



The Rural Water Services 'ON TAP'

COMPANY FACTS AND FIGURES

Rural Water Services Pty Ltd is a wholly owned subsidiary company of Harvey Water, formed in 2004 to supply non-potable water to small landholders, typically on lots of less than 5ha, within the Harvey and Waroona irrigation areas.

Since 2004 the number of RWS supply points installed has increased from 15 to 244. There is now 209 in Harvey district and 35 in Waroona district. Cookernup location, within the Harvey district, has the largest percentage of these supply points.

During the warmer months of the year the average RWS customer will use 1,000 kilolitres, for stock and garden use.

Queries for a 50mm RWS supply point to be installed can be made at the Harvey Water office. Please call 9729 0100 and ask for a 'Conditions of Connection' information pack.

INFORMATION AVAILABLE

The Economic Regulating Authority (ERA) conducted their three (3) yearly audit on Harvey Water earlier in the year, with the main focus being on our RWS Customers. As a result, we will be making more readily available information on the *Services We Provide You and What We Ask In Return*.

The information and how to access it is on the Harvey Water website (<http://www.harveywater.com.au>) under the RWS heading and on the back of the RWS Invoices.

On the Harvey Water website, RWS now comprises of a home page with a drop down menu which includes policies, processes and information about:

- History & Background of RWS
- Customer Services Charter
- Updated Charges schedule (including new Admin & Penalty fees, effective as at 30 Nov 2017)
- Conditions of Connection
- Forms
- Newsletters
- Privacy Statement
- Policies publicly available include: Privacy Statement, Review Your Invoice, Estimating a Meter Reading, Water Leaks, Meter Tampering and the Customer Complaints Handling Process.

If you have any queries with the information on the website please do not hesitate in contacting the Customer Services Officer at the Harvey Water office on 9729 0100.

INVOICES

Rural Water Services would like to thank the majority of it's customers who pay their invoices within the allowed time frame, and remind those few who consistently do not that:



Customers must pay their Invoice within 30 days from the date of their Invoice. Penalty Interest charges will apply.

If you are having difficulty paying your account and would like to discuss please contact our Finance Officer on ph: 9729 0100

CHANGE OF OWNERSHIP

When selling your property with a Rural Water Services supply point, it is vital to include the service on the 'Contract of Sale' or advise your Settlement Agent prior to settlement of the property.

The Annual Charge you pay for this service is pro-rated similar to your land rates, so it is in your best interest to do this.

REMINDERS

- EFT Payments** – when making electronic transfer payments please include your RWS account name or Invoice number for us to easily identify your payment. We can not receipt the payment if we can not identify it.
- Contact details** – Remember to let us know if you change your contact details i.e. address, mobile or email.
- Asset maintenance** – you can report any leaks or damages to the Harvey Water office on 9729 0100 or after hours on 0429 048 500.
- Waterwise** – it is always best practice to be water wise when watering your gardens and to be watchful for any

leaks or damage by regularly checking your reticulation systems and stock troughs.

OFFICE CLOSURE HOURS

The Harvey Water office will be closed:

Christmas Day

Monday, 25 Dec 2017

Boxing Day

Tuesday, 26 Dec 2017

and

New Years Day

Monday, 01 Jan 2018

We would like to wish all our customers a very Happy Christmas and a safe New Year for 2018



FEEDBACK ON RWS

RWS would like to hear from you on how we can improve our services.

Please feel free to send your suggestions or comments to rws@harveywater.com.au

Please contact our Customer Services Officer at the Harvey Water office on ph: 9729 0100 for further information on any of the items above.