

A MESSAGE FROM OUR NEW CEO



After three-and-a-half years based in Launceston as the General Manager of Service Delivery at TasWater I'm delighted to have moved back to WA and taken up the role as Chief Executive Officer at Busselton Water.

It's certainly been an incredibly busy and productive first month. The team here at Busselton Water has been very welcoming and quickly got me up to speed on our major projects and the *Water for Tomorrow* initiative. I'm excited about being part of securing Busselton's long term water future and I hope you'll join us on that journey.

I'm also really looking forward to exploring all the great things Busselton has to offer, taking some long walks along the region's beautiful beaches and spending time catching up with family and friends.

David Hughes-Owen



WE SAY 'BAY OK' YOUR VERGE

We were pleased to provide local environmental group GeoCatch with funding for their Bay OK Nature Verge project through our Community Partnership Program.

This awesome project encourages households to replace lawn verges with native plant gardens. It aims to reduce the cost of garden maintenance for homeowners, reduce water use in the garden and reduce fertiliser run-off that impacts water quality in our waterways, all while creating a habitat for urban wildlife and improving streetscapes.

GeoCatch Project Officer, Lisa Massey, said, "Busselton Water's contribution has enabled Bay OK to help participants with advice on removing turf, improving sandy soil and selecting appropriate native plant species for their verge gardens."

"We are grateful for Busselton Water's support and look forward to a successful partnership in the year ahead."

What's not to love?

To find out more about the Bay OK Nature Verge Project or to register for one of their free gardening and sustainability workshops, visit geocatch.asn.au.

TIERED TARIFFS

AN OPPORTUNITY TO SAVE

Did you know that the less water you use, the lower the rate you pay? At Busselton Water, we operate on a tiered tariff system that rewards customers who use water wisely and conservatively.

Starting each year on 1 July, we 'refresh' your water consumption charges so it goes back to the base rate per kilolitre of water. Householders are charged this rate until their cumulative water use reaches the next threshold, triggering an increase in rate per kilolitre to be charged.

Understanding how your water bill works, is the key to start saving.



Water bills are made up of two components – water consumption and a supply charge. The supply charge is a flat rate, but water consumption is calculated from water meter readings three times a year – in October, February and June.



It's never too late to think about how your household can conserve the amount of water you use. The simple fact is, the less you use throughout the year, the less you'll pay!

Learn more about our tiered tariffs and stepped billing SCAN here



PUT YOURSELF IN THIS PICTURE!



This year's National Water Week theme is *United by Water* and we're celebrating with a creative storyboard competition for primary school aged children.

Water can be found almost everywhere at any given time. As water changes forms, it travels throughout the world by the water cycle which is nature's way of recycling water. If you were to travel with a water molecule, you would explore ocean depths, float through the atmosphere, splash down on a mountain, and weave among soil particles deep underground.

So, we're asking children to imagine they are a water drop traveling through a water cycle.

In a six-box storyboard, children are asked to draw what they would see. *Where would they go? Who would they meet along the way? How is their adventure United by Water?*

There are great Viva Books vouchers to be won! Entries close on 12 October and can be submitted via email to nww@busseltonwater.wa.gov, through a participating school, or at the Busselton Water Administration Centre.

Visit Busselton Water's website for more details and terms and conditions.

AUSTRALIAN
WATER
ASSOCIATION

NATIONAL WATER WEEK

#NationalWaterWeek
16-22 October 2023
nationalwaterweek.org

YOU CAN HELP DECIDE THE WINNER!

We'd love your help to select our prize winners. Shortlisted entries will be published on our Facebook page and voting opens on Friday 13 October. Voting closes on Thursday 19 October and winners will be announced on Friday 20 October.

HARNESSING THE POWER OF THE SUN

As part of our commitment to sustainability, Busselton Water has been reducing our carbon footprint and energy consumption through the installation of solar panels across a number of our sites.

This year will see three new 100kw systems installed by Western Australian Alternative Energy – the installation at Plant 1 on Kent Street is already complete, Plant 3 on Hobson Street is well underway, and Plant 11 on Fairway Drive is scheduled to occur in coming months.

