

For Noting

Mount Evelyn Water Treatment Plant Community Engagement 'What We Heard' Report

Version 1: 15 April 2024

Reporting period: September 2023 to March 2024

Project stage: Detailed design



Project background

Melbourne Water is planning the construction of a new back-up water treatment plant in Mount Evelyn to prepare us for the future and provide greater water security. The new treatment plant will ensure that drinking water remains accessible and safe in the event of planned (operational or maintenance) or unplanned shutdowns (severe storms, fire or power failure) of the Silvan Reservoir and Water Treatment Plant.

The Silvan Reservoir and Water Treatment Plant currently provides more than 50 per cent of Melbourne's population with quality drinking water. By 2030, more than six million Melburnians will need access to water every day.

Purpose of project's engagement activities

- Raise awareness of the project need, scope, delivery timeline and expected operational and construction impacts.
- Share/demonstrate project changes including those which were influenced by community feedback.
- Seek feedback from the community on the proposed concept design and determine the level of support for the proposed layout and inclusions in the concept.
- Create, and service feedback channels for project content and utilise to understand community sentiment for project and guide ongoing engagement strategy.

Methodology

The below table outlines the various methods and techniques used to engage with the community during the reporting period.

Community engagement activities/methods

Activity/Method	Stakeholders Engaged
Project Page on "Let's Talk"	583 page views 540 visits 463 visitors 12 followers (Between 4 March and 28 March 2024)
Online Survey – voting for the colour of the new Water Treatment Plant building	52 contributions (Online from 15 November – 8 December 2023)
Direct contact with the residents	Phone calls received - 2 Face to face meetings - 3
Face-to-face meetings with key stakeholders and community groups	Meetings – 6

Activity/Method	Stakeholders Engaged
Meetings and ongoing engagement with Yarra Ranges Council and DEECA	June 2023 August 2023 November 2023 February 2024
Number of participants at community drop-in sessions	<p>Session One (1/2)</p> <p>Date: Saturday 25 November 2024 Time: 1:30pm -3:30pm Location: Mount Evelyn Community House Attendees: 10 community members</p> <p>Session Two (2/2)</p> <p>Date: Saturday 16 March 2024 Time: 1pm – 3pm Location: Mount Evelyn Sports and Community Hub, Tramway Road Attendees: 12 community members</p>
Online community engagement session	<p>Session One (1/1)</p> <p>Date: Thursday 21 March 2024 Time: 6:30pm – 8pm Attendees – 4 RSVPs, 0 attendees*</p> <p>*Two people who RSVPed contacted MW after the event noting they no longer needed to attend as they felt they received sufficient information from the face-to-face engagement session.</p>
Community bulletin distribution	<p>Printed version of bulletin</p> <p>Two community bulletins were distributed to 3,100 households and</p>

Activity/Method	Stakeholders Engaged
	<p>emailed to approximately 100 community members and stakeholders.</p> <p>Digital version of bulletin available online at:</p> <p>Mount Evelyn Water Treatment Plant Melbourne Water</p> <p>Mount Evelyn Water Treatment Plant Let's Talk Melbourne Water</p>
Signage	<p>Tree removal awareness signage</p> <p>Size: A1</p> <p>Quantity: 3</p> <p>Location: Melbourne Water pipe track between Tramway Road and Kuyura and Wombalano Roads.</p> <p>Content: Information on tree removal and included a QR code linked to the project's "Let's Talk" page.</p>
<p>Social Media Advertising</p> <p>Community sessions</p> <p>November 2023</p>	<p>Reach: 121,211</p> <p>Frequency*: 1.44</p> <p>Engagement**: 0.2%</p> <p>Link clicks: 350</p> <p>Comments: N/A</p>
<p>Social Media Advertising</p> <p>Community sessions</p> <p>March 2024</p>	<p>Reach: 56,438</p> <p>Frequency*: 1.1</p> <p>Engagement**: 0.2%</p> <p>Link clicks: 105</p> <p>Comments: N/A</p>

***how many times ads were seen by an individual**

**** Engagement calculated based on the percentage of those who saw the ad and clicked the link**

What we heard

The following feedback was heard during the above activities and continues to shape the Detailed Design and Communications and Engagement strategy for the project.

