

# SUSTAINABLE WATER PARTNER PROGRAM



## Discovery Parks - Ballina – A Sustainable Water Partner

### CASE STUDY



**Discovery Parks Ballina** is a proud partner of Rous County Council through the Sustainable Water Partner Program. Rous County Council has recognised Discovery Parks Ballina for its commitment to water efficiency and monitoring to achieve long-term water savings.

### POTENTIAL ANNUAL WATER SAVINGS ACHIEVED

The installation of smart-metering on the Park's main water meters has been the most significant and beneficial work as part of this project.

Smart water meters have been attached to the Park's main meter to record hourly water usage. The installation of smart-metering has allowed the Park to be more aware of their consumption, trends, triggers and to detect leaks more rapidly, rather than waiting for their quarterly water bill.

This has armed the Park with the information and data needed to detect pipe breaks and leaks in a timely manner, resulting in an estimated potential saving of over \$80,000 per year in water charges.

### Water efficiencies in the tourism accommodation sector

Discovery Parks Ballina in partnership with Rous County Council and REIDEnvironmental embarked on a collaborative project to investigate the Holiday Park's water use, associated costs, and a range of measures available to improve water efficiency.

This work was undertaken by collating and analysing water use data and conducting an onsite walkthrough assessment that identified feasible upgrades and water saving projects.

A comprehensive Water Saving Plan was developed identifying priority activities and water saving projects that the Park and Rous agreed were feasible (both in the short and long-term), cost effective and provided the water saving benefits sought to reduce future costs.

Although several projects were identified in the plan, the timely identification of leaks was prioritised. Leak detection is and continues to be a focus for the Park, particularly given the age of existing infrastructure as well as the Park's position, close to the beach on sandy soils.

*Detecting leaks on sandy sites can be difficult as there is often little indication of a leak from the surface as water quickly drains away down through highly porous sand.*



Installing smart-metering on the main water meter of the Park has been an important step to gain access to more frequent, accurate and timely data, and an equally important step in leak detection. This information is complementary to the weekly water meter reads and comparisons the Park was taking independently to monitor fluctuations and trends in their water use.



*Smart-metering was supported through Ballina Shire Council. Visit [www.ballina.nsw.gov.au](http://www.ballina.nsw.gov.au) for more information.*

### ACHIEVEMENTS – WATER EFFICIENCY AND COST SAVINGS



Upgrading of  
**66** individual taps



A potential  
**69%** reduction in water use



Installation of  
**smart-metering**  
to detect leaks early



Over  
**\$80,000**  
potentially saved per year  
in water charges

## Other projects identified in the Water Saving Plan included:

- Investigating a rainwater tank for pool top-ups. The return on investment of this will be better understood when data from smart-metering of the pool/water playpark area is known;
- Upgrading taps at van and tent sites to restrict existing high flow taps, which are often difficult to completely shut off;
- Upgrading taps in selected amenities to include flow restrictors.

These projects build on water saving works which Discovery Parks Ballina has previously initiated to understand usage, identify issues and isolate leaks including sub-metering the pool and water playpark as well as sub-metering individual permanent cabins. This is in addition to having low volume dual flush toilets and water efficient shower fixtures in their guest amenities.

The Water Saving Plan, identifying projects to complement these existing works, was funded through Rous County Council's Sustainable Water Partner Program.

## Achievements – water efficiency and cost savings

Complementary to installing smart-meters, the Park has focused on continually upgrading 66 individual taps on their caravan and tent sites. Installation of a rainwater tank for pool top-ups is also being investigated.

Completion of these projects will result in an annual potential water savings of more than 320 thousand litres annually. This saving is in addition to significant potential water savings achieved through smart-metering, monitoring and leak detection. It is estimated that this work alone could result in a potential 69% reduction in water use and over \$80,000 saved per year in water charges.

The monitoring component of this project focuses on the most significant area of use and water loss to gain the greatest long-term cost saving benefits and sustainability outcomes.

*The monitoring of water consumption that closely reflects real-time use is valuable in determining the water used by our business prior to receiving our quarterly water bill.*

*From my many years' experience managing holiday parks, data in relation to water use equips our management team with the information needed to make decisions around works and maintenance requirements, particularly if we suspect a leak. This is particularly true for Parks like ours that have multiple occupancies with visitors, campers, caravans, and permanent and guest cabins, each with different water consumption needs.*

*Real-time monitoring of our water use is and will continue to be a valuable tool for Discovery Parks Ballina.*

**Tony Middleton, Park Manager,  
Discovery Parks – Ballina**



# Discovery

PARKS

## DISCOVERY PARKS BALLINA

Discovery Parks Ballina is located just north of the mouth of the Richmond River in the Ballina Shire. The Park is a popular holiday destination for many travellers to the north coast. At full capacity, the Park can accommodate over 500 people. The Park has 65 permanent cabins, 81 holiday cabins and 93 sites for caravans and campers. The Park has and continues to place focus on water use and investigating ways to enhance efficiency particularly in peak tourist times.

[www.discoveryparks.com.au](http://www.discoveryparks.com.au)



**ROUS**  
COUNTY COUNCIL

## ROUS COUNTY COUNCIL

Rous County Council is the regional water supply authority providing bulk water to the Council areas of Ballina, Byron, Lismore Shires and the Evans Head area. We work closely with our constituent councils across these local government areas to deliver the Sustainable Water Partner Program in partnership with local businesses like Discovery Parks Ballina.

[www.rous.nsw.gov.au](http://www.rous.nsw.gov.au)

## GET INVOLVED IN THE SUSTAINABLE WATER PARTNER PROGRAM

The aim of the Sustainable Water Partner Program is to support businesses to make changes that will have lasting benefits for the business and broader community – not only saving water but increasing business profitability through lower water and sewer costs.

As part of the program, Rous County Council can offer businesses with an annual water consumption >5ML a fully funded Water Saving Plan as well as rebates of up to \$25,000 annually to implement water saving projects.

## THIS PROJECT IS REGIONALLY SUPPORTED BY



Contact Rous County Council for eligibility details phone (02) 6623 3800 or email [council@rous.nsw.gov.au](mailto:council@rous.nsw.gov.au)

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