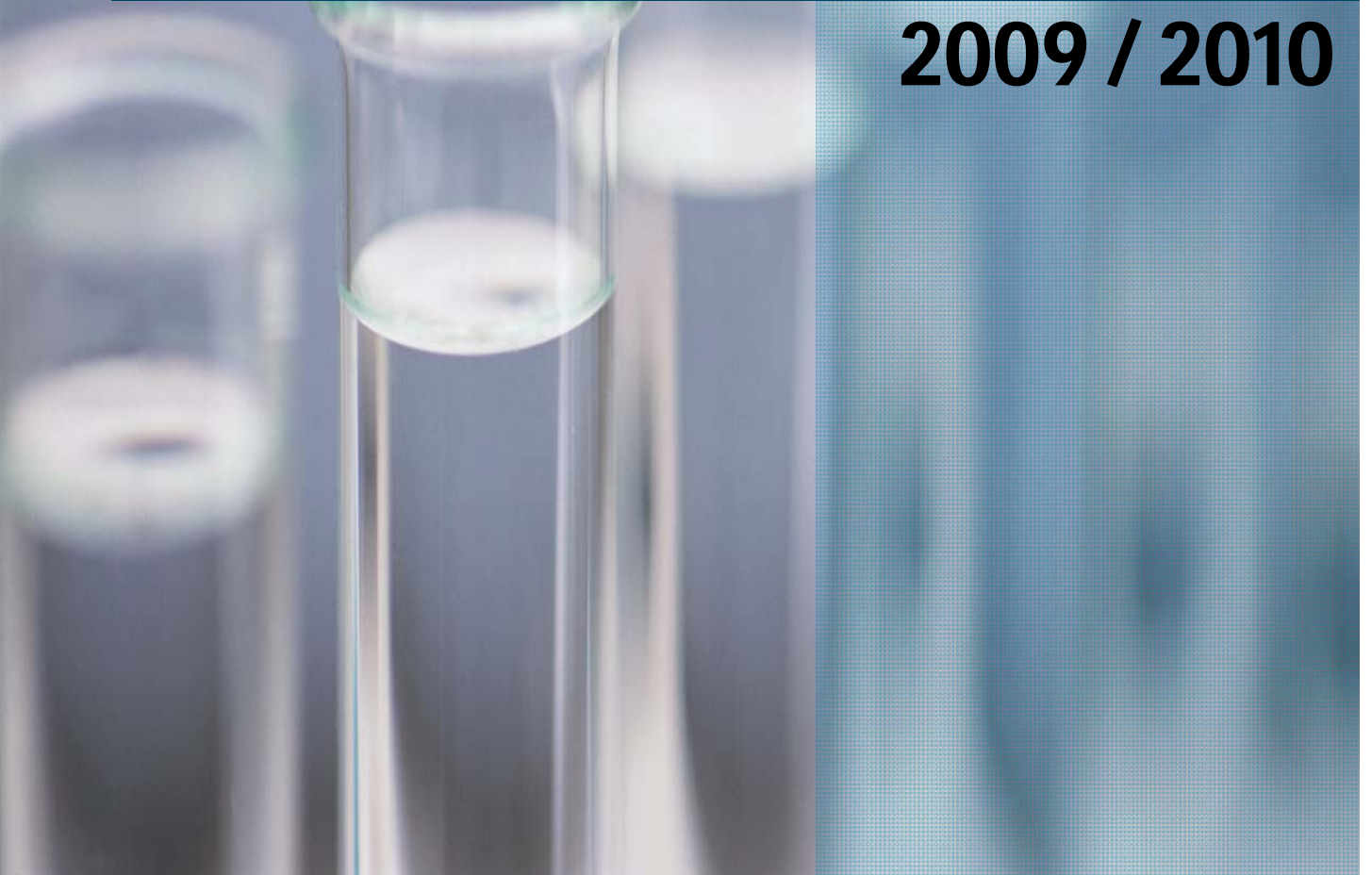




Busseton Water

Annual Water Quality Report

2009 / 2010



CONTENTS

INTRODUCTION.....	3
CUSTOMERS	5
SUPPLY AND TREATMENT.....	5
WATER QUALITY	6
WATER SAMPLING 2009/2010.....	6
CHEMICAL ANALYSIS 2009/2010	7
Health-Related Inorganic Chemical Analyses	7
Aesthetic-Related Inorganic Chemical Analyses.....	8
GROUNDWATER SALINITY (CALCULATED FROM CONDUCTIVITY) AND PH.....	10
TURBIDITY OF TREATED WATER 2009/2010.....	11
RADIOLOGICAL RESULTS 2009/2010.....	11
CUSTOMER SERVICE / RESEARCH.....	12
ACKNOWLEDGMENT	12

INTRODUCTION

I am pleased to present the Water Quality Report of Busselton Water for the year ended 30 June 2010.