You asked	We answered
<p>What is the plant building size and location</p>	<p>The building size has been reduced and moved to sit further up the hill reducing its visibility from the road and properties. The analyser shed previously located at the top of the hill has been removed, further reducing the footprint and impact of the overall facility.</p> <p>The internal road loop has been narrowed, reducing the operational footprint and reducing vegetation loss. The change eliminated the need for a retaining wall, improving the site's visual impact and enhancing the public thoroughfare area.</p> <p>The revised power line location from the southern side to the northern side of the pipe track has reduced vegetation impacts on southern side of pipe track, maintaining most of the existing screening to the site's neighbours on Kuyura/Murrumbung Roads.</p>
<p>What is the size of internal access road loop?</p>	<p>The internal access road loop has been narrowed since the previous design. The change has narrowed the operational site and enhanced the public thoroughfare on the northern side of the pipe track.</p>
<p>Can Melbourne Water improve public access along pipe track?</p>	<p>Public access through the site to join with surrounding trails will be maintained on the northern side of the operational area after construction.</p> <p>The internal access road loop has been reduced creating a wider public thoroughfare through the site than the previous design.</p>

You asked	We answered
	Tree removal on the northern side of the site is required for power line installation. The changes made to narrow the loop road and location of power lines has resulted in a reduced overall tree removal from 89 to 66 trees. This is a 25 per cent reduction.
What is the new power line alignment and how will it now impact tree removal?	<p>The team sought, and received approval to relocate the power lines to the Tramway Road side of the site. This change maximises the tree screening for residential properties on Kuyura and Murrumbung Roads.</p> <p>Tree removal will be required on the Tramway Road side of the site to accommodate the power line installation.</p>
Why is the water treatment plant being built and why was this location selected?	<p>The new water treatment plant will be constructed on the Melbourne Water pipe track between Tramway Road, Warrawee Road, Kuyura Road, Murrumbung Road and Wombalano Road.</p> <p>The location for the Mount Evelyn Water Treatment Plant was selected due to:</p> <ol style="list-style-type: none"> 1. Proximity to Silvan Reservoir and Silvan Water Treatment Plant. 2. Ability to treat water carried by all three underground transfer water supply mains in one location. After this point the water supply mains branch off in different directions to service 50 per cent of Melbourne’s water supply. 3. This land is owned by Melbourne Water (MW) and is zoned PUZ1 (Public Use Zone – Service & Utility). 4. Flat, mostly cleared land and close to existing roads.
Will the power lines be bundled wire as used elsewhere in Mount Evelyn since the fires?	The power lines will be separate insulated wires vertically stacked as prescribed by Ausnet.

You asked	We answered
If there is a leak, is there any risk of gas leaking and being of harm to surrounding community?	The disinfection chemical (sodium hypochlorite) is a liquid not a gas. This is a non-combustible liquid and is the safest application of chlorine to disinfect water which is commonly used around the world. It will be stored in compliance with Australian Standards and Regulations.
Will water from the site flow into neighbouring properties?	<p>To support our construction phase we will develop and implement an Erosion and Sediment Control Plan with a qualified consultancy. The controls will be checked regularly to ensure they are installed and working appropriately. The installed controls will manage water in a way to avoid any potential run offs and ensure that the works do not negatively impact on the surrounding environment.</p> <p>During the operation of the WTP, the onsite drainage will be upgraded and ensure run off from the building and access road is captured and flows to the existing drainage system.</p>
What is the height of the buildings?	<p>The height of the main operational building is 6.96m</p> <p>The height of the dosing sheds is 3.495m</p>
Who will remove the trees?	A qualified arborist and wildlife handler (who is also an ecologist) will be engaged to provide guidance for tree removal. They will be on site during the tree removal works to ensure the correct trees are being removed and prior to removal, will check the trees to make sure there is not any fauna and if there is, the wildlife handler will relocate them to a suitable location.
Which trees are being removed?	<p>Please refer to the arborist report online outlining the trees to be removed. The arborist report is available online at:</p> <p>Mount Evelyn Water Treatment Plant Melbourne Water</p>

