

WATERSOURCE

October 2020
Edition 33

A QUICK GUIDE TO WATER PRESSURE

Did you know that the higher the demand for water across the network, the more likely your household water pressure will be impacted?

Water pressure can vary from property to property for a range of reasons, including the topography of the land, the distance the water has to travel, and the time of day. During periods of unusually high water use, such as during influxes of visitors in town or the use of hydrants during fire emergencies, water pressure can also change significantly.

So, what is 'normal' water pressure?

Your water pressure will usually be between 150kPa and 500kPa.

Often, home appliances and fittings have restrictions on water pressure, so before making any purchasing decisions, it's wise to check that:

- garden reticulation or watering appliances you are considering will satisfactorily operate at 150kPa; and
- pipes, fittings and appliances are able to accept pressure as high as 900kPa.

Busselton Water aims to provide 20 litres of water per minute to the boundary of your property.

If you think you may be receiving less than this, first [check for outages in your area](#) on our website, as service interruptions can affect your water pressure.

If there are no outages, you can conduct a water pressure test on your property:



Turn all taps and water using appliances off.



Write down the number on your meter.



Turn on your front garden tap for 60 seconds.



Take another meter reading and subtract it from the first meter reading to see how many litres you received in 60 seconds. This amount should be at least 20 litres.

For more information on water pressure, visit busseltonwater.wa.gov.au

FAST FACTS:

- ✓ Pressure is measured in kilopascals (kPa)
- ✓ In Busselton, your pressure should be between 150kPa and 900kPa.
- ✓ The minimum flow rate to your property should be no less than 20 litres per minute

DID YOU KNOW?

Our pipe network is designed to ensure street fire hydrants will be able to operate at a flow and pressure which meets the needs of a fire engine. Fire engines serviced by hydrants provide the most protection to homes in a fire emergency.

Water WIZARDRY

Our community's hard work and waterwise actions over the past year has made a huge difference! On average, our water use has dropped by 2,000 litres per person over the year – from 106kL to 104kL. That's the equivalent of a slimline water tank, more than 330 toilet flushes or around 25 loads of washing!

We can't stop here though! We've still got a way to go to reach our target of 100kL per person per year by 2030.

Check page 2 for more timely tips to reduce your water use.



Owned by the
people of WA

BUSSELTON WATER

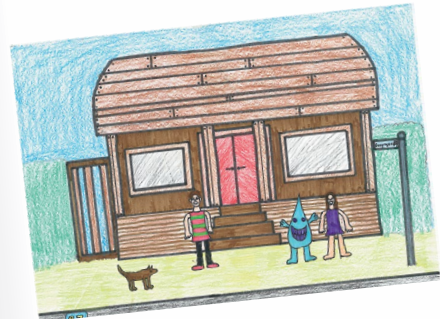
08 9781 0500 (24-hour emergency) National Relay Service 13 36 77

busseltonwater.wa.gov.au admin@busseltonwater.wa.gov.au

Facebook @BusseltonWater 1 Fairbairn Road (PO Box 57) Busselton WA 6280

NATIONAL WATER WEEK MAKES A SPLASH!

National Water Week is here! To celebrate, we've called upon the community to help us design a children's story book which highlights some of the water issues we face here in Busselton, including the impact of climate change on our water resources.



Busselton Water Managing Director, Chris Elliott, said it's a great opportunity for the community to get involved in a learning resource that will teach the younger generation about the importance of water for the future.

"Climate change has had a real impact here in the South West. With reduced rainfall comes reduced recharge into our groundwater source, particularly the Yarragadee aquifer where the majority of our water comes from here in Busselton," said Mr Elliott. "We believe it's important

to raise awareness of these issues through educational resources like this book."

"A big thank you to everyone in our community who has contributed."

Prizes and winners will be announced in the coming weeks.

Keep an eye out for the launch of the book during National Water Week and check busseltonwater.wa.gov.au to read the online version!



timely TIPS

We all know the basics of saving water – turning the tap off while brushing your teeth, shorter showers and not overfilling the kettle – but here are some timely tips to help you take the next step in your water-saving (and money saving!) journey.



Water your garden early in the morning on your allocated days to avoid evaporation.



Know your garden and how much water it needs - there is nothing worse than overwatering!



Get a Waterwise Irrigator or plumber to check your reticulation for leaks and to set waterwise settings.



Consider waterwise plants for your garden.



Where possible switch your air conditioner to fan only setting.



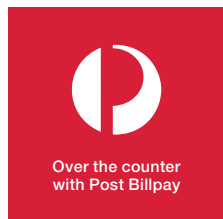
Instead of rinsing dishes before putting them into your dishwasher, scrape the excess food into the bin.

Looking for more ways to save water? Visit our website.

FRIENDLY REMINDER!

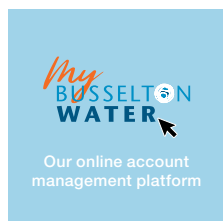
This is your friendly reminder that regular¹ water bill payments are unable to be made at Busselton Water's Administration Centre. Since 1 June 2020, customers who wish to pay in person may do so at one of three local Australia Post offices.

WAYS TO PAY YOUR WATER BILL



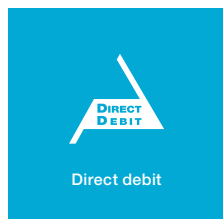
Over the counter at the following local post offices (who currently offer *Postbillpay* services):

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



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.



