

WATERSOURCE

OUR CUSTOMER SURVEY IS NOW OPEN!
SEE OVER FOR DETAILS

REMEMBER YOUR WATERING DAYS

We're making progress but we still have a long way to go before we reach our target of reducing water use to 100 kilolitres per person by 2030.

To help us get there, the summer sprinkler roster is in place until the end of May. Sprinklers and reticulation can be used only once before 9am or after 6pm on your two watering days.

Not sure of your rostered watering days? Use the handy guide below to work it out using the last digit of your house or lot number.

Don't forget to check the automatic timer on your retic too because we'd hate to see you get a \$100 fine.

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 number

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. You can water with a hand held hose at any time.

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.



Busseton Water CEO Chris Elliott, left, receives the IFAP/CGU Gold Safe Way Achiever Award from Rodney Bond, State Manager, Brokers Business CGU Workers' Compensation.

Inset: Chris Elliott with safety auditor Neville George at the IFAP Awards.

Busseton Water scoops top industry awards

Busseton Water celebrated its third anniversary as a Government corporation at the end of 2016, picking up prestigious industry awards for both its safety and financial performance.

After more than 110 years in operation, the water company is one of the oldest and smallest in Australia but when it comes to business excellence Busseton Water is punching well above its weight.

The organisation recently received an IFAP/CGU Gold Safe Way Achiever Award, from the Industrial Foundation

for Accident Prevention, for its outstanding approach to safety management.

For the second year, Busseton Water was also named in the Auditor General's annual Audit Results Report as one of the WA Government's top 20 small 'best practice agencies' for financial reporting. The report was tabled in Parliament in November.

Continued overleaf ...



Emergency Helpline 9781 0500

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The Auditor General monitors the accounts of all public sector organisations in the State and more than 150 agencies came under scrutiny, including 48 government departments, 93 statutory authorities and 12 corporations.

"The improvements in our management and safety systems reflect our commitment to excellence and the awards show that our efforts are on the right track," said Busselton Water Chief Executive Chris Elliott.

"The whole team has worked very hard and it is great to see their effort and commitment being recognised.

"Busselton Water has big plans to grow its business and extend the service it offers to customers. We are determined to build that growth on a strong foundation of innovation and efficiency."

Safety is a key issue in the water industry and Busselton Water recorded a perfect score in 2016 with an All Injury Frequency Rate (AIFR) of zero for the 12 months to November. The AIFR records the number of injuries in the workplace for every million manhours worked and includes all minor and lost time incidents.

TELL US WHAT YOU THINK AND WIN!

Would you like to win \$300 off your water bill? That's a lot of car washes, dog baths and garden watering on us just for taking the time to tell us about your experiences with Busselton Water.

Don't miss the chance to have your say in our 2017 Customer Survey. Your feedback will help us understand where we're doing well, where we could do better, and how your local water company can improve its service to you.

The online survey is now open so visit our website and follow the link. If you prefer, you can also pick up a survey form from our Administration Centre, at 1 Fairbairn Road, Busselton, during office hours.

Get your answers in by 9 April 2017 to be in the draw to win \$300 off your water bill!

*Terms and Conditions apply.



Surfing on a sea of goodwill

There were grins from ear to ear as budding young surfers headed to Bunker Bay for a series of Let's Go Surfing Days organised by the Disabled Surfers Association South West.

Almost 40 surfers and 80 volunteers (pictured above) took to the water for a morning of fun and to try out the club's new floating wheelchair.

For many of the youngsters, it was their first chance to experience the waves but there were plenty of aqua clad helpers around to lend a hand.

The Association ran four surfing days this summer with support from Busselton Water. The surf days are designed to help young people have fun, build their skills and assist surfers with a disability to venture back into the sport.

Two other community groups also received a helping hand from Busselton Water's inaugural Community Partnership Program.

Chief Executive Officer Chris Elliott said the grassroots program was

open to schools, clubs and not-for-profit organisations that needed support for existing programmes or to kick start a new idea that would benefit the local community.

"Schools, clubs and associations are firmly at the heart of our regional community and we are proud to actively support their work," he said.

Thanks to the partnership program, the Acting Up! Drama School will offer four scholarships to assist young performers and a water tank will be installed for Vasse Primary School's Stephanie Alexander Kitchen Garden program.

Applications for the next round of the Busselton Water Community Partnership Program will open in mid-2017.

Young artists get the message

Every drop counts and these young artists were determined to hang their water saving message from the rooftops to encourage everyone to be careful with our water this summer.

Their winning entries in Busselton Water's school poster competition were incorporated into a massive billboard on Albert Street as part of National Water Week celebrations.

Busselton Water Chair Helen Shervington, called on everyone in Busselton – locals and visitors – to follow the children's lead and take up the waterwise challenge.

"We all love Busselton and if everyone makes a few small changes, like taking shorter showers or filling the sink rather than washing up under the tap, there will still be plenty of water when our children bring their children here for holidays," Ms Shervington said.



Congratulations to our winners L-R Ruby Loftus (Yr 2), Elsie Callegari (Yr 3), Carson Webster (Yr 4) from St Mary MacKillop College.