This will result in annual carbon savings per plant of approximately 100 tonnes per year. To put this into everyday context, you'll get more than 121,000 smartphone charges from one tonne of CO₂!

This project comes on the back of the 300 solar panels that were installed at Plant 2 on Queen Elizabeth Avenue in 2018, in what was the biggest solar panel installation of its kind within the City of Busselton at the time.



#WaterForTomorrow

Tapping into our water habits

Can you recall how many times you have used a tap in the last 12-hours? If you're finding it challenging to remember, you're not alone.

Research has revealed that Australians are 'addicted' to the habit of turning on their taps and we often reach to use them subconsciously. In fact, on average Australians reach to turn on their taps a minimum of 16 times a day!

In Western Australia, despite 90 per cent of Western Australians believing it's crucial to monitor water usage, we run our home and garden taps an average of 1 hour and 51 minutes a day, that's 23 minutes more than the Australian per person average.

We often go into autopilot with our water habits, so taking the time to understand them more clearly is a good place to start. Then you can re-set your usage. Busselton Water's online account management system *MyBusseltonWater* is a convenient tool you can use to track and compare your water use. Visit our website for more details.



PLUS you could also consider participating in Water Night during National Water Week to really kickstart your awareness journey. Read more on the back page.

Join us for WATER NIGHT

Householders are being asked to sign up to 'turn off your taps and join Australia in improving water knowledge' on Water Night.

Going without water for five hours is a great way for your family to improve their water literacy, recognise how much water they really do use, and help to break the habit of unconscious consumption.

Thursday 19 October
5pm - 10pm

Register at waternight.com.au

Turn off your taps on
19 October 5pm - 10pm
and join Australia in
improving water knowledge



SCAN ME

Signed up for
Water Night?

WHAT-A LEGEND!

the water
conservancy

**WATER
NIGHT**



- you'll notice the change!



E-BILLING HAVE YOU SEEN THE CHANGE?

Have you made the change to e-billing? 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.

Make the change and we'll also reward you with some small change. All new e-billing customers will receive a one-off \$5 rebate when they sign up. That's a cup of coffee on us!

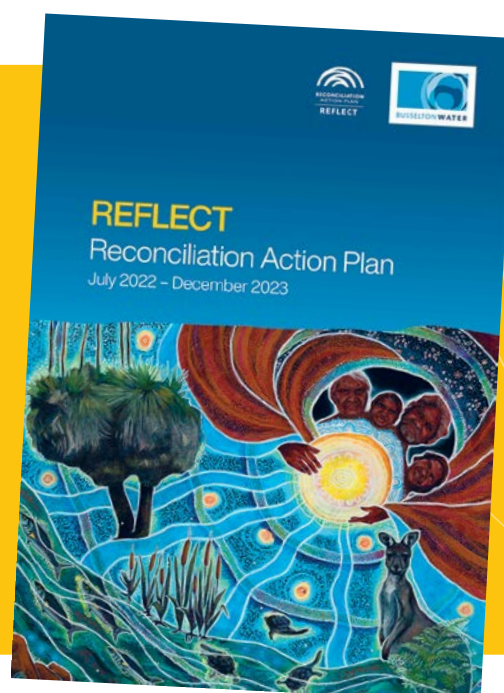
You've got until the end of 2024 to sign up and claim your rebate. Of course, if you prefer or need to keep with paper billing – you still can.

THAT'S A RAP!

We're pleased to announce that our Reflect Reconciliation Action Plan (RAP) has received endorsement from Reconciliation Australia.

Water is an integral part of Aboriginal and Torres Strait Islander cultures. We can, and must, learn from the history, connection, and values that Wadandi custodians have, to help support, protect and sustain our valuable water resources.

Our RAP formalises our commitment to reconciliation and will guide us as an organisation and individually as we seek to create a deeper understanding, appreciation, and respect for the Traditional Owners in our region.



busseltonwater.wa.gov.au



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