



OUR CUSTOMER'S NEWSLETTER

ON TAP



December 2021

Harvey Water Self-Reading Program

Harvey Water is introducing a self-reading program for all Members and Customers.

This online service has been designed to assist with meter readings on properties that might have access issues, or perhaps the area in which your meter is located is unsafe for Water Controllers to visit regularly.

If you opt to participate in self-reading, it's important to submit your reading in the time frame given.

Benefits

- Current on and off readings are accessible to all Members and Customers.
- Once data is entered, Members can view their consumption.
- Comments box will allow Members to log a maintenance request or general meter information.
- Time savings.
- Lower usage users can be billed at greater intervals.
- Encourages water efficiency resulting from self management.

Please contact the office on 9729 0100 or at admin@harveywater.com.au for more information or for a registration form.



Reconciliation Action Plan

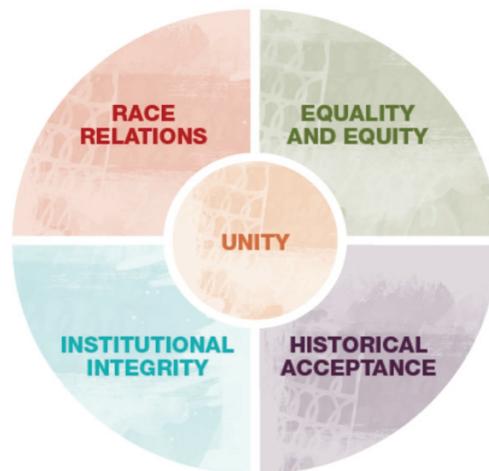
Over recent months, Harvey Water has been working alongside Reconciliation Australia in developing a Reflect, Reconciliation Action Plan (RAP).

In taking this step, the Cooperative is hoping to strengthen relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples in and around the community.

Harvey Water is committed to creating an organisation that values and adheres to equality, respect and diversity within the workplace. This commitment extends to the communities in which we operate, to work alongside, and actively contributing to them and their services.

In taking these next steps towards our RAP journey, the Harvey Water team is optimistic that it will form a solid foundation both internally and externally, for learning and development over the coming years.

Harvey Water will focus on the below five dimensions of reconciliation:



Did you Know:

In the South West of Australia, the Nyoongar seasonal calendar includes six different seasons in a yearly cycle.

December to January is called **Birak**, the season of the young, known to be dry and hot.



Water saving practices

Although the South West received heavy rainfall this winter, Harvey Water still urges all Customers to be water wise this summer encouraging efficient use of water.

Important steps in creating a healthy landscape that uses less water include:

- Understanding your soil type
- Improving the soil and therefore increasing water filtration
- Understanding when and how to supplement rainfall
- Having a professionally installed system

To get the best result from your irrigation system, turn it on during the early hours of the day. During the season the best watering times, including the highest pressure are between 9pm and 4am daily. This will reduce evaporation and allow the soil to absorb more water throughout the day and night.

Sponsorship

With round 1 closing March 30th, organisations are encouraged to fill out an application and submit it to admin@harveywater.com.au

Category 1 applies to groups seeking sponsorship under \$500 including:

- School or education based projects
- Voluntary organisations
- Sporting clubs
- Environmental care groups

Category 2 applies to groups seeking sponsorship under \$2,000 including:

- Community events
- Sustainable environment
- Community infrastructure

All applications can be found on the Harvey Water website.

Office Closure

The Harvey Water office will be closed on the following days:

Friday 24th December	from 10am
Monday 27th December	
Tuesday 28th December	
Monday 3rd January	

In the case of an emergency regarding asset damage, please contact our Works Manager on:

0429 048 500



Rural Water Services would like to wish all our Customers a very happy Christmas & a safe and prosperous 2022

Feedback

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

Please feel free to send your suggestions or comments via the "contact us" page on the Harvey Water website.

Administration and Customer Service Centre:

1 Turnbull Street, Harvey, Western Australia, 6220

Postal: PO Box 456, Harvey, Western Australia, 6220

Telephone: (08) 9729 0100

Email: admin@harveywater.com.au

Website: www.harveywater.com.au

