled stormwater be used for?

Inside your home, it will be supplied to your bathroom for toilet flushing. It will also be supplied to a purple tap in your garden. In this way, it offers great flexibility in outdoor water use, and can be used for watering the garden and the lawn, as well as hosing down outdoor areas and furniture.

Recycled stormwater can only be used for the following purposes:

- Flushing toilets
- Watering plants and vegetables in your garden, and the lawn
- Washing cars
- Cleaning the outside of your home and outdoor furniture
- Fighting fires.

What happens if recycled stormwater is not available?

When recycled water is not available, potable water is substituted into the pipe to ensure water is available at all times for toilet flushing and outside use.

Is recycled stormwater safe?

The Troups Creek stormwater treatment plant and the recycled water that it produces adhere to the Australian Guidelines for Water Recycling. The recycled stormwater will be treated to a level that can be safely used outdoors and for toilet flushing.

What does recycled stormwater look like?

Your recycled water could have a slightly different colour and smell to drinking water. These differences in colour or smell are likely to be minor; it will still be a very safe and valuable resource.

How much does recycled water cost?

Recycled water is priced at fourteen percent less than the lowest price tier for drinking water. Full details on our current pricing are available at southeastwater.com.au.

What is the next stage for this project?

To date, this pilot project has provided South East Water with great experience in plant operations in terms of wetland water quality and stormwater treatment. The knowledge gained enables us to continuously optimise Troups Creek stormwater recycling plant and implement stormwater reuse projects elsewhere in the future.

How can I get more involved?

South East Water undertook a comprehensive customer engagement survey from 2012 to 2014 to gain a better insight into customers' experiences of stormwater reuse. The results suggested that the residents receiving recycled stormwater were generally satisfied with the service. South East Water continues to welcome comments and questions regarding Troups Creek stormwater reuse. If you would like to provide feedback please email troupscreek@sew.com.au.

Contact us

For more information please contact our Customer Service Team on:

Phone: 131 694

(Monday to Friday 8.30am to 5.00pm)

Email: troupscreek@sew.com.au

Web: southeastwater.com.au