

# WATERSOURCE

Autumn 2017  
Edition 23

## Have you made the switch?



Winter has arrived – and so has the start of this year's winter sprinkler ban! The ban commenced on Thursday 1 June, so if you haven't done so already, please remember to switch off your reticulation or risk a \$100 fine.

The annual ban, which has been in place since 2010, applies to all scheme and bore water users in the Busselton Water area, and most other parts of the South West.

Sprinklers cannot be used at any time before Thursday 31 August, even if you have your own bore. Hand watering and pressure testing of bores is permitted.

Busselton Water CEO Chris Elliott said unfortunately some people forget to turn off their automatic reticulation or believe that lawns and gardens still need the extra water over the winter period.

"Even though Busselton had a dry April, the rains we experienced during summer and throughout May have given gardens a good drink. Cooler temperatures over winter coupled with the rain we'll receive during that time means our automatic reticulation is simply not required," Mr Elliott said.

"I encourage everyone, if you have not already done so, to make sure your reticulation is turned off."

The winter sprinkler ban runs from 1 June to 31 August and applies in Perth, Mandurah, and most of the South West and Great Southern.

## WINTER SPRINKLER BAN TOP TIPS

### You can:

- ✓ Hand water with a hose or watering can
- ✓ Use water collected by your rainwater tank

### You can't:

- ✗ Use your sprinklers (including bores)
- ✗ Use a high-pressure hose



BUSSELTON WATER

Emergency Helpline 9781 0500

po box 57 busselton wa 6280 • p 089781 0500 • f 089754 1075 • abn 79 306 761 565

admin@busseltonwater.wa.gov.au • [www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au)

National Relay Service 13 36 77





(L-R) Capecare resident Michael Fowler, Busselton Water Chair Helen Shervington and Capecare General Manager of Operations Dominic Trombetta

IS YOUR  
BUSINESS DOING  
SOMETHING PRACTICAL  
TO REDUCE, REUSE OR  
RECYCLE WATER?

Nominate to become a  
Busselton Water Waterwise  
Business in Action by visiting  
[busseltonwater.wa.gov.au](http://busseltonwater.wa.gov.au)

# Capecare sets new water saving benchmark

In a first for any Busselton business, local aged care provider Capecare has completed a Water Efficiency Management Plan (WEMP), committing to significantly reducing its water usage over the next five years.

Busselton Water Chair Helen Shervington explained a WEMP is required to be completed by all heavy water users – or any business that uses more than 20,000kL of scheme water a year.

“The WEMP assesses the amount of water used and identifies inefficiencies and potential water conservation measures right across the business,” Mrs Shervington said.

In preparing the WEMP, Capecare has implemented a range of water saving measures across the business – from simple modifications to cleaning methods to more significant changes

like replacing lawn areas for native gardens.

Capecare General Manager of Operations Dominic Trombetta is optimistic about the program and what it will deliver for the business.

“As we’ve grown over the past few years, we’ve seen our water consumption escalate – which not only increased our costs, but has also provided us with this great opportunity to focus on how we could do things better,” Mr Trombetta said.

A comprehensive water use audit was undertaken and a new data logger was installed to monitor weekly water

usage, along with Capecare changing their reticulation from mains water to bore water.

Capecare has been recognised by Busselton Water as a *Waterwise Business in Action* – a program designed to highlight businesses that are working to conserve water.

“Working with our larger water users remains a key focus for Busselton Water, so it’s particularly pleasing to highlight the good work being done locally to reduce water.”

NEW  
WEBSITE  
COMING SOON

Keep your eyes open for our new website which is coming soon!

It will make doing business with Busselton Water a whole lot more convenient with useful tools to help you manage your water use and great tips for saving water at home and at work.

Don’t forget to like us on Facebook! Keep track of our latest innovations and the major projects that are improving water services in our region. Stay in touch with all the latest water news and be the first to know when the new website goes live - @BusseltonWater.

Find us on 



# Local funding set to flow

Are you a member of a volunteer group, community organisation or sporting club in the Busselton area? Do you need to upgrade your uniforms or equipment? Or do you have a great idea for a local community activity or event? Then don't miss the chance to apply for the next round of Busselton Water's Community Partnership Program!

The program provides support for grassroots programs in the Busselton area – particularly groups and projects related to water quality and efficiency; environmental sustainability; education; innovation; and leadership.

Busselton Water Chief Executive Officer Chris Elliott said the Community Partnership Program is aimed at providing much-needed support for grassroots programs in the region.

"Local schools, clubs and associations are firmly at the heart of our regional communities and we're looking forward to actively supporting their work," he said.

In the inaugural round of the Community Partnership Program last year, Acting Up! Drama School received funding to provide four budding actresses, Emily Lyons (13), Ella Demarchi (13), Molly Tompsett (11) and Anouk Siegrist (9), each a year-long scholarship.

Two scholarships were reserved for students requiring financial assistance and the other two to students displaying potential in the art of drama.

Acting Up! Educational Director Terry Thompson said the scholarships were something the school has wanted to



Photo courtesy Busselton Dunsborough Mail.

*Busselton Water CEO Chris Elliott and Acting Up! Music Teacher Emma Nisbet (far right) with the four successful Busselton Water Acting Up! scholarship recipients.*

instigate for some time and without the help of Busselton Water, they would not be able to provide this opportunity.

"We believe all children deserve the opportunity to build their self-confidence, self-esteem and self-reliance which is what our classes serve to do. We're so grateful to

Busselton Water for their support," Mr Thompson said.