You asked	We answered
<p>How have you minimised tree removal?</p>	<p>We have worked hard to minimise the tree removal required for the new treatment plant.</p> <p>Several changes resulted in the reduction of tree removal including:</p> <ul style="list-style-type: none"> - narrowing the internal loop road which eliminated the need for the retaining wall within a moderately vegetated area. - Dosing sheds and flowmeters are required to be located directly above the water mains. Where possible, the location of the structure was shifted where tree removal is reduced or removal of a lower value vegetation is undertaken. <p>Tree removal is required to accommodate the road alignment, service installation, new power line installation, and construction of water treatment assets.</p>
<p>How far do our road works go and why?</p>	<p>A new access road will be built from Tramway Road to the new water treatment plant allowing access for operations and maintenance personnel and deliveries to the Water Treatment Plant.</p>
<p>Why is the tree removal extending up the pipe track toward Silvan Reservoir?</p>	<p>Tree removal is limited to the immediate surrounds of the treatment plant. For further information see the arborist report available on the Yarra Ranges Council website.</p>
<p>Why were the power lines moved?</p>	<p>The power line was relocated from the southern side to the northern side of the pipe track, reducing vegetation impacts on southern side of pipe track, and maximising the existing screening to residential properties on Kuyura/Murrumbung Rd.</p>

You asked	We answered
Will there be sufficient bunding to hold a leak?	Yes, the chemical tank room will have a bund sufficient to capture any spills or loss of containment, which will be disposed of appropriately via a vacuum tank.
What liquids and chemicals will be stored on-site and why?	<p>The main chemical that is stored on site is a disinfectant known as sodium hypochlorite. This is a non-combustible liquid and is the safest application of chlorine to disinfect water commonly used around the world.</p> <p>The treatment plant will be critical infrastructure for the disinfection of Melbourne's drinking water, therefore we will have an Uninterruptible Power Supply (UPS) battery backup system along with a secondary backup diesel generator onsite in the case of mains supply outages. 240 litres of diesel will be stored in total. The UPS and generator will be located within the main plant building to protect against fire risk.</p>
Will there be a generator used during the operational stage? Where will it be?	<p>Yes, the diesel generator is the secondary backup in the plants power redundancy system.</p> <p>During a power outage the UPS will act as the primary power backup system with the diesel generator to be used if the outage extends greater than 24 hours and the UPS battery is depleted.</p> <p>The UPS and generator will be located within the main plant building to protect against fire risk and to mitigate noise output from the generator.</p>
What will the noise of the trucks be and how often? And what is the expected noise?	<p>Key expected noise sources during construction include:</p> <ul style="list-style-type: none"> • Heavy vehicles (deliveries, semi-trailers, excavators, rollers, cranes) • Earth and civil works (cut/fill, digging, pile breaking) • Building works (concrete works, power tool use)

