

WATERSOURCE

June 2019
Edition 29

WE'RE LIVE!

Life just got easier with the arrival of MyBusseltonWater – an online platform that allows you to manage your water use, pay your water bills and update your details all in a few clicks.

Why sign up to MyBusseltonWater?

- ☒ Pay your bill online in one quick and easy payment
- ☒ See how much water you're using
- ☒ Know when your meter readings are happening
- ☒ Access your bill history
- ☒ Change your address online
- ☒ Easy access to other services like direct debit and paperless billing
- ☒ Request a payment extension

Sign up today – visit busseltonwater.wa.gov.au.

My
**BUSSELTON
WATER**

Register by
31 July 2019 and
you'll go in the draw
**TO WIN ONE OF
FIVE \$500 GIFT
VOUCHERS**

HAVE YOU SWITCHED OFF?



The state-wide winter sprinkler switch off started on Saturday 1 June to help conserve water for when it's really needed in the warmer months.

If you haven't yet switched off your sprinklers or your reticulation, you risk a \$100 fine.

Give your sprinklers a break over winter and let Mother Nature decide your watering days. For more tips on how to reduce your water over the winter period look for the Waterwise Tips page at busseltonwater.wa.gov.au.



BUSSELTON WATER

1 Fairbairn Road (PO Box 57) Busselton WA 6280

08 9781 0500 (24-hour emergency) National Relay Service 13 36 77

busseltonwater.wa.gov.au admin@busseltonwater.wa.gov.au Facebook @BusseltonWater

DEADLINE EXTENDED!



Water Minister Dave Kelly and General Manager Business Services Monica Birkner launch this year's survey with Busselton Water customer, Kerry Fucile.

We're keen to hear what our customers have to say about what we're doing well, and where we need to improve. So if you haven't completed the 2019 Customer Survey yet, visit our website by 24 June – and remember, all Busselton Water customers who complete the survey are eligible to enter the draw to win one of 10 prizes valued at more than \$1,500! To enter you'll need your account number at hand.

YOUNG ARTISTS MAKE A SPLASH



Congratulations to Rhianna Waugh (10), Khloe Van De Pol (6) and Scarlett Clarke (8) (pictured above L-R) who took out the Summer Waterwise Colouring Competition for their stellar artworks and top tips about how we can save water around the home. They each took home a \$50 voucher and prize pack.

Khloe and Scarlett both think that reducing time in the shower is important when saving water, while Rhianna emphasised the importance of fixing leaks, using a shower bucket and turning off the tap when brushing your teeth!



GOLDEN ACHIEVEMENT

WorkSafe WA Commissioner Darren Kavanagh awarded Busselton Water with a Gold WorkSafe Plan Certificate of Achievement and congratulated the team on our health and safety management program.

our GROUP your VOICE



Customer Advisory Group members touring the Kent Street Water Treatment Plant.

Busselton Water's Customer Advisory Group members came together last month to provide advice on upcoming customer communications and operations activities. The group also joined Board and staff on a plant tour to learn more about how we are increasing the longevity of our assets to provide high quality water for decades to come.





LOCAL GROUPS REAP REWARDS

In only three years, the Busselton Water Community Partnership Program has supported 17 local organisations and invested more than \$50,000 into projects in the Busselton area.

Last week, applications closed for the next round of community grants, after the launch of the 2019/20 program by the Minister for Water, Dave Kelly in April. As we look to the year ahead, we also say thanks to the remarkable group of community partners we've had this year and their tireless work supporting our community.

TOP TEAMS ON TAP

Managing Busselton's drinking water supply and 325-kilometre pipeline network is a big task – so we've recently extended our panel of consulting engineering services to include WML Consultants Pty Ltd, GHD Pty Ltd and Wood & Grieve Engineers Ltd to access specialist resources and advice when we need it.

If you're a local business and interested in tender opportunities when they become available, register your interest on the Tenders page of our website.

Busselton Water Managing Director Chris Elliott meets with Richard Martin of Wood & Grieve Engineers.



FRESH FACE at Busselton Water

A warm welcome to Ella Bassett, Busselton Water's newest customer service team member. A Busselton local with a love of sports, Ella will assist customers with paying their bills, changing details and assist with day-to-day management of accounts. If you see Ella when you next visit the Administration Centre, be sure to say hello!



Busselton Water Managing Director, Chris Elliott and General Manager Operations Chris Vigus at OzWater in Melbourne

THINKING BIG at OzWater

Despite being a national leader with some of our innovative projects, as a local water provider in regional WA it's important we stay connected to the wider water industry – nationally and abroad.

Busselton Water's Managing Director, Chris Elliott and General Manager Operations, Chris Vigus attended the Australian Water Association's OzWater conference held in Melbourne last month. As the country's biggest water industry event with thousands of delegates in attendance from across the globe, the event showcases some of the very best water efficiency technology, infrastructure and programs.

NEW LEASE OF LIFE



Busselton Water's water treatment plant on Queen Elizabeth Street has been given a new lease of life, with improvement works undertaken to replace the severely corroded roof on one of the tanks. A new set of stairs was also installed to improve safety for our operations team.



HOW MUCH DO YOU KNOW ABOUT BUSSELTON WATER?

Did you know that Busselton Water is different to the Water Corporation?

Busselton Water is responsible for supplying fresh drinking water to 14,000 homes and businesses within the 6280 area. The Water Corporation manages your sewerage.

Our drinking water comes from groundwater stored within the Yarragadee and Leederville aquifers and is treated at one of Busselton Water's three plants to remove any harmful bacteria, before being sent to homes and businesses across Busselton.

To get to know Busselton Water, visit busseltonwater.wa.gov.au



SUPPLIES

POSTCODE
6280



ABSTRACTION FROM
2 GROUNDWATER
AQUIFERS



busseltonwater.wa.gov.au



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