The in-house Water Quality Committee at Busselton Water has been active during the year working on its brief which is:

- To foster a culture of information sharing in the context of water quality
- To recommend methods for improved security and quality of water supplies.
- To monitor sampling results/trends analysis.
- To be responsible for the full implementation of the Australian Drinking Water Guidelines (ADWG) (2004).

To this end the committee has begun working on addressing all identified “gaps” to enable Busselton Water to be fully compliant with the ADWG (2004). A new water quality management database is also being developed to allow better trend analysis, exception reporting and regulatory compliance with required sampling regimes.

A priority focus during the year was consideration of the commissioned report, through consultants Hunter Water Australia (HWA), into the varying options which Busselton Water has for the disinfection of Busselton’s town supply. This review was conducted in three stages:

- Stage 1: Disinfection Investigation Background Paper
- Stage 2: Review of the design and operation of the current ultraviolet (UV) disinfection systems against the current Australian drinking water disinfection targets as outlined in the Australian Drinking Water Guidelines, 2004.
- Stage 3: Options and costing analysis for the most appropriate disinfection arrangements.

The overall objective of this third stage study is to provide Busselton water with a clear direction on what is required to adequately manage the risk of microbiological contamination. A summary of the investigations is provided in the report titled ‘Disinfection Investigation Options Analysis’ and is available on Busselton Water’s website www.busseltonwater.wa.gov.au

The Board considered all information provided through the review, as well as the recommendations of the committee prior to making its decision to implement fulltime chlorination of Busselton’s water supply in February, 2010.

I would like to thank the dedicated committee members and staff from HWA for their big efforts made in 2009/2010.

In essence this year's Water Quality Report briefly summarises water quality performance for the 2009/2010 year and describes how Busselton Water collects, treats and distributes drinking water to its customers. It also provides some insight into the perceptions customers have in relation to the quality of their supplied water service.

Just as importantly the report also indicates how Busselton Water meets the health standards set in an informal arrangement which Busselton Water has with the Department of Health. This arrangement is being progressively and mutually developed, and will ultimately be signed by both parties as a formalised Memorandum of Understanding. Since water quality is its high priority, Busselton Water is totally committed to supply a high standard of water to all of its customers and to endeavour to respond quickly and effectively should problems occur.

It is the sincere hope of both the appointed Board and the team of dedicated personnel employed by Busselton Water, that you may find this Water Quality Report to be an informative publication and one which will enhance your awareness of Busselton Water's commitment to customer service, water quality and professional management of the Busselton water supply system.

Keith White
Chief Executive Officer

14th September, 2010

CUSTOMERS

It is Busselton Water's commitment to supply drinking water of excellent quality to its customers each 24 hours a day, 365 days a year.

This year Busselton Water's customers consumed 3,661,585 kilolitres of water for homes, offices, commercial properties and industry through more than 295 kilometres of service mains.

It was pleasing to note that customers indicated within the 2010 Customer Survey that more than 9 out of 10 respondents are either very or somewhat satisfied with all aspects of their water supply service. The best performing area was the tap water service which included water quality and clarity.

SUPPLY AND TREATMENT

All water is sourced from the Leederville and Yarragadee Aquifers through eight production bores located on four sites within Busselton Water's operational area.

The Department of Water has issued Groundwater Well Licences GWL 110851(5) and GWL 110850(2) to Busselton Water for the approved extraction of a total of 8.6 GL/annum.

The groundwater contains low to medium concentrations of total iron which must be removed to ensure compliance with aesthetic water quality requirements. This is achieved using aeration and filtration processes at three treatment plants. The filtered water is stored in fully enclosed storage tanks. Prior to being released into the service mains, the water passes through Ultra-Violet Irradiation Units to achieve disinfection.

At its meeting on 15th February 2010, the Board of Busselton Water resolved that it would introduce full time chlorination at its Treatment Plants. This was to ensure residual disinfection throughout its ever-expanding distribution network, thereby making sure that the water was safe for consumers and that compliance with the 2004 Australian Drinking Water Guidelines was achieved.

