

GOING PAPERLESS AND DOING THEIR BIT FOR THE ENVIRONMENT!

Thanks to everyone who ‘went paperless’ over the past few months and congratulations to four lucky customers who received \$500 each, just by making the switch!

First Customer, Second Customer, Third Customer and Fourth Customers’ names were drawn after entering Aqwest’s competition to go paperless.

“This competition was a great way of highlighting the importance of using

less paper and doing your bit for the environment,” said Aqwest General Manager Business Services Claire Anderson.

“Even though the competition has closed, customers can still go paperless and receive their bill by email or BPay View, just by registering on the Aqwest website.”

Aqwest customers who want to go paperless can register at: www.aqwest.com.au/forms/change-your-details/register-for-paperless-billing



REMEMBER THE WINTER SWITCH-OFF IS HERE, SO ALL SPRINKLERS SHOULD NOW BE TURNED OFF!

The Winter switch-off runs from 1 June until 31 August.

Evaporation rates are lower in Winter, so gardens and lawns will receive all the water they need from rainfall.

The switch-off started in 2010 as a permanent water saving measure in Western Australia and saves around five billion litres of precious water each year – enough to fill Optus Stadium five times.

Since the Winter switch-off started, close to 55 billion litres of water has been saved.

WALKING FOR RECONCILIATION



Aqwest staff joined hundreds of people in our community on the Reconciliation Week Walk on May 26, walking from Bunbury's Wardandi Boodja sculpture on Koombana Bay, along the footbridge and ending at the Graham Bricknell Memorial Music Shell.

Aqwest was proud to be a major sponsor of the event which attracted an amazing turnout of people committed to making change and supporting reconciliation!

Millions of Australians learned about shared histories, culture and achievements during Reconciliation Week which ran from May 27 to June 3 and asked people to celebrate this year's theme to: "Be Brave, Make Change".

Photos: Aqwest staff at the Reconciliation Week Walk.



ARE YOU HAVING TROUBLE PAYING YOUR BILL?

Financial Hardship

If you are having trouble paying your bill, please get in touch with Aqwest.

Our staff will assist you to put in place a payment arrangement, guide you on how to budget water costs and show you how to read your meter to manage water consumption and avoid high bills.

Flexible Payment Plans

Aqwest can assist you to develop a manageable payment plan that suits your budget.

Hardship Utility Grant Scheme (HUGS)

The State Government has set up the Hardship Utility Grant Scheme to provide financial assistance to help people who are having trouble paying their utility bills.

Financial Counselling

Customers who attend Financial Counselling may be considered for the following financial assistance schemes:

- Home water audit scheme
- Payment incentive scheme
- Repairs to internal leaks

Contact Aqwest on 9780 9500 for more information.



AQWEST SPONSORSHIP ROUND OPENING SOON!

Are you a non-for-profit group that is seeking sponsorship?

Aqwest offers eligible community groups the opportunity to access up to \$5,000 in sponsorship to contribute towards providing an educational, social, cultural or environmental activity within the community.

"Aqwest is an integral part of the Bunbury community and is keen to support local organisations where it can by providing funding each year," said Aqwest Chief Executive Officer Gary Hallsworth.

Applications open on August 16 and close on September 30. Sponsorship forms are available at www.aqwest.com.au.

"Like" the Aqwest Facebook page and check it for details or watch the local newspapers.

Bunbury Swimming Club was a previous recipient of sponsorship from Aqwest.

CUSTOMER SERVICE

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

The following residential water tariff applies for 2021/2022

0 - 150kL	@	\$1.06 per KL
151 - 350kL	@	\$1.97 per KL
351 - 500kL	@	\$2.81 per KL
Over 501kL	@	\$3.49 per KL

Pensioner/Senior Discount

Rebates of up to 50 per cent are available to pensioners, seniors and CSHC holders.

Please contact Aqwest to enquire about eligibility. Call (08) 9780 9500 for details.

For emergencies and faults call (08) 9780 9500 24 hours a day, 7 days a week.



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WATER CONSERVATION TIPS

- > MULCH TO CONSERVE WATER
- > USE A SOIL WETTING AGENT TO IMPROVE WATER ABSORPTION
- > CHECK RETICULATION FOR LEAKS
- > FIX DRIPPING TAPS

Check out the Aqwest website for more tips:
www.aqwest.com.au

CONTACT
AQWEST

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www.aqwest.com.au

If you need an interpreter, please call TIS National on 131 450
TTY users phone 133 677 then ask for (08) 9780 9500
Speak and Listen users phone 1300 555 727 then ask for (08) 9780 9500