

WATERSOURCE

June 2020
Edition 32



FROM 1 JUNE, THERE
WILL BE IMPORTANT CHANGES
TO THE WAY YOU CAN PAY
YOUR WATER BILL.

See page 3 for
more information.

WINTER IS HERE!

... AND SO TOO IS THE STATE-WIDE WINTER SPRINKLER SWITCH OFF.

**All households and businesses across WA
are required to switch off their sprinklers and
reticulation from 1 June to help conserve water
for when it's needed in the drier months.**

The Winter Sprinkler Switch-off does not apply to irrigation
systems that use water collected by rainwater tanks.

Hand-watering is permitted any day of the week, however pressure
testing of bores is permitted only once a week on normal watering
days and only the once, either before 9am or after 6pm for two
minutes per station.

So flick the switch and let Mother Nature water your garden for you.
For more information visit busseltonwater.wa.gov.au



BUSSELTON WATER

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

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

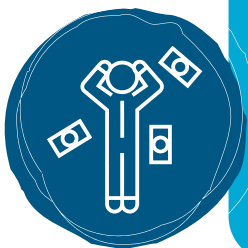
1 Fairbairn Road (PO Box 57) Busselton WA 6280

COVID-19

FINANCIAL HARDSHIP SUPPORT

As announced by the State Government in March, no households and small businesses experiencing hardship as a result of COVID-19 will have their water disconnected.

In addition to this, as of 1 April 2020, no interest will be charged on deferred bill payments for those experiencing COVID-19 related financial hardship.



Applying for COVID-19 financial hardship

To have your interest on deferred bill payments waived, customers must first contact Busselton Water on 9781 0500 to let us know that you're experiencing financial hardship due to COVID-19.

Our Customer Service team can then assist you to establish a payment plan. Please note, if you do not contact us regarding COVID-19 financial hardship, interest will accrue on unpaid accounts.

Customers already under a payment plan who may need to modify that plan because of COVID-19 hardship must also contact our Customer Service team to discuss these arrangements – or interest will continue to accrue.

MANAGING IN A CHANGING WORLD

During the COVID-19 pandemic, Busselton Water has continued to act on the advice provided by the State and Federal Governments, and health authorities in particular. Our priority has been the health and safety of our staff, while continuing the delivery of high-quality water to our customers.



To achieve this, we have:

- supported our customers with COVID-19 related assistance, including financial hardship support, and updates and information on our website;
- continued our field work to maintain water supply while still allowing our team to safely conduct social distancing;
- worked closely with our suppliers to safeguard stock levels during the pandemic;
- installed sneeze guards at our customer counter at the Administration Centre;
- transitioned some members of our team to a working from home environment;
- implemented social distancing measures right across the business, including limiting the sharing of vehicles;
- provided additional support and information to ensure the mental health and wellbeing of our staff;
- introduced robust cleaning measures across the business, including equipment, vehicles, workplaces, the customer service counter and other areas;
- offered free flu vaccinations to our team; and
- downloaded the coronavirus app, COVIDSafe onto Busselton Water phones.

PAYING WATER YOUR BILL

From 1 June 2020, customers will no longer be able to pay their regular water bill¹ at Busselton Water's Administration Centre.

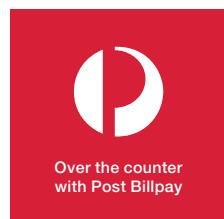
Customers who wish to pay their water bill in person can still do so at one of three local Australia Post offices.

Managing Director Chris Elliott said that Busselton Water has been working hard to provide a greater range of payment options for our customers for a number of years.

"We established over-the-counter payment with Australia Post some time ago to provide greater flexibility and in-person payment options that were closer to home and more accessible for our customers."

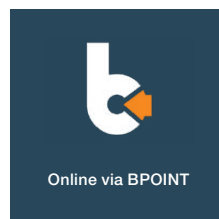
"There is now also only a very small number of our customers choose to pay their water bills in person at our Administration Centre – most now preferring to pay online, particularly following the introduction of our online customer management platform, *MyBusseltonWater*, last year" Mr Elliott added.

WAYS TO PAY YOUR WATER BILL



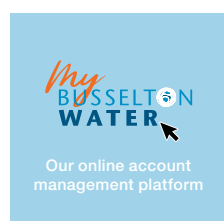
Over the counter at the following local post offices (who currently offer *Postbillpay* services):

- **Busselton Post Shop**, 70 Prince St, Busselton
- **West Busselton Shopping Centre**, Shop 10, 172 Busselton Highway, West Busselton
- **Vasse LPO**, 28 Northerly Street, Vasse



Pay online via BPOINT by visiting bpoint.com.au and paying by credit card (minimum amount \$10).

Please note: a transaction fee applies to payments made by credit card and will be disclosed at the time the amount is paid.