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**.



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

Biller code: 807776

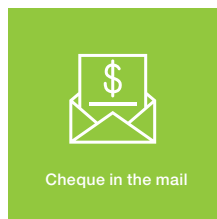


Pay online via BPOINT by visiting bpoint.com.au and paying by credit card (minimum amount \$10).

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

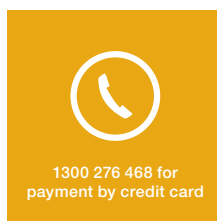


To arrange regular deductions from your Centrelink payment, call Busselton Water on 9781 0500 to request a Centrepay deduction.



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

Busselton Water
PO Box 57, Busselton WA 6280



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

Biller 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.

COVID-19 relief extended

As announced by the State Government on Tuesday 15 September, the disconnection moratorium for residential water customers has been extended from 30 September 2020 to 30 June 2021. This means households who are experiencing financial hardship as a result of COVID-19 will not have their water disconnected and no interest will be charged on deferred bill payments.

This relief follows on from the State Government's freeze on household water charges until at least July 2021.

For more information visit our website.

ON THE HUNT FOR LEAKS

Leaks in a pipe network or residential plumbing are some of the highest contributors to water wastage. Each year we undertake a leak detection program to search our pipe network, this year conducted by partners Leak Detection Services.

We've scoured 130 kilometres of pipeline from Caves Road through to Thurkle Street in West Busselton in the hunt for leaks.

Now we're calling on you to do the same! Become a leak detective and search your home using our Leak Detection Information Sheet available via busseltonwater.wa.gov.au

(Above right) Leak Detection Services scouring for leaks.

(Right) Andrew Blair and leak detection dog Kep from the Water Corporation, made a special visit to Busselton to test out Kep's nose in two locations around town, in total spanning 500 metres.



PUTTING SAFETY FIRST

Busselton Water has reached half a decade without staff being impacted by any Lost Time Injuries. Managing Director, Chris Elliott thanked his team for always being conscious of their workmate's safety and for putting 'safety first' principles into practice every day.



THE SUN IS SHINING!

As winter has wrapped up and we start to see more sunshine, it's a timely reminder to switch your sprinklers back on – remember only once on each of your two allocated watering days (either before 9am or after 6pm)! Before you make the switch, consider whether you need your sprinklers on for the whole of spring, or whether you can get away another month or two with small amounts of hand watering.

WATERING ROSTER

No.*	Your two watering days
1	Wednesday + Saturday
2	Thursday + Sunday
3	Friday + Monday
4	Saturday + Tuesday
5	Sunday + Wednesday
6	Monday + Thursday
7	Tuesday + Friday
8	Wednesday + Saturday
9	Thursday + Sunday
0	Friday + Monday

*Last digit of your house/lot no.

To find your watering days, take the last digit of your house number and apply it to the water roster above, eg. 12 Rose Street – last digit of your house number is 2. Unit 3, 355 Rose St – last digit of your house number is 5.

If your property does not have an assigned house number please use the last digit of your lot number.

This two day roster does not apply to bore users in the South West however, bore users are required to adhere to the watering times.

SAFETY IS KEY

To keep everyone safe, we ask that you are mindful of how to act when near our temporary worksites. Our team and contractors regularly undertake maintenance works in areas that are accessible to the public, such as pedestrian pathways, roads or schools. These become temporary worksites which can be unsafe for members of the public.

Whilst we acknowledge you may like to know what's happening, we kindly ask you to follow these simple rules to ensure everyone's safety:



STOP



KEEP A SAFE DISTANCE



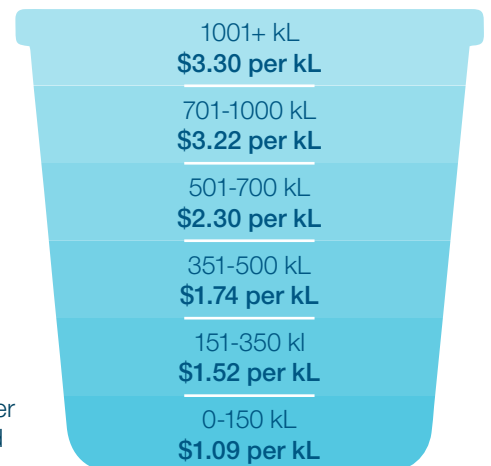
**CALL IF YOU HAVE QUERIES
- 9781 0500**

HOW FULL IS YOUR BUCKET?

Your water consumption was refreshed back to the first tier almost four months ago in July. We encourage you to take a look at your October water bill and consider how much water you've used over this time. If you've used more than 150kL then you'll be paying more for your water!

To ensure your water bucket doesn't keep filling up and costing you more, visit our water saving tips on busseltonwater.wa.gov.au and put them into action!

Or to learn more about this stepped billing process read our fact sheet available on our website.



All rates effective from 1 July 2020

Imagine your water use fills up like this bucket, the more you use and fill as the year goes on, the more you pay.

It's time to simplify your water account

MyBusseltonWater, an online customer tool for Busselton Water customers, simplifies the billing process making it easy to find and pay bills, check your water use and update your account details! To sign up, visit busseltonwater.wa.gov.au



busseltonwater.wa.gov.au



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