Fluoridation has been the subject of public discussion during the year. This matter is the responsibility of the Minister for Health. As such, Busselton Water will address the matter as and if it arises through the Minister.

The Memorandum of Understanding with the Department of Health for Drinking Water is almost complete and ready to be signed. During the period of protracted negotiations, Busselton Water has, in the spirit of the draft MoU, begun the task of complying with the 2004 Australian Drinking Water Guidelines.

To date, Busselton Water has reviewed the source, treatment and distribution portions of the water supply system and developed critical control and hazard analysis plans. A new water sampling regime has been implemented to the requirements of the 2004 Australian Drinking Water guidelines with the approval of the Department of Health. An Exception Reporting Protocol has been actioned and additional protocols are in the development stage.

A disinfection investigation was carried out by Hunter Water Australia. As a result, the Board of Busselton Water has determined that full-time chlorination of the supply is necessary to ensure water quality safety and compliance with the 2004 Australian Drinking Water Guidelines. This decision has been fully supported by the Department of Health and the Minister for Health. A project to determine a Chlorine Implementation Strategy is being conducted with the assistance of Busselton Water's consultants, Hunter Water Australia.

The installation of radio frequency (RF) metering will provide the side benefit of identifying occurrences of backflow, which further enhances the security of the supply system.

In accordance with the draft MoU and the associated Exception Reporting Protocol, any incidents of non-compliance with health guideline values that may involve a health impact are reported and recorded by Busselton Water.

The following charts indicate the performance levels achieved by Busselton Water in the last 12 months.

WATER SAMPLING 2009/2010

As at Date 30/06/2010

Sample Type	A
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Collection Point	Count of Samples Total Coliforms (C)	Count of Detected (C)	Count of Samples Thermotolerant Coliforms (TC)	Count of Detected (TC)	Count of Samples Thermophilic Ameoba (TA)	Count of Detected (TA)	Count of Samples Thermophilic Naegleria (TN)	Count of Detected (TN)	Count of Detected Naegleria Fowleri (NF)
Anthony Street	31		31		31	1	31	1	
Apex Drive	33		33		33	3	33	2	
Hawker Approach	31		31		31	1	31	1	
Kookaburra Way	31		31		31	7	31	5	
Newtown Beach Road	20		20		20		20		
Orlando Boulevard	33		33		33	1	33		
Spinnaker Boulevard	20		20		20		20		
Vernon Track	31		31		31	18	31	4	
Currawong Drive	13		13		13	1	13		
Grand Total	243		243		243	32	243	13	
Compliance	100.00%		100.00%		86.83%		94.65%		100.00%
Required Compliance (ADWG 2004)			95.0%				95.0%		95.0%
Required Compliance (ADWG 1987)	90.0%		95.0%						95.0%

Legend

O Operational results

A Assessable results

CHEMICAL ANALYSIS 2009/2010

Busselton Water provides a quarterly water chemical analysis to the Advisory Committee for the Purity of Water. An Annual Report is prepared by the Board's Hydrogeological Consultants, Rockwater Pty Ltd details from which are included hereunder; the full Rockwater report is also available on the website www.busseltonwater.wa.gov.au:

Health-Related Inorganic Chemical Analyses

Analyte			Arsenic	Cadmium	Chromium	Mercury	Lead	Selenium	Nitrate	Fluoride	Cyanide (Total)
			mg/L								
Plant 1	BWB 17	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.2	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.2	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.2	<0.01
		Jun-10	-	-	-	-	-	-	-	-	-
	BWB19	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	0.3	0.3	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Jun-10	-	-	-	-	-	-	-	-	-
Plant 2	BWB14	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.5	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	0.3	0.5	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.5	<0.01
		Jun-10	<0.002	<0.001	<0.005	<0.0005	<0.005	0.003	<0.2	0.5	<0.01
Plant 3	BWB12	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Jun-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.4	<0.01
	BWB16	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	0.3	0.3	0.02
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Jun-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
	BWB20	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.4	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.9	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.5	<0.01
		Jun-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	1.0	<0.01
Plant 5	BWB15	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	0.3	0.2	0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.2	<0.01
		Jun-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
	BWB18	Sep-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Dec-09	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Mar-10	<0.002	<0.001	<0.005	<0.0005	<0.005	<0.003	<0.2	0.3	<0.01
		Jun-10	-	-	-	-	-	-	-	-	-
1987 Guideline Limit for Health Related Parameters*			0.05	0.005	0.05	0.001	0.05	0.01	10	0.5 to 1.7	0.1
2004 Guideline Limit for Health Related Parameters**			0.07	0.002	0.05	0.001	0.01	0.01	50	1.5	0.08

