



OUR CUSTOMER'S NEWSLETTER

ON TAP



Volume 4 Edition 1 - December 2020

Water efficiency

Harvey Water urges all Customers to think carefully about the efficient use of water.

Keeping supply points visible, accessible and free of debris can reduce the risk of spontaneous fires.

Customers are encouraged to use water as efficiently as possible so as to keep waste flows to a minimum. This will help reduce groundwater levels, reduce salinity in the drains and save you money.

To arrange for a meter reading outside of the normal invoicing cycle please contact the Customer Services Officer at the Harvey Water office. A fee may apply.

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

When to Water

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/night.



System checklist:

TAP

- Ensure each threaded connection from the tap to supply pipe has the correct seal in place to prevent leakage.

LAWNS and GARDENS

- Appropriate layout to ensure adequate coverage and minimal over spray.
- Ensure you have matched nozzles/sprinklers for efficient watering practices.
- Ensure that the correct number of sprinklers are in each zone in conjunction with the water pressure available.

Office closure days

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

Friday, 18 December 2020	From 12pm
Thursday, 24 December 2020	From 12pm
Christmas day, 25 December 2020	
Monday, 26 December 2020	
Friday, 1 January 2021	

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



Water Summary Platform

A Water Summary platform has been introduced to the Harvey Water website for all Members and Customers.

Once logged in, each Member will have access to the following:

- Current season entitlement and allocation
- season allocation
- season consumption
- season water orders
- season transfers
- pooling groups

If you already have access to the OSI platform, you can use the same user name and password. If not, please call the Harvey Water office to set up a new account.

This login will differ from the Member login password, and thus needs to be activated separately by a Harvey Water Team Member.

Freeze on charges

Aligning with our values of supporting the communities in which we operate, Harvey Water has decided to freeze all utility charges until July 2021 as part of the Governments economic relief package.

Despite being a private Cooperative, Harvey Water, in consideration of the issue, has decided to support the community by suspending 2020/21 financial year's price increase for Members, Community users and RWS Customers.



Rual Water Services would like to wish all our Customers a very happy Christmas & a safe and prosperous 2021

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.

www.harveywater.com.au

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

