

## LEAKS COULD COST YOU WATER AND MONEY!



Paul Spinelli from Aqwest reads a meter.

That’s the message from Aqwest contractor Dave Gray from Bunbury Hot Water and Gas, who is often called in to fix leaks in homes well after they have started.

“When taps drip they can waste half a litre an hour, and this continues when people go to work and sleep, so it quickly mounts up,” Dave said.

“If left too long, the leak often affects the tap sets and instead of it being a quick plumbing job to change washers, it can take up to five hours to replace tap sets, which are hidden behind tiles which also then need replacing, and of course the additional cost of new tap sets.”

Dave also encouraged people to read their meters regularly to measure water use and detect hidden leaks.

“Reading your meter can prevent you receiving a big water bill if you have a leak, because if you are familiar with your water consumption and it suddenly increases, you can call a plumber to fix it straight away.

“By not reading your meter, you won’t know you have a leak until you get your water bill.”

### To read meters:

- Locate your meter
- Read the black numbers from left to right
- The black numbers represent kilolitres (1000 litres) and the red numbers represent litres
- Record the black numbers
- Repeat weekly

By reading your meter regularly, you will get to know your weekly water use. If there is a sudden increase in numbers, it is likely you have a hidden leak.

It is important to call a plumber immediately to avoid a large water bill.

### How do I check for leaks?

- Turn off all water using appliances
- Read the meter, record all black and red numbers
- One hour later, read the meter again
- If the numbers have changed, you may have a leak

### WATERING ROSTER

LAST DIGIT OF HOUSE NUMBER*	SCHEME WATER USERS' WATERING DAYS
1	Wednesday and Saturday
2	Thursday and Sunday
3	Friday and Monday
4	Saturday and Tuesday
5	Sunday and Wednesday
6	Monday and Thursday
7	Tuesday and Friday
8	Wednesday and Saturday
9	Thursday and Sunday
0	Friday and Monday

No sprinkler or reticulation use on any day between 9am-6pm.

The two day restriction does not apply to bore users.

The 9am-6pm ban applies to all users.



*It just makes sense*

There is now an even easier way to pay your Aqwest account.

You can receive, pay and store your water account in your on line banking and access your bills anytime, anywhere.

About 16,000 households receive Aqwest accounts every four months, so by getting your bill on line, you can help save paper.

Your bills will arrive in the BPAY View section of your on line banking in line with your biller’s existing biller cycles. A summary will be shown, and simply click on this to see the bill in detail.

You can select a preferred reminder of when

your bill has arrived, such as email, SMS or online banking message.

### To get BPay View:

Step 1: Log into your online banking account

Step 2: Look for the BPAY View or View Bills Section

Step 3: Register your bills by entering the BPAY biller code and your bill references

For more information visit: [bpay.com.au/bpayview](http://bpay.com.au/bpayview)

### CONTACT AQWEST

5 MacKinnon Way,  
Bunbury WA 6230  
P: (08) 9780 9500  
E: [aqwest@aqwest.com.au](mailto:aqwest@aqwest.com.au)  
[www.aqwest.com.au](http://www.aqwest.com.au)



# PHOTOGRAPHY COMPETITION ON AGAIN

Budding photographers will once again have the opportunity to showcase their photography skills and interpretation of “Water - Our Precious Resource” in Aqwest’s annual Photography Competition.