Shaded cells indicate values that are not within guideline

* Guidelines for Drinking Water Quality in Australia (NH&MRC & AWRC, 1987), ** Guidelines for Drinking Water Quality in Australia (NH&MRC & NRMCC, 2004)

Aesthetic-Related Inorganic Chemical Analyses

Chemical Composition			Magnesium	Bicarbonate	Silica, SiO ₂	Total alkalinity as CaCO ₃	TDS (grav.)	Physical Properties	EC @ 25°C	pH	True Colour	Turbidity
									µS/cm		PCU	NTU
Plant 1	BWB17	Sep-09	10	90	13	74	260	450	7.5	<5	8	
		Dec-09	11	140	15	120	240	430	7.3	<5	17	
		Mar-10	11	140	15	120	240	460	7.1	<5	11	
		Jun-10	-	-	-	-	-	-	-	-	-	-
	BWB19	Sep-09	10	95	13	80	250	440	7.1	5.00	17	
		Dec-09	11	100	15	84	250	430	6.8	<5	64	
		Mar-10	8	95	17	77	240	470	6.6	9.2	27	
		Jun-10	-	-	-	-	-	-	-	-	-	-
Plant 2	BWB14	Sep-09	15	210	14	170	350	610	7.9	<5	<1	
		Dec-09	16	190	15	160	350	580	7.8	<5	<1	
		Mar-10	16	180	15	150	320	630	7.8	<5	<1	
		Jun-10	15	190	15	150	340	560	7.8	<5	<1	
Plant 3	BWB12	Sep-09	8	150	14	120	250	610	7.9	<5	<1	
		Dec-09	9	120	16	100	260	410	7.1	<5	40	
		Mar-10	9	120	16	97	220	440	6.8	<5	<1	
		Jun-10	9	120	15	140	300	500	8.2	<5	54	
	BWB16	Sep-09	11	160	13	130	260	470	7.4	<5	14	
		Dec-09	13	160	15	130	260	450	7.3	<5	28	
		Mar-10	13	160	14	130	250	500	7.1	<5	18	
		Jun-10	12	170	14	140	260	440	7.3	<5	27	
	BWB20	Sep-09	12	210	12	170	350	620	7.2	<5	8	
		Dec-09	12	220	14	190	530	890	7.6	<5	4	
		Mar-10	13	200	14	170	340	640	7.4	<5	4	
		Jun-10	11	240	13	200	520	870	7.7	<5	2	
Plant 5	BWB15	Sep-09	11	160	13	130	290	510	7.7	<5	7	
		Dec-09	12	150	14	120	280	470	7.4	<5	9	
		Mar-10	12	160	14	130	260	260	7.3	<5	5	
		Jun-10	12	150	14	120	270	460	7.5	<5	6	
	BWB18	Sep-09	7	80	15	66	200	340	7.3	<5	11	
		Dec-09	8	80	17	65	200	330	6.9	27	56	
		Mar-10	8	80	17	65	170	360	6.6	6	14	
		Jun-10	-	-	-	-	-	-	-	-	-	-
1987 Maximum Aesthetic Guideline Value*							1000		6.5-8.5	15	5	
2004 Maximum Aesthetic Guideline Value**							500		6.5-8.5	15	5	

Aesthetic-Related Inorganic Chemical Analysis (Cont'd)