**Applications for the next round of the Community Partnership Program close on Tuesday 20 June 2017.**

More information visit our website or phone 08 9421 3600.

## Roadmap for improved service

Over the next few months you may notice our team out and about undertaking Stage 1 of the GPS Capture Project – a project to 'geo-plot' the precise locations of water meters on your property.

Busselton Water is working with specialists from Thinking Windows, a software development company with extensive experience in providing services to leading Australian water utilities.

The team will use a GPS device to gather location data, which will then be overlaid on a map of the area.

Busselton Water CEO Chris Elliott said the work is part of a pilot program trialling how the corporation can use the captured coordinates to have the latest accurate digital location records.

"For some properties, especially commercial properties and farm land, the location of the water meter can be difficult to find. The GPS Capture

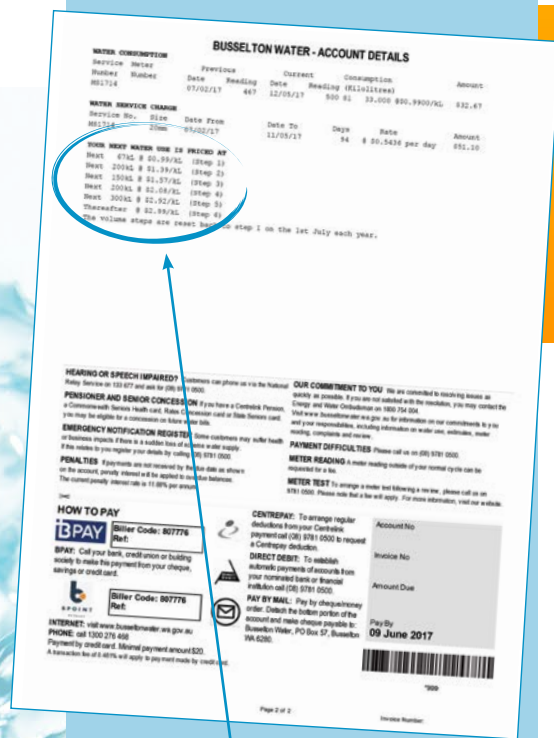
Project will allow us to have exact coordinates of the water meters, making them quicker and easier to locate."

"The benefits of mapping the water network are significant for customers too as the information can be easily accessed by customers by contacting Busselton Water," Mr Elliott said.

The pilot project will be completed in the next six months, after which a decision will be made on whether to roll out future stages of the project to map the location of other assets such as pipes and valves.

*The team from Busselton Water and Thinking Windows on site with the specialist mapping equipment.*





## Easier to read invoices

Did you know that Busselton Water has six different pricing tiers ranging from 99 cents to \$2.99 per kilolitre? The rate that is charged each time you receive a new bill is based on the total water you have used so far over the financial year.

To make it easier for you to plan ahead, we've introduced new information on our invoices that details what pricing tier you will be charged on your next bill based on your current consumption rate.

The quota resets in July so now is a great time to prepare for next year.

## Choose paperless billing

Help the environment and enjoy the convenience of having your invoice sent directly to your inbox.

To nominate for paperless billing visit our website and complete an Electronic Billing Authorisation form.

Thank you to everyone who completed the Busselton Water 2017 Customer Survey – and congratulations to lucky locals Judy Kealy, Sharyn Moreton and Wynsome Adams who each receive \$300 off their next water bill for participating in this year's survey. We appreciate the large number of customers who took part and the invaluable feedback we received.

# THANK YOU!

## MEET THE TEAM

Environmental Scientist Katie Biggs

Busselton Water's environmental Scientist Katie Biggs' heart is firmly at home in the South West.



"I grew up in Busselton – went to Vasse Primary School and Busselton Senior High School – before moving to Perth for the last few years of high school and university," Katie said.

"I was so happy when I had the opportunity to move to Margaret River for work in 2004."

Always a keen environmentalist, Katie, her partner Ryan and daughters India (8) and Mia (6), live on a small permaculture and hobby farm in Margaret River.

"We have heaps of animals on the farm – pigs, piglets, chickens, ducks – and we also run a B&B called Kitty Kat Lane. We all love living there."

Katie has always worked in natural resources management having

previously worked for GeoCatch and local government.

"The highlight of my working career was probably working for Kings Park as a seed collector including on the Millennium Seed Bank project."

The Millennium Seed Bank is the largest and most diverse wild plant species genetic resource in the world with more than 80,000 seed collections in the bank, representing over 37,600 species. The great majority of the collection has been collected by the associated global network, active in over 80 countries and is the largest ex-situ plant conservation program in the world.

"I was able to travel around Australia and overseas, and I trained in the UK on how to collect and store seeds," Katie said.

Katie started at Busselton Water in March 2015 as the first Environmental Scientist on staff.

"It's really important to have someone looking at the business from a resources management standpoint and it's a huge part of being sustainable."

**"Busselton Water is the custodian of an important natural resource and we need to treat water as the precious resource that it is."**

## Nominate your water heroes

**Saving water is important – and can be fun!** If your household – or another you know – uses clever and creative ways to save water, nominate for our *Waterwise Household in Action* program to be in the running for special recognition. Visit the Waterwise section on our website for more information.



BUSSELTON WATER

Emergency Helpline 9781 0500

po box 57 busselton wa 6280 • p 089781 0500 • f 089754 1075 • abn 79 306 761 565

admin@busseltonwater.wa.gov.au • [www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au)

National Relay Service 13 36 77