

# WATERSOURCE



## Engineering innovation helps protect emergency water supply

Parts of the South West had a devastating start to 2016 as bushfire swept through the region.

Our hearts go out to the friends and family of those who lost their lives, their homes, their businesses and the infrastructure that helps their community function and thrive.

The disaster was an important reminder about how necessary – and difficult – it is to have reliable access to water in an emergency. Maintaining supply under risky and challenging conditions is a key part of Busselton Water's role as the region's primary water provider.

A \$3.3 million capital works program, successfully completed over the past 12 months, included a range of engineering improvements to safeguard the local distribution network and reduce the chance of supplies being cut during an emergency.

The improvements include installation of a new diesel generator to boost power to Busselton Water's pumping stations. If electricity is cut, Busselton Water can keep producing up to 80 per cent of its full water load.

Busselton Water CEO Chris Elliott said, "Water is a life-saving resource and we are determined that our Busselton community will have the best possible water service when it needs us most."

### Are You Bushfire Ready?

Bushfires can be fierce and unpredictable but there are precautions you can take to reduce the risk to your property and loved ones. For tips and advice, visit [areyouready.wa.gov.au](http://areyouready.wa.gov.au)

## NOMINATE YOUR WATER HEROES

**Saving water is important – and can be fun!**

If you're a household – or you know one – who is clever and creative in the ways they save water, nominate them now in our **Waterwise Household In Action** program to be in the running for a special reward. Visit the Waterwise section on our website for more!

### Choose paperless billing

Help the environment and enjoy the convenience of having your invoice sent directly to your email address. To nominate for this option go to our website and complete an [Electronic Billing Authorisation form](#).



BUSSELTON WATER

**Emergency Helpline 9781 0500**

po box 57 busselton wa 6280 · p 089781 0500 · f 089754 1075 · abn 79 306 761 565  
admin@busseltonwater.wa.gov.au · [www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au)  
National Relay Service 13 36 77

# Cruising into Busselton

Busselton Water is adding its support to the City's growing reputation as a world-class cruising destination – with water stations available for all visitors as they disembark!

Busselton is already locked in as a destination for a series of visits by major cruise operators this year and, in a year's time, we will be welcoming Cunard's Queen Mary 2.

The growing success of Busselton as a must-see-stop for cruise operators is the result of the concerted efforts of the City of Busselton, the Geographe Bay Tourism Association, local Chambers of Commerce and BJECA – with the support of State and Federal governments.



## Bill sleuths stand to win a double saving



**Busselton Water has launched a campaign to help customers understand how much water costs and to show you how to save money.**

We already have some of the lowest water prices in WA and we're keen to help our customers stretch their budgets even further.

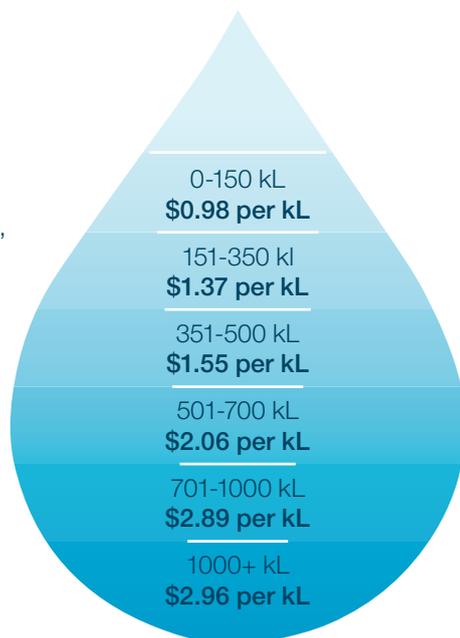
Reducing the amount you use can mean a double saving – you'll be

charged for less water and the cost per kilolitre can also be reduced.

If your water bill looks unexpectedly high it is time to ask questions. A number of factors can contribute to a high bill and it is important to understand whether this is because your overall usage has increased, you have moved into the next price tier, or perhaps you have a leak somewhere?

There are three billing periods each year and the rate you pay increases over the 12 months as you consume more water. This explains why your bill can be higher at the end of the billing year – even if you haven't used as much water during that period as you have at earlier times in the year.

There are six pricing tiers. The first 150 kilolitres you use are charged at 98 cents per kilolitre. The next 200 kilolitres are charged at \$1.37 and so on, up to \$2.96 for every kilolitre you use above 1000 kilolitres. The quota resets in July each year.



If you have any questions about your water bill, we're here to help. Please give us a call or drop in and see one of our friendly customer service staff.

## The good news is leaking out!

**When it comes to detecting water leaks, Busselton Water is one of the best in the business. Our new radio frequency (RF) metering system is the most advanced in WA and it enables us to collect information and compare water use from any household or commercial water meter.**

The RF meter can detect continuous water flow greater than two litres per hour – which could be caused by something as minor as a leaky tap washer, toilet cistern, hot water system or a tap left running.

Most homes in Busselton use around 300 kilolitres of water each year. If your usage is much higher than that, and you can't see any obvious reason why, start investigating!

Current RF data shows we could save more than 17 million litres of water every year in Busselton through early water



loss detection – do your bit by checking what's happening at your place.

A simple guide to help you check for leaks is available at [busseltonwater.wa.gov.au](http://busseltonwater.wa.gov.au)



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