

BUSSELTON WATER

CUSTOMER UPDATE



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Last updated 24 March 2020

Novel Coronavirus COVID-19

Busselton Water is committed to keeping our customers informed and updated regarding Coronavirus (COVID-19). We are well prepared to manage our response and continue to supply safe tap water every day.

WATER QUALITY

Is my drinking water safe?

Your water supply is safe. The water we supply to the Busselton community meets 100% of the health requirements set by the Department of Health. Water treatment and disinfection processes, including use of chlorine, are effective in removing viruses from water supplies.

The advice from the World Health Organisation (WHO) and the Water Services Association of Australia is that there is no evidence Coronavirus is transmitted by drinking water.

Do I need to buy bottled water?

There is no need to buy bottled water for drinking or store drinking water. Safe, clean tap water will continue to be supplied directly every day.

Do I need to boil my drinking water?

Boiling your water is not required as a precaution against Coronavirus.

WATER SUPPLY

Will Coronavirus interrupt my water supply?

We have taken steps to prepare for Coronavirus to ensure safe water services are maintained for our customers and the community. Our normal day-to-day operations will continue and as per usual these may occasionally result in temporary interruptions for some customers.

Keep up to date with our service outages on our website.

Will Coronavirus affect Busselton Water's response to pipe leaks and bursts?

Leaks and bursts occur in every water supply scheme and are unplanned. We have taken steps to ensure our response to incidents continues as normal. Please continue to report water faults to our 24/7 emergency number 9781 0500.

What can be flushed down the toilet?

The Water Corporation is reminding us all that anything other than the 3Ps – pee, poo and (toilet) paper – may result in a blockage. Items such as wet wipes, paper kitchen towel and sanitary products should be disposed of in a bin, as this material does not break down in wastewater pipes.

For more information, visit the Water Corporation's [our tips on what not to flush](#).

WATER BILLS

How am I best to pay my water bills?

Given the current circumstances and to minimise any risk to our staff and customers, we urge our customers to pay their water bills by phone or via our online services wherever possible. For other payment options, please refer to the back of your water bill or speak to our team on 9781 0500 at any time.

The Premier and Treasurer said there will be a freeze on water bills – what does this mean? Will I still get a bill?

The State Government has announced a \$607 million stimulus package to support WA households and small businesses in the wake of COVID-19. The package includes a freeze on increases to water charges until at least 1 July 2021. Water charges for households will remain the same in 2020-21 as 2019-20.

What if I need help paying my bill – what options do I have?

We have extensive customer assistance programs available, which include flexible payment plans.

If you are experiencing difficulty in paying your account please contact us on 9781 0500 or visit our [financial difficulty page](#) prior to the account becoming overdue.

STAY INFORMED

How can I help prevent the spread of COVID-19?

The Australian Department of Health advises that practicing good hand hygiene and sneeze/cough hygiene is the best defence against most viruses. Good practice is:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet,
- cover coughs and sneezes dispose of tissues and use alcohol-based hand sanitizer, and
- and if unwell, avoid contact with others.

To reduce the spread of germs, social distancing has also been recommended. [Social distancing](#) includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people.

In addition, if you have recently travelled overseas, you are required to [self-isolate](#) for 14 days.

How can I keep up-to-date about COVID-19?

You can keep up-to-date with the latest information about COVID-19 via the [Healthway WA](#) website or the [Federal Government's COVID-19 health alerts](#).

The [World Health Organisation \(WHO\)](#) can also provide valuable information.

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