



## OUR CUSTOMER'S NEWSLETTER

# ON TAP



**December 2023**

### Office Closure

The Harvey Water team would like to advise that the Turnbull office will be closed on the following days over the Christmas and New Year period.

Water Controllers will still be available over this period for Members.

|                         |                  |
|-------------------------|------------------|
| Friday 22nd December    | Closed from 11am |
| Monday 25th December    | Closed           |
| Tuesday 26th December   | Closed           |
| Wednesday 27th December | Closed           |
| Thursday 28th December  | Closed           |
| Friday 29th December    | Closed           |
| Monday 1st January      | Closed           |

**In the case of an emergency regarding asset damage, please contact our Works Manager on 0429 048 500**

### Meter reading

The team have recently conducted a full meter read, of which is the last before year end. The next full read will take place in late **January 2024**.

Self readers are encouraged to submit regular reads at any convenience. If for whatever reason you would like your meter read before January 30th 2024, please contact your Water Controller or call the office on 9729 0100.

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

#### Benefits

- Current on and off readings are accessible to all Customers.
- Once data is entered, Customers can view their consumption.
- Comments box will allow Customers 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 for more information or for a registration form.

### Water saving practices

Harvey Water 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
- 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](mailto: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.

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## Please don't swim in the channels

With summer holidays starting, Harvey Water is urging all members of the community to be as vigilant around channels.

Harvey Water's channel infrastructure, like major roads and highways, are vital delivery routes designed to provide water as efficiently as possible. They are not safe places to play or swim. Harvey Water is encouraging members of the community to swim at appropriate locations and to adopt safe swimming practices this summer.

Dangers lie in the water channels such as:



Branches and rubbish



Hidden banks and strong currents



Automated gates



Aquatic weeds and pipes



Dangerous animals



Rural Water Services would like to wish all our Customers a very happy Christmas & a safe and prosperous 2024



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## 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](mailto:admin@harveywater.com.au)

Website: [www.harveywater.com.au](http://www.harveywater.com.au)



**RWS**