
18 June 2024

Dear Customer

Water Supply Update – June 2024

Usage information

Commencing in January, we initiated a new information service where we provided customers who had passed 200kL of usage with monthly updates of their water consumption levels. We hoped that with more timely information customers could address their usage patterns and, as a result, their future water bills.

However, if you're looking for even more immediate usage information, don't forget your water meter sits waiting for you 24 hours a day, 365 days a year. The screen on your water meter is constantly updating as you or your appliances are using water and provides a quick and simple way of seeing how much water your property is using.

Summer reticulation

For a number of customers, it was identified that the frequency and duration of settings on reticulation controllers was leading to very large water consumption. For some, this was unexpected and a subsequent adjustment in their reticulation timer settings saw a big reduction in water consumed at their property.

Winter sprinkler switch-off

The start of winter coincides with the start of the WA State Government's annual [Winter Sprinkler Switch-off](#), which runs throughout winter from **1 June to 31 August** every year.

The cooler temperatures and lower evaporation rates in winter mean your plants don't need as much water. Most lawns also go dormant over winter, making it a good time to switch-off and bank that water for later. It makes sense to save some water in winter and reduce your water bill, so that you have a little up your sleeve in summer when your gardens and lawns need more water.

Whilst the switch-off is mandatory for all scheme and bore water users in Perth and much of the southwest, Wildflower Ridge Estate is just outside of the Government's gazetted switch-off area. However, the benefits to your hip pocket and to your garden make it a great idea for properties outside of Perth too. **So, we urge you to switch off your sprinklers in winter and bank the water savings for the hotter months.**

More details on the Winter Sprinkler Switch-off can be found on our website at: <https://www.muccheawater.com.au/winter-sprinkler-switch-off/>

Your water bill usage resets on 1 July

Your water use is measured annually between 1 July and 30 June.

Water use is measured and billed in kilolitres (kL). One kilolitre is the equivalent of one thousand litres. As is the common practice across WA, we have a tiered pricing system to encourage the careful use of water. The more water you use, the higher the price per kilolitre.

Your account starts in tier 1 (the lowest tier) at the beginning of your bill year. If you have jumped to tier 2 or 3 within your bill year, you will revert to tier 1 when the new bill year starts on 1 July.

More details on Your Water Bill and Tiered Billing can be found on our website at: <https://www.mucheawater.com.au/your-water-bill/>

Are there different pricing tiers for different properties?

We’ve been asked this a few times.

All residential property owners are charged for water usage on the same basis, as is the practice by water supply utilities across Australia. The pricing tiers are independent of any factors such as land size, house size, number of bathrooms, appliance choices, number of inhabitants, landscaping choices, use of a pool, etc.

In this way, a property owner who uses less water, through whatever means they choose to adopt (for example by choosing efficient appliances in the household, or making water-wise landscaping choices such as choosing native trees and shrubs, or by reducing their reticulation settings) benefits from lower water charges. Other property owners, whose housing or lifestyle choices results in higher water consumption, will see higher water charges.

How does pricing at Wildflower Ridge compare?

Muchea Water’s pricing is generally lower than the pricing charged by the Government owned water authority that supplies regional locations such as Bindoon and Gingin, the nearest serviced towns.

The table below sets out current 2023/24 regional prices:

Bindoon/Gingin (supplied by Govt. water authority)		Wildflower Ridge (supplied by Muchea Water)	
<i>Pricing tiers</i>	<i>Price per kL</i>	<i>Pricing tiers</i>	<i>Price per kL</i>
Tier 1: 0-150kL	\$1.953	Tier 1: 0-425kL	\$3.093
Tier 2: 151-300kL	\$2.602		
Tier 3: 301-550kL	\$5.775		
Tier 4: over 550kL	\$9.930	Tier 2: 425-550kL	\$5.402
		Tier 3: over 550kL	\$9.289

As an example, a property in Bindoon or Gingin using 425kL of water in a year will be billed at an average of \$3.306 per kL by Water Corporation (or approximately \$1,405), compared to a property in Wildflower Ridge who for the same usage is billed at \$3.093 per kL (or \$1,314). A property in the metropolitan area would be charged at an average of \$2.373 per kL (or approximately \$1,009).

What is the average household water usage?

According to the Australian Bureau of Statistics (ABS), the average annual amount of drinking water used in Australian residences in 2021-22 was 175kL per household.

Statista's breakdown of this water usage by State showed the average Western Australian household consumed approximately 240 kilolitres of water – whilst lower than the 328 kilolitres the ABS reported in 2014-15, this remains the second highest rate in Australia.

Help & Advice page

We've added a [Help & Advice page](#) to our website to provide more detail on topics of interest, including information on [how much water your appliances typically use](#), [common reasons for increased water use](#) and [how much water does your garden need](#). Please check it out and give us your feedback or other topics you'd like added.

<https://www.mucheawater.com.au/help-and-advice/>

FAQ's

In addition to these updates, we have a section on our website responding to other frequently asked questions about the water supply, please refer to: www.mucheawater.com.au/faqs/

We hope you find this information of assistance. If you have other questions, you can reach out at any time via the 'Contact us' page on our website, at: www.mucheawater.com.au/contact-us/

Kind regards

Customer Support