

11 February 2022

Bushfire Assistance for Southwest Communities

Water Corporation has activated our emergency assistance package for residents affected by the bushfire.

Our Customer Contact team is available to help guide you through the financial support and assistance options available and can answer any questions or concerns.

Assistance available includes an allowance on your bill for extra water used:

- Defending your property from bushfire
- Cleaning up your property or assisting with repairs

Residents in a 500-metre radius of the Hester Timber Mill will also be provided with water to refill water tanks emptied as a result of contamination. This will be done following advice from the HAZMAT team and Shire that tanks have been emptied and cleaned in line with Department of Health protocols.

To apply for a water use allowance or discuss other assistance options, please call us on: **13 13 85** (8am-5pm, Monday to Friday).

- Water supply or quality issues should be reported to us on **13 13 75** (24/7).

Our thoughts are with everyone affected by the bushfire in Bridgetown and Hester, and we thank the emergency services and volunteers who worked tirelessly to protect our community.

As at 19:00, Thursday 10 February 2022

Water Corporation has ensured the provision of essential water and wastewater services to all areas affected by the recent bushfire in the Shire of Bridgetown/ Greenbushes.

Increased water demand during a bushfire can stir up sediment in pipes. This can make the water look discoloured or cloudy but it is harmless and the water is safe to use.

Follow Emergency WA for emergency information and live updates: <https://www.emergency.wa.gov.au/>

Contact details: Water supply issues should be reported to Water Corporation on **13 13 75** (24/7). Bushfire-affected customers with issues such as damaged water meters and payment difficulties should call Water Corporation on **13 13 85** (8am-5pm, Monday to Friday).

Further information

Department of Health Information for returning to your property after a bushfire.

https://www.healthywa.wa.gov.au/Articles/A_E/After-a-bushfire-hazards-on-your-property

LOCAL CONTACT:

Kylie Olney

Senior Advisor Customer & Stakeholder Relations

South West Region

E: kylie.olney@watercorporation.com.au

T: (08) 9791 0412 **M:** 0428 938 847