Chemical Composition			Magnesium	Bicarbonate	Silica, SiO ₂	Total alkalinity as CaCO ₃	TDS (grav.)		EC @ 25°C	pH	True Colour	Turbidity
									µS/cm		PCU	NTU
Plant 1	BWB17	Sep-09	10	90	13	74	260	450	7.5	<5	8	
		Dec-09	11	140	15	120	240	430	7.3	<5	17	
		Mar-10	11	140	15	120	240	460	7.1	<5	11	
		Jun-10	-	-	-	-	-	-	-	-	-	-
	BWB19	Sep-09	10	95	13	80	250	440	7.1	5.00	17	
		Dec-09	11	100	15	84	250	430	6.8	<5	64	
		Mar-10	8	95	17	77	240	470	6.6	9.2	27	
		Jun-10	-	-	-	-	-	-	-	-	-	-
Plant 2	BWB14	Sep-09	15	210	14	170	350	610	7.9	<5	<1	
		Dec-09	16	190	15	160	350	580	7.8	<5	<1	
		Mar-10	16	180	15	150	320	630	7.8	<5	<1	
		Jun-10	15	190	15	150	340	560	7.8	<5	<1	
Plant 3	BWB12	Sep-09	8	150	14	120	250	610	7.9	<5	<1	
		Dec-09	9	120	16	100	260	410	7.1	<5	40	
		Mar-10	9	120	16	97	220	440	6.8	<5	<1	
		Jun-10	9	120	15	140	300	500	8.2	<5	54	
	BWB16	Sep-09	11	160	13	130	260	470	7.4	<5	14	
		Dec-09	13	160	15	130	260	450	7.3	<5	28	
		Mar-10	13	160	14	130	250	500	7.1	<5	18	
		Jun-10	12	170	14	140	260	440	7.3	<5	27	
	BWB20	Sep-09	12	210	12	170	350	620	7.2	<5	8	
		Dec-09	12	220	14	190	530	890	7.6	<5	4	
		Mar-10	13	200	14	170	340	640	7.4	<5	4	
		Jun-10	11	240	13	200	520	870	7.7	<5	2	
Plant 5	BWB15	Sep-09	11	160	13	130	290	510	7.7	<5	7	
		Dec-09	12	150	14	120	280	470	7.4	<5	9	
		Mar-10	12	160	14	130	260	260	7.3	<5	5	
		Jun-10	12	150	14	120	270	460	7.5	<5	6	
	BWB18	Sep-09	7	80	15	66	200	340	7.3	<5	11	
		Dec-09	8	80	17	65	200	330	6.9	27	56	
		Mar-10	8	80	17	65	170	360	6.6	6	14	
		Jun-10	-	-	-	-	-	-	-	-	-	-
1987 Maximum Aesthetic Guideline Value*							1000		6.5-8.5	15	5	
2004 Maximum Aesthetic Guideline Value**							500		6.5-8.5	15	5	

Physical Properties

Shaded cells indicate values that are above the guidelines

TDS = Total Dissolved Solids

EC @ 25°C = Electrical Conductivity (µS/cm) at 25°C

N.T.U. = Nephelometric Turbidity Units

PCU = Platinum - Cobalt Units

* Guidelines for Drinking Water Quality in Australia (NH&MRC & AWRC, 1987)

** Guidelines for Drinking Water Quality in Australia (NH&MRC & NRMCC, 2004)

GROUNDWATER SALINITY (CALCULATED FROM CONDUCTIVITY) AND PH

Aquifer	Leederville				Yarragadee											
	BWB12		BWB19		BWB14		BWB15		BWB 16		BWB17		BWB18		BWB20	
Bore No.	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH	TDS (mg/L)	pH
Jul-09	193	6.4	200	6.5	272	7.5	217	6.9	206	6.9	194	6.8	154	6.2	406	7.3
Aug-09	188	6.8	200	6.7	268	7.7			208	7	194	7.1	154	6.6	267	7.3
Sep-09	197	6.9	211	6.6	273	7.7	228	7.1	218	7	205	7.1	161	6.5	309	7.2
Oct-09	198	6.7	204	6.8	274	7.6	223	7.2	216	7	194	7.3	159	6.5	274	7.2
Nov-09	262	6.9	286	6.7	249	7.7	305	7.2	292	7	216	7.2	211	6.9	578	7.4
Dec-09	266	7	285	6.8	364	7.6	308	7.4	289	6.9	277	7.4	219	6.7	574	7.8
Jan-10	441	7.1	284	7.1	381	7.7	304	7.4			273	7.3	218	6.9	581	7.5
Feb-10	264	6.8	284	6.5	376	7.6	307	7.1	290	6.9	274	6.9	218	6.6	379	7.3
Mar-10	259	6.9	283	6.8	370	7.5	303	7.5	291	7.3	273	7.2	213	6.5	573	7.5
Apr-10	259	7			374	7.9	303	7.5	290	7.1	266	7.2			565	7.7
May-10	259	6.7			372	7.7	303	7.1	292	7					488	7.3
Jun-10	256	6.7			379	7.5	312	7.0	282	6.8					588	7.4
2008-09 Range	155-196	6.3-7.0	182-207	6.2-6.8	254-273	7.1-7.8	188-228	6.6-7.5	189-208	6.4-7.2	177-199	6.4-7.4	141-157	6.2-7.0	316-537	6.8-7.3
2009-10 Range	188-441	6.4-7.1	200-286	6.5-7.1	249-381	7.5-7.9	217-312	3.9-7.5	206-292	6.8-7.3	194-277	6.8-7.4	154-219	6.2-6.9	267-588	7.2-7.8

