

24 March 2025

## Water Supply Update – Autumn 2025

Dear Customer

As we transition from summer, we would like to share some updates regarding your water service, meter, and bill.

### Investing for the future

Over the coming months, you may notice some upgrades taking place at our water treatment plant as we make further investments to improve the quality of your water service and to meet the growing demands on the water supply.



Recently, we added an additional ultra fine cartridge filter to support the four existing mineral media-based filters at the plant. These filters remove impurities and metals from the water sourced from the aquifer. Whilst the mineral media filters generally perform well, and the treated water meets ADWG<sup>1</sup> health requirements, we know from the feedback we receive that aesthetic qualities can be improved, such as reducing residual iron levels further.

By June we expect to complete the installation of a new pre-treatment tank and aerator, which will significantly increase the plant's pre-treatment capacity. Our engineers anticipate these upgrades will further reduce iron levels and enhance water quality.

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<sup>1</sup> Australian Drinking Water Guidelines, provide guidance for safe, good quality drinking water.

## Your Water Meter

Your water meter is installed when we receive a residential connection application. It tracks your water usage and transmits data readings via the Telstra network to Muchea Water.

The meter also acts as a backflow prevention device, ensuring water does not flow back into the mains from your property. Only licensed plumbers are authorised to work on your property's water connection.



Our meters are certified by the National Measurement Institute (NMI), the Australian Government's national authority on measurement.

### Meter testing and accuracy

Following customer queries about meter readings, we arranged to replace a customer's meter and had it tested by an independent laboratory. The test showed the meter was accurate within 1.5%, well within the WA Water Regulations' tolerance of  $\pm 5\%$ <sup>2</sup>. In fact, the meter was reading slightly low, meaning the customer had been undercharged.

### Who pays for meter testing?

Under WA's Water Regulations, if a meter is tested and found to be within the prescribed tolerance, the customer may be charged for the testing<sup>2</sup>. Whilst Muchea Water absorbed the testing costs in this case, in the future, if a meter is found to be accurate, we may pass these costs on to the customer as set out in the Regulations and Customer Contract.

### Meter reading and estimates

Meter data is recorded multiple times a day and transmitted via the Telstra data network. This data allows detailed mapping of water use which can provide information useful in assessing usage patterns and identifying leaks.

Whilst this data is also used for billing, a Telstra network update caused an issue with the data upload for some meters. Although this did not impact the meters' ability to record water usage, it did delay the data transmission for certain meters. We have been advised by our service provider that the issue has now been resolved, and data is being captured again as of February 2025.

For meters affected by the Telstra outage, your December 2024 bill is based on an estimate, calculated from your actual reading at the end of February 2025. Please note, the use of an estimate has not resulted in any additional charges.

In WA, the use of estimates for billing is prescribed in the Water Services Code<sup>3</sup> and set out in our Customer Contract.

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<sup>2</sup> WA Water Services Regulations 2013

<sup>3</sup> Water Services Code of Conduct (Customer Service Standards) 2024

## Water Bills

### Bill frequency

Your bills are prepared four times a year, after each calendar quarter. Whilst the intention is to provide customers with water bills and usage information in the month following the end of each quarter, currently it takes longer than this to assemble your usage data and prepare your bills. However, we are working to reduce the timeframes.

Over the next few quarters, we will look to make an orderly transition toward shortening the billing timeframes. As a guide, we are planning to issue the March 2025 quarter bill before the end of May and the June 2025 quarter bill by early August. Thereafter you should expect water bills within a month or so of the quarter ending.

### Financial Hardship

We understand that some customers may experience cost of living pressures and may find it difficult to pay their water bill. We are committed to working with our customers to find an appropriate payment solution that is effective and sustainable.

If you are experiencing financial hardship, financial counselling services or other organisations may be able to assist you. Financial counsellors can offer independent information to help you take control of your financial situation.

The Financial Counsellors' Association of WA (FCAWA) can refer you to a financial counsellor in your area by calling them on the National Debt Helpline. The Helpline provides a free confidential service for all Western Australians with financial problems and queries. The Helpline can be contacted on 1800 007 007. Alternatively, you can go to the FCAWA website, <https://fcawa.org/>, find a local financial counselling service.

Our Financial Hardship Policy provides more information and is available on our website.



## Summer sprinkler restrictions

As a reminder, the State Government's water restrictions remain in place until 31 May. These restrictions help conserve the state's valuable water resources during the warmer months.

## Sprinkler Roster

- Watering is only permitted on designated days, based on the last digit of your house or lot number. For example, if your house number ends in 4, you may water on Tuesdays and Saturdays.
- Watering is prohibited between 9 am and 6 pm.
- For more details, visit the [Department of Water and Environmental Regulation website](#).

If you have recently had reticulation installed by a landscape contractor or builder, then we encourage you to check your controller settings. As the property owner you are responsible for any breaches. The table below shows what water roster days apply to your property.

Last digit of your house number	1	2	3	4	5	6	7	8	9	0
Watering: 2 days / week (scheme water users)	Wed Sat	Sun Thu	Mon Fri	Tue Sat	Sun Wed	Mon Thu	Tue Fri	Wed Sat	Sun Thu	Mon Fri

*\* You may water once per day on your allocated days, but no watering between 9am and 6pm.*

*\* To find your watering days, take the last digit of your house number and apply it to the water roster, eg 14 Wildflower Street – last digit of your house number is 4, so your roster days are Tuesday and Saturday ONLY. If your property does not have an assigned house number, please use the last digit of your lot number.*

## Watering Tips:

- In Perth and the South West, your garden only needs 10mm of water twice a week during summer to stay healthy. Overwatering can contribute to leaching vital nutrients from the soil and waste water.
- If you have recently planted a new lawn or garden, you may apply for a temporary exemption to water outside the roster times to help it establish.

You must apply to Muchea Water to be granted this exemption. Please note that any water used under this exemption will be billed, which could result in a higher water bill. You can refer to the [Billing page](#) on our website for details of current pricing and charges.

For more water-saving tips, including planting native gardens, using mulch, collecting rainwater and using fertiliser wisely, visit the [Being Waterwise website](#).

## Need More Information?

Visit our [Help & Advice page](#) for more information, tips and feedback. If you have any questions, please don't hesitate to contact us.

Kind regards

## Customer Support