

West Pilbara Irrigation Controller Reset Service



Terms and Conditions

The West Pilbara Irrigation Controller Reset (**Reset Service**) is a free and limited service available to Water Corporation residential customers in West Pilbara (Karratha, Roebourne, Wickham, Point Samson).

The Corporation offers the Reset Service conducted by an irrigation contractor to assist customers to water their garden efficiently and comply with their rostered watering days. Registrations must be received by the Corporation between 1 March 2026 and 31 August 2026 (inclusive), subject to availability.

It is important that you read and understand the terms and conditions before registering for the Reset.

The Corporation offers the Reset Service in accordance with the following terms and conditions. By participating in and registering for the Reset Service, you are taken to have accepted these terms and conditions. The Corporation reserves the right to amend these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

- Reset Service** means this free West Pilbara Irrigation Controller Reset Service;
- Corporation** means Water Corporation (ABN 28 003 434 917);
- Eligible Area** means the below town or suburb in State of Western Australia

Suburb	Post code
Karratha	6714
Roebourne	6718
Wickham	6720
Point Samson	6720

- Eligible Irrigation Service** means the following services identified in **Part 1** of the below table and excludes those services identified in Part 2 of the below table:

Part 1 - Eligible Irrigation Service	Part 2 - Services <u>NOT</u> eligible to claim
<ul style="list-style-type: none">Check of the automatic controller and, if required, an adjustment/reset.	<ul style="list-style-type: none">Identifying and repairing pipe leak(s) in irrigation pipe(s).Replacing or repairing faulty irrigation solenoid valves.Purchase of irrigation controllers.Purchase of new or replacement sprinkler heads.Waterwise verge conversion (including the purchase of waterwise plants) or general garden landscaping.Purchase of new garden equipment including, for example, hoses and watering cans, or soil amender products such as fertilisers, mulch and wetting agents.Purchase of new plants or artificial turf.Services related to the supply, installation, maintenance or repair of a bore.

- Irrigator Contractor** means a contractor who is employed by Water Corporation to perform the Eligible Irrigation Service.
- Registration Period** means the period from 1 March 2026 and 31 August 2026 (inclusive), subject to availability.

Eligibility for the West Pilbara Irrigation Controller Reset service

- To qualify for the Reset Service, your property must be a residential property in the towns/suburbs specified above, within the West Pilbara region, you must be a customer of the Corporation, and you must have an automatic irrigation system with controller that has been operational in the last two years.
- The Reset Service is only available on Eligible Services completed by the Corporation's Irrigation Contractors.
- The irrigation system at the property must be connected to Water Corporation scheme water supply. Properties where the gardens are irrigated by bore, rainwater and other alternative sources will not be eligible.

4. The customer must be at the property when the Irrigation Contractor attends to complete the work, and to sign and receive a service checklist from the Irrigation Contractor.
5. The customer must be at the property when the Irrigation Contractor is providing Eligible Services to ensure that the customer receives important information regarding irrigation system settings and other waterwise information and is able to acknowledge the works carried out.
6. Owner occupiers, Owners, Tenants, and Property Managers, can register for the Reset.
7. Customers can only claim one Reset Service for any one household, including similar irrigation reset programs from previous years.
8. The free Reset Service can only be claimed once per Corporation account number, per program year.
9. Work undertaken in conjunction with the free Reset Service may be audited by the Corporation or Irrigation Australia.

Registration process

10. If you wish to participate in the Reset Service, you must register your interest via the Corporation's website (available at <https://www.watercorporation.com.au/Waterwise/Waterwise-offers>). You will be required to submit details about your irrigation system to apply for the Reset Service.
11. By registering for this Reset Service, you agree and consent to the Corporation providing your name, address and contact details to the irrigation contractor in order for the contractor to contact you directly to arrange and undertake the Reset Service.
12. Registrations must be received by the Corporation between 1 March 2026 and 31 August 2026.

Appointment of Irrigation Contractor

13. Multiple irrigation contractors will be appointed by the Corporation to carry out the work. These contractors have been selected by the Corporation based on their demonstrated capacity to deliver the required reset services cost effectively and efficiently. The volume of work each contractor will receive, is dependent on customer registrations for the Reset Service and customer location. Jobs will be allocated to contractors based on distance from the customer's registered property and availability. The Corporation will endeavour to distribute the work as fairly as possible across all appointed contractors.
14. You consent to the Corporation sharing your property's basic water use data with the appointed contractor to assist them with servicing the property.

Provision of services

15. The Reset Service will be provided by an irrigation contractor who will undertake the following services:
 - a. Irrigation controller check and reset to improve efficiency and comply with the watering roster if required;
 - b. Recommendation of additional changes to irrigation if required.
16. Additional work to the above Reset Service requirements is possible but must be dealt with directly between you and the irrigation contractor, including payment for the additional services.
17. Documentation (irrigation reset worksheet) must be received by the Corporation from the irrigation contractor to confirm the work undertaken. The contractor must complete this form on-site with you, obtaining your signature confirming the work undertaken.
18. The Reset Service must be completed between 1 March 2026 and 30 September 2026, subject to availability.
19. An audit may be carried out, or customer feedback sought, for work carried out by the irrigation contractor as part of this program.

Liability and warranty

20. The Corporation recommends the irrigation contractors but does not warrant or represent:
 - a. that the contractors are suitable for a particular property; or
 - b. any matter as to the performance or quality of the contractor; or
 - c. that any information or advice provided by a contractor is accurate or reliable. For the avoidance of doubt, the customer is responsible for independently assessing and verifying the accuracy, reliability and/or quality of the information and/or advice provided.
21. The Corporation will not be liable for any damages, claims or loss whatsoever suffered as a result of the work undertaken as part of the Reset Service unless, and only to the extent that, the Corporation has been negligent.
22. The Corporation will not be liable for any unrelated irrigation issues that occur after the Reset Service has been carried out due to normal wear and tear of irrigation systems.
23. You acknowledge and agree that the relevant business or irrigation contractor that supplies the Eligible Service will be responsible for managing all aspects of customer service associated with the service, including but not limited to bookings, work completed and complaints.

Privacy statement

24. Personal information provided for the purposes of this Reset will be collected, used and disclosed in accordance with the Corporation's Privacy Policy. Details of this policy are available at <http://www.watercorporation.com.au/legal/privacy>.