

Water Watchers Product FAQs

When will the rest of the Water Watchers become available?

To be the first to know when the next member of the squad arrives, let us know when placing your order. If you missed this step, email us at waterwatchers@yvw.com.au and we'll add you to the mailing list.

Who can order a Water Watcher?

The Water Watchers are free and here to help all Yarra Valley Water customers – of any age!

My Water Watcher order never arrived, what can I do?

We know how important the Water Watchers' mission is, so we'd be happy to send you a new Water Watcher if it hasn't arrived or has been damaged by the Water Wasters. Please let us know via email waterwatchers@yvw.com.au including your full name and address so we can check the status of your order.

How do the Water Watchers work?

You can think of your Water Watcher as a cute, water-saving buddy that gently reminds everyone at home to be more mindful of their water use. All you need to do is pop a Water Watcher on your tap and allow them to watch over you as you use water. Hopefully, with the Water Watchers watching, you'll remember to turn the tap off more quickly and never waste a precious drop.

How do I put them on tap?

Attach the Water Watchers flexible rings around the base of your taps so they can keep their eyes on how much water you're using. Surface clean them with soapy water using a damp cloth or towel.

Can I order more than one Water Watcher?

Currently Water Watcher orders are limited to one character per household. To be the first to know when the next member of the squad arrives, let us know when placing your order. If you missed this step, email us at waterwatchers@yvw.com.au and we'll add you to the mailing list.

Aren't these just a waste of plastic and bad for the environment?

The Water Watchers are made from 100% natural rubber. They're also biodegradable, so when you no longer need them on the tap, you can place them in your home compost (they love topsoil) and over time they will return to nature thanks to sunlight, humidity and fresh air.

Do the Water Watchers contain BPA?

No, the Water Watchers are BPA, phthalate and nitrosamine free.

I'm a primary school teacher, can I order some for my students?

Yarra Valley Water offers free, curriculum-linked Water Watchers incursions to primary schools in its service area. Every student who attends an incursion receives their very own Water Watcher to take home and learns all about the importance of saving water. To find out more and book, visit:

<https://www.yvw.com.au/water-watchers-education>

I'm a kindergarten teacher/childcare centre, can I order some for my students?

Thanks for your interest in the Water Watchers! Unfortunately, at this time, Water Watchers are limited to one character per household so we aren't able to fill bulk orders. You can, however, continue the Water Watchers fun with your students by downloading our free activity sheets, here:

<https://www.yvw.com.au/water-watchers-education>