

1 August 2025

Water Supply Update – Winter 2025

Dear Customer

As winter settles in, we'd like to share some important updates about your water service, including the Winter Sprinkler Switch-off, infrastructure upgrades, changes to billing rates, and how to ensure we're aware of any special water supply needs at your property.

Winter Sprinkler Switch-off

Have you switched off?

From **1 June to 31 August**, all property owners in Perth and the southwest of WA are required to turn off their garden sprinklers. This **Winter Sprinkler Switch-off** has been a permanent water-saving initiative in WA since 2010.

By turning off sprinklers during the cooler months, we can save significant amounts of water for use during the drier seasons ahead. Even for properties outside the Perth area, reducing winter watering is a smart choice – it helps your garden and your wallet.



Why switch off reticulation in winter?

Plants need much less water in winter due to cooler temperatures and reduced evaporation. Most lawns also go dormant, so turning off your system now can help save water and reduce your bill.

Every drop saved counts – and you're rewarded with lower bills.

For more on the [Winter Sprinkler Switch-off](#) and smart watering tips, visit the [Help & Advice](#) page on our website.

Investing in the Future

In our **Autumn 2025 update**, we mentioned upcoming upgrades at our water treatment plant. We're pleased to report that the **new pre-treatment tank** has now been installed.



More upgrades are on the way, including improvements to our filtering system and increased storage capacity. We're aiming for these works to be completed in time for summer.

These upgrades will boost capacity and help address iron levels in the water – delivering improved quality to all customers.

Changes to Billing – 2025/26

As part of the original development of Wildflower Ridge Estate, a **fixed annual charge** with tiered usage pricing was introduced. This helped ensure revenue stability while usage patterns were still emerging.

Now that the estate is growing and usage is more predictable, we're updating our billing model for **2025/26**.

What's changing?

- The **fixed annual distribution charge** is being **removed**.
- For water usage from **1 July 2025**, you will only be charged based on your water use.
- This change **rewards water-saving households** with lower bills.

Updated Pricing Tiers

We've also introduced a more gradual pricing structure by adding an additional usage tier. This means higher rates will only apply to very high levels of water use.

Annual Water Use (kL)	Price per kL in 2025/26
0 – 425	\$3.20
425 – 700	\$5.42
700 – 1,000	\$7.00
Over 1,000	\$9.30

What does this mean for your bill?

Most customers will see a **decrease** in their total water charges. Here are some examples for different usage levels:

Annual Usage (kL)	Previous Water Charge	New Charge 2025/26
300	\$1,314	\$960
400	\$1,314	\$1,280
500	\$1,719	\$1,767
600	\$2,454	\$2,309
800	\$4,312	\$3,551
1,000	\$6,169	\$4,951

These new rates and tiers will appear on your **first quarterly bill for the period ending 30 September 2025**. You can view the full pricing schedule on our website.



Updated Documents

To reflect these changes, we're updating several of our documents including the **Customer Contract, Customer Service Charter** and other related forms.

The latest versions are available in the [Forms](#) section of our website.

Preserved Supply Register – Are Your Needs Registered?

If you or someone at your property relies on:

- Dialysis
- Life support equipment
- Or has other special needs

...please let us know. We maintain a **Preserved Supply Register** to help us identify customers who require uninterrupted water service or early notification during planned maintenance or service interruptions.



To register, contact us by **phone, email, or post**. You'll find full details on the [Preserved Supply Register](#) page of our website.



Need More Information?

We're here to help. Visit our [Help & Advice](#) page for more on water use, pricing and general water service support.

If you have any questions, please don't hesitate to get in touch.

Kind regards,

Customer Support