Salinity as mg/L TDS (milligrams per litre total dissolved solids calculated from electrical conductivity)

TURBIDITY OF TREATED WATER 2009/2010

Date	Plant 1	Plant 2	Plant 3	Plant 4
	Nephelometric Turbidity Units (NTU)			
Jul-09	0.38	0.2	0.16	0.17
Aug-09	0.37	0.25	0.36	0.18
Sep-09	0.37	0.24	0.34	0.24
Oct-09	0.54	0.15	0.2	0.22
Nov-09	0.39	0.33	0.3	0.27
Dec-09	0.28	0.18	0.26	0.25
Jan-10	0.31	0.25	0.27	0.2
Feb-10	0.24	0.13	0.21	0.13
Mar-10	0.35	0.18	0.25	0.17
Apr-10	1.02	0.14	0.28	0.14
May-10	-	0.19	0.18	0.15
Jun-10	0.4	0.18	0.28	0.1
2009-10 Minimum	0.24	0.13	0.16	0.10
2009-10 Maximum	1.02	0.33	0.36	0.27
2009-10 Average	0.42	0.20	0.26	0.19

RADIOLOGICAL RESULTS 2009/2010

Site Designation	Sample Point	Gross Alpha (Bq/L)			Gross Beta (Bq/L)		
		3-Jun-09	20-Jul-09	9-Jun-10	3-Jun-09	20-Jul-09	9-Jun-10
Plant 1	BWB 17	0.024	0.022	-	0.249	0.145	-
	BWB 19 ⁺	0.014	0.007	-	0.807	0.118	-
	Distribution Point	0.039	0.01	-	0.727	<MDL	-
Plant 2	BWB 14	0.016	0.012	0.024	0.192	0.156	0.14
	BWB 15	0.034	0.019	0.008	1.086	0.12	0.210
	BWB 18	0.023	0.024	-	0.424	0.109	-
	Distribution Point	0.015	0.012	<MDL	0.362	<MDL	0.315
Plant 3	BWB 12 ⁺	0.026	0.023	0.010	0.832	<MDL	0.117
	BWB 16	0.028	0.006	0.012	0.623	0.09	0.142
	BWB 20	0.014	0.039	0.015	0.368	0.086	<MDL
	Distribution Point	0.016	0.028	<MDL	0.091	<MDL	0.098
Plant 4	Distribution Point	0.032	0.006	0.009	1.168	<MDL	0.213
Guideline Limit (NHMRC AWRC, 1987)		0.1			0.1		
Guideline Limit (NHRMC and ARMCANZ, 2004)		0.5			0.5		

Notes: Bq/L = Becquerel/litre (one Becquerel is one disintegration per second)

Gross-beta results are corrected for potassium-40 concentrations.

⁺ Leederville Aquifer

MDL = method detection limit

CUSTOMER SERVICE / RESEARCH

At Busselton Water we see value in listening to customer complaints as they hold the key to successful customer services. We also believe that customer complaints are a major opportunity to build customer loyalty.

Water quality related complaints are recorded and monitored continuously to identify any trends and areas for improvement.

In 2009/2010 Busselton Water received 9 complaints related to water quality (compared with 12 in the previous year). Of these, 7 related to discoloured water.

It should also be noted that during the year under review 9 out of 10 customers surveyed were happy with their water service. Busselton Water's best performing areas are the *quality of water* (90.0% very satisfied, 98% satisfied overall), the *tap water service* (89.6% very satisfied, 98.5% satisfied overall) and the *clarity of the water* (86.8% very satisfied, 98.0% satisfied overall).

There were 4 complaints received specifically relating to water pressure.

Education programs also continued in 2009/2010 to better equip customers with an understanding of their water supply and water efficiency measures, including the two day per week watering roster, winter sprinkler and day-time sprinkler ban.

There were no other restrictions imposed upon the use of domestic water.

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