

WATERSOURCE

June 2023
Edition 40

#WaterForTomorrow

We're calling on the community to get onboard with *Water for Tomorrow* – our information and education campaign designed to raise the water literacy of people in the Busselton region, so that together, we can ensure there is water for now, for tomorrow, and for generations to come!

Busselton Water Managing Director Chris Elliott said, "This campaign is all about making sure the community has access to information about water security in the Busselton region – and how each of us can play a role to conserve it."

The *Water for Tomorrow* campaign will focus on the six core themes of climate change; groundwater (a finite resource); the water supply system and how it works; saltwater intrusion; planning for growth and the cost of water.

You'll find more information, and you can register for our *Water for Tomorrow* updates at <https://www.busseltonwater.wa.gov.au/water-for-tomorrow/>

Did you know?

As our population grows, demand for water will increase by 25% in the next ten years.

Our RAP will guide us as we seek to develop a deeper understanding, build stronger relationships and raise cultural awareness as individuals and as an organisation.



IT'S TIME TO SWITCH OFF!

The winter sprinkler switch off is here, so it's time for all scheme and bore users to turn off garden reticulation.

The annual switch-off, from 1 June to 31 August, helps to prevent wastage of our precious water supply and save it for drier months. During this period no sprinklers or reticulation may be used.

Minister for Water Simone McGurk said, "With over 40 per cent of home water use in the garden, average households can significantly reduce consumption during winter, lowering their bill and contributing to a total saving of some 5 billion litres of water."

You can learn more at busseltonwater.wa.gov.au.



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

A TOUR WITH KOOMAL DREAMING



During National Reconciliation Week the Busselton Water team was invited to join Koomal Dreaming for an Aboriginal Food, Culture, Cave Didgeridoo Tour with Wadandi custodian Josh Whiteland.

During the three-hour tour, Josh took the team on a guided bushwalk to forage for seasonal native bush foods and medicines – discovering their cultural uses and learning about the six Noongar seasons and how they influence what is hunted and gathered.

They then journeyed into Ngilgi Cave for storytelling of the Dreaming and a unique didgeridoo experience. As the only place you'll hear the ancient instrument through the awesome acoustics inside a cave, it was certainly a highlight of the day!

It was then time to discover the art of traditional fire lighting and tool making before enjoying a feast of traditional foods around the campfire.



E-BILLING



– you'll notice the change!

Going paperless has a seriously positive impact, reducing not only the amount of paper used but also cutting the emissions and fossil fuels required to deliver your bills via snail mail.

With almost 14,500 customers and 43,500 bills issued each year, Busselton Water is asking for your help to get cleaner and greener by switching to our convenient online service.

Signing up is quick and easy. Simply go to the Busselton Water website, hit 'Pay my bill', choose the electronic invoice option and follow the prompts.

When you consider it takes 10 litres of water to produce one A4 sheet of paper, a small change such as moving your water accounts to e-billing makes a real difference.

Speaking of small change, as an added bonus Busselton Water is offering all its new e-billing customers a one-off \$5 rebate when they sign up. That's a cup of coffee on us!

You've got until the end of 2024 to sign up and claim your rebate and if you prefer or need to keep with paper billing – you still can.

MEET OUR NEW CEO

Following the announcement of our long time Managing Director Chris Elliott in our last edition, we are delighted to announce that industry leader David Hughes-Owen will take up the role as the new Chief Executive Officer of Busselton Water, commencing on 4 September.

Mr Hughes-Owen brings a wealth of knowledge and more than 25 years' experience in the water industry, including here in Western Australia and in Tasmania. Most recently he has been the General Manager of Service Delivery at TasWater. Prior to that he held various senior roles at the Water Corporation, including as Regional Manager of the Great Southern Region and overseeing asset investment planning in the metropolitan area and for the regions.



OZWATER SHINES SPOTLIGHT ON WATER

A contingent from Busselton Water was in Sydney last month for Australia's premier water exhibition and conference, Ozwater 2023.

This year's theme, United by Water, was close to Busselton Water's heart and very much in line with our *Water for Tomorrow* campaign, encouraging people to work together to build our sustainable water future.

The conference attracted water professionals from across Australia and around the world, providing the opportunity to share ideas, connect with water community colleagues and inspire positive change.

The Busselton Water team took the opportunity to meet with representatives from Itron, the suppliers of our meters, and attended a range of thought-provoking sessions, covering topics including customer centricity, net zero, smart water metering, asset management, financial vulnerability, water security, IOT and more. There was also a strong focus on Indigenous engagement, connection and reconciliation, with the yarning circle on day two a highlight for many.



THANKS FOR HAVING A SAY!

Thank you to everyone who completed our 2023 Customer Survey! We're still crunching the numbers and look forward to sharing the results in our next edition of Watersource.

In the meantime, congratulations to the first 100 survey respondents who have each had a \$10 credit applied to their Busselton Water account, and a special shout out to our prize winners.

The engaging workshops provided the opportunity to explore the challenging topic and recognise the importance of understanding our biases, and gave us practical guidance and tips on how to recognise and manage unconscious bias.

- Derek McKivett
- Joanne Yates
- Kim Clayton
- Stacey Marshall
- Sandra De Vries
- Chester Nelson



Above: Busselton Water Managing Director Chris Elliott, presented Derek McKivett with the OZTrail 45lt Single Zone Fridge/Freezer prize.



WATER SAVING TIPS!

Even very small leaks can waste a huge amount of water and money. Although our water loss in Busselton is lower than average, estimates suggest our community could save more than 17 million litres of water each year if we could detect and eliminate leaks.

Here's some tips to help check for hidden leaks:



1. Ensure no water is being used in your house by turning off all water appliances, such as washing machines and dishwashers and your reticulation.



2. Record the black and red numbers on your water meter last thing at night.
3. The next day before the water is used, record the black and red numbers on the meter again.
4. If the red numbers have changed, this test confirms there is a leak and further investigation is required.

A leaking tap can use up to **25 LITRES** of water a day. Fix the leak and save all **25 LITRES!**