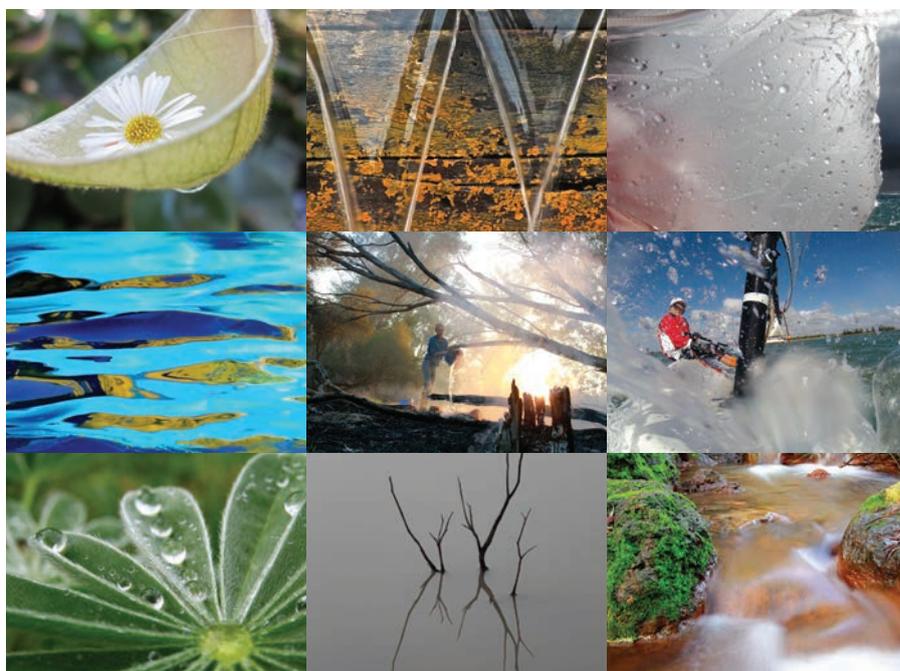
Judges will be looking for technical competence, creativity and representation of the theme.

Students from primary and high schools in the Greater Bunbury area are eligible to enter the 12 Years and under and 13 to 17 Years categories and go in the running to win prize money for themselves and their schools. Two Board prizes will also be awarded.

The placegetters’ photos will be showcased in the 2017 Aqwest calendar, which is distributed throughout Greater Bunbury.

“The Aqwest Photography Competition is a great way to educate our younger generation about the importance of water conservation,” said Aqwest Chief Executive Officer Brad Bevis.

“These students not only get the opportunity to demonstrate their creativity through their photography skills, but they also become powerful advocates for conserving our most precious resource.”



Winning photographs from the 2015 Aqwest annual Photography Competition.

Judges and Bunbury professional photographers Jeff Henderson from Henderson Photographics, Paul Webster from Webster’s Studios and Paul Verhagen from Pyxis Services said the standard of entries in 2015 was very high and agreed that while they would be looking for

technical excellence, they also wanted entrants to “think creatively and outside the box”.

Entries will open on 2 May and close on 30 June, 2016. Watch the Aqwest Facebook page for entry forms or the website: [aqwest.com.au](http://aqwest.com.au).



## CUSTOMER SURVEY

Aqwest customers have the chance to win some great cash prizes, just by telling us what they think in the annual Customer Survey during April/May.

The survey has previously been carried out by phone and this year customers will be invited to complete a survey via email, with the chance to win one of 10 \$100 gift vouchers.

“Customer feedback is highly valued by Aqwest and the survey provides an excellent opportunity for customers to provide their opinions,” Aqwest Chief Executive Officer Brad Bevis said.

## REHYDRATION STATION FOR COMMUNITY EVENTS

Do you need easy-to-access drinking water for your community event?

Aqwest’s 500 litre Rehydration Station is available for use in the Bunbury area.

It is made from stainless steel and has eight water dispensing points and a pump to pressurise the water for good flow.

There is also a built-in ice chest and refrigeration coil to keep the water icy cold.

To apply to use the Rehydration Station, download an application form at: [aqwest.com.au/downloads/customers](http://aqwest.com.au/downloads/customers).



### CUSTOMER SERVICE

Aqwest reads each household’s water meter three times a year. Our officers are legally allowed to enter private property to obtain these readings and we ask that you please help our staff by ensuring easy access to meters.

#### Pensioner/Senior Discount

Rebates of up to 50 per cent are available to pensioners, seniors and CSHC holders (conditions apply – please contact Aqwest to confirm eligibility). Rebates

do not apply to Homeswest tenants, as other concessions are available to them. Call (08) 9780 9500 for details.

Aqwest provides an emergency on-call service 24 hours a day, 7 days a week.

To report faults with supplies please call (08) 9791 3272.

#### Payments

Visit [www.aqwest.com.au](http://www.aqwest.com.au). Payment options are explained on your water bill.