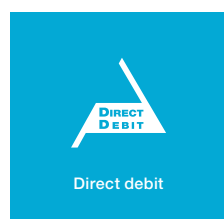


Sign up for our account management platform, **MyBusseltonWater** to pay your bill, check your water use, change your details and more!

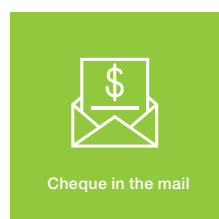
Visit busseltonwater.wa.gov.au to login or register.



To arrange regular deductions from your Centrelink payment, call Busselton Water on 9781 0500 to request a Centrepay deduction.



Sign up for direct debit so you don't have to worry about due dates as automatic payments will be set up from your chosen account for the amount due each billing period. Sign up via our website or **MyBusseltonWater**.



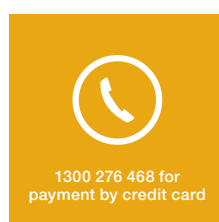
Send a cheque or money order in the mail made payable to:

Busselton Water
PO Box 57, Busselton WA 6280



Use BPAY to transfer funds electronically from your cheque, savings or credit card account (minimum amount \$10).

Bill code: 807776



Pay over the phone by credit card with BPOINT on 1300 276 468 (minimum amount is \$10)

Bill code: 807776

¹ This is the standard customer water supply tax invoice (incorporating water consumption charges and water service charges) that is received three times per year.

NO INCREASE IN RESIDENTIAL WATER CHARGES

Water tariffs and charges are set each year on 1 July. This year, as announced by the State Government and to assist with COVID-19 relief for households and businesses, there will be no increase in residential water tariffs and charges for the next 12 months.

Water charges will remain tiered as shown below and will be charged based on the amount of water used by each household. Water use for the year is returned to zero kL on 1 July each year, which is why your June bill is usually higher than earlier bills.

| |
|----------------------|
| 1001+ kL |
| \$3.30 per kL |
| 701-1000 kL |
| \$3.22 per kL |
| 501-700 kL |
| \$2.30 per kL |
| 351-500 kL |
| \$1.74 per kL |
| 151-350 kL |
| \$1.52 per kL |
| 0-150 kL |
| \$1.09 per kL |

All rates effective from 1 July 2019

MAKE YOUR WATER SAVINGS COUNT!

Every July, your water consumption is refreshed back to the first tier. Once you use more than 151kL, the price you're charged per kilolitre will increase as per our stepped billing. So now is the perfect time to set your water saving goals and make changes around your home to ensure you use less water and save! For inspiration visit our Waterwise Tips page at busseltonwater.wa.gov.au.



Community CORNER

Recipients of our Community Partnership Program funding have continued to do their important community work despite the unprecedented times.

The Busselton Naturalists Club has been busy establishing a fence around a section of the Ambergate Reserve to assist with its revegetation and ensure newly planted areas are protected for substantial growth in the area.

Students in the Waalitj Kaaditjin program at Busselton Senior High School have also been able to rug-up for winter in their striking new uniforms – showcasing the specially-designed symbol of connection to the group, country and community.

Keep an eye on Busselton Water's Facebook page for more community partnership updates.



WELCOME TO THE TEAM!

Busselton local, Tracie Bishop has joined Busselton Water's team as General Manager Corporate and Finance, bringing more than 20 years' experience in local government and the private sector, predominantly in business and finance roles. Most recently, Tracie was the head of corporate and community services for the Shire of Nannup.



Outside of work, Tracie has a love for fitness and the outdoors, and enjoys spending time with her family.

We are pleased to welcome Tracie who has hit the ground running despite the unprecedented times!

Golden tick of approval

For the fourth consecutive year, Busselton Water has been recognised as a state leader in workplace health and safety, awarded a Gold Safe Way Achiever Award by the Industrial Foundation for Accident Prevention.

The Gold qualification is awarded to organisations who demonstrate a 'best practice' approach in their occupational safety and health management systems.

Whilst this year's presentation ceremony was cancelled due to COVID-19, the award is a reflection of our unparalleled commitment to the safety of our customers and staff.



LOCAL GENEROSITY MAKES IMPACT AHEAD OF WINTER

Our call for customers to donate toiletries for Tuart House was cut short due to COVID-19 social distancing restrictions, however the number of toiletries donated in a few short weeks was outstanding. A huge thank you to everyone in the Busselton community who donated.



CELEBRATING 40 YEARS of groundwater

Busselton Water has worked closely with Rockwater, a specialist groundwater and environmental science and engineering firm for the past 40 years to ensure Busselton's supply of groundwater is extracted and managed carefully.

Rockwater was first commissioned as a sub-consultant to Busselton Water (then known as the Busselton Water Board) in 1980 and, since then, has assisted Busselton Water to design and oversee bore constructions and refurbishments, and has also undertaken hydrogeological investigations.