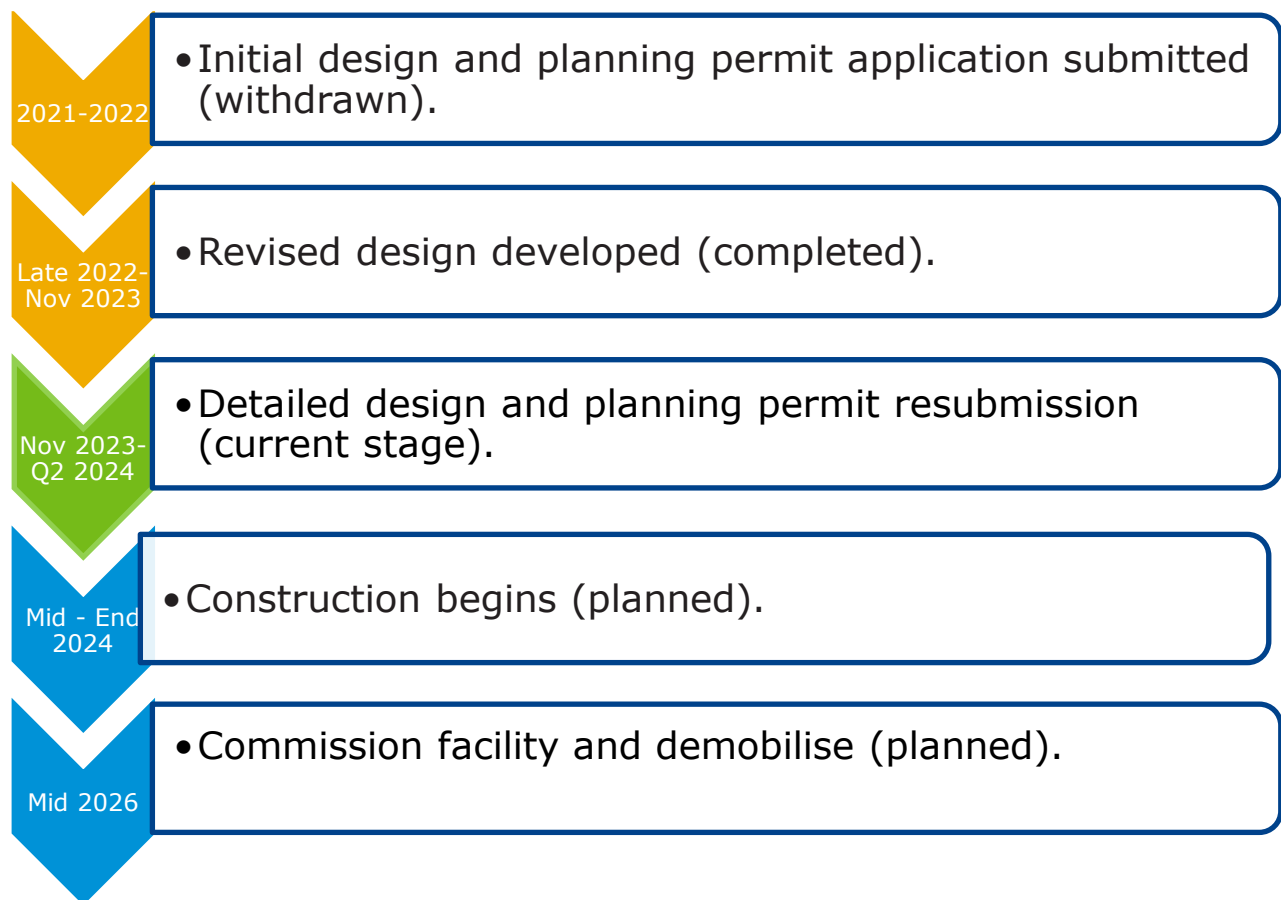
You asked	We answered
	<ul style="list-style-type: none"> • People arriving and leaving site and working on project works. <p>Our current noise mitigation approach involves the following and will develop further as planning for construction works is undertaken:</p> <ul style="list-style-type: none"> • Develop noise and vibration management plan. • Create a program that will identify key noise sources and timing, to notify residents ahead of time. • Seek to select low noise emitting equipment, orientate noise sources away from neighbours, and employ best practice in site management controls. • Power to construction facilities is expected to be drawn from mains powers pending approvals, as to minimise the need for the use of diesel generators. <p>Key expected noise sources during operation of the WTP include:</p> <ul style="list-style-type: none"> • Air conditioning units (cooling) and ventilation fans (daily). • Operational deliveries (frequency - ~once per week during day hours). • Operational and maintenance staff attending site (frequency - occasional). • Testing of building security, alarms, generators (frequency - occasional). • Backup diesel generator operation when main power supply is not available and the UPS battery has been depleted (~ 24 hours). <p>Our noise mitigation approach for the day-to-day operation of the WTP involves:</p>

You asked	We answered
	<ul style="list-style-type: none"> • All equipment excluding AC units are housed internally within buildings. • AC units positioned away from residents. • A UPS battery backup system to act as a primary backup for loss of mains power minimising the use of the diesel generator. • Diesel generator within acoustic enclosure housed within concrete building. • Designed to operate within EPA regulations.
<p>What sort of lighting will there be?</p>	<p>As this is a back-up treatment plant external lighting will only be turned on when operational staff need to attend the site at night or in low light to enable safe access.</p> <p>External motion activated security lighting will be installed and designed in accordance with environmental assessments including ensuring external lighting provides appropriate light levels with minimum environmental impact and avoiding lighting with significant throw onto adjacent vegetation and neighbouring properties.</p>
<p>Will we be able to smell chlorine?</p>	<p>No smell will be experienced by surrounding residents when the Water Treatment Plant is operating.</p> <p>During delivery of drinking water disinfectant (sodium hypochlorite), a slight chlorine type smell – similar to an indoor public swimming pool – may be noticed for a short time depending on weather conditions (i.e. wind direction).</p>
<p>Where will the outdoor air conditioning units be located?</p>	<p>The air conditioning units will be located on the northern and eastern sides of the building.</p>

NEXT STEPS / PROPOSED APPROACH:

- Share the details of the project from the Detailed Design phase once it is approved.
- Assess feedback and responses to the communication channels previously used and consider when developing the project's community approach which will provide value to community groups, organisations and individuals.

Stages of the project



How can community members and stakeholders stay informed and involved in the project?

For more information about this project or any questions or concerns, contact the Mount Evelyn project team on:

Email: MountEvelynWTP@melbournewater.com.au

Phone: 1800 931 169

Project website: www.melbournewater.com.au/mountevelyn