

## Policy

# Drought Water Restrictions

Version 3.2

Adopted by Council at its meeting on Thursday 21 March 2019

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# Drought Water Restrictions

## Policy Objective

This Policy applies to the implementation of non-permanent water restrictions on properties of the Tweed Shire that are connected to the public water supply.

These restrictions are for implementation only during periods when the longevity of the bulk water supply is threatened – most often related to drought periods – and would be implemented via a public notice from Council for connected properties to restrict water use.

The drought water restrictions are only one component of Council's approach to ensure water security. It is not intended to use these restrictions as a mechanism to reduce water demand unless they are triggered during drought conditions. Council's strategies for demand management, water supply augmentation, emergency supply options and business continuity planning are the other key parts of Council's water security framework.

## Policy Objectives

Objectives of the policy are to provide clearly defined water use restrictions and trigger levels to:

- ensure protection of the water supply commensurate with the threat posed
- ensure the public has continual access to water
- adequately inform affected properties
- provide Tweed Shire Council with clear actions to protect the bulk water supply during periods when the longevity of the bulk water supply is threatened
- reduce water consumption during such periods.

## Definitions

**Bray Park and Uki water supply schemes:** The greater part of Tweed Shire Council's reticulated water supply area that is dependent on water from the Tweed River as well as Clarrie Hall Dam. It does not include the Tyalgum water supply scheme which relies on water from the Oxley River and has a separate restriction regime.

**Clarrie Hall Dam:** Located on Doon Doon Creek, south-west of Uki, the dam was constructed in 1983. Clarrie Hall Dam provides storage for the Tweed's water supply. For most of the year it is natural flows in the Tweed and Oxley Rivers that supply water for the Tweed. When required, these natural flows can be supplemented by releasing water from Clarrie Hall Dam into Doon Doon Creek, a tributary of the Tweed River.

**Demand Hardening:** Occurs in a community as long term improvements in water use efficiency such as the NSW State Government BASIX (Building Sustainability Index) rules reduce the amount of water that can be saved when imposing short term restrictions on water use. For example, applying Level 2 restrictions might have reduced consumption by 20% in the 1980's but might only reduce consumption by 10% in 2012 because per

capita consumption is already lower. This demand hardening needs to be considered when estimating water savings that could be made at different levels of restrictions in the Tweed area.

**Demand Reduction Target:** The per cent reduction in total water use within the Bray Park and Uki water supply schemes aimed for at a particular level of drought water restrictions. The per cent reduction is calculated by comparing the total water use at that level of restrictions with the total water use during normal operation before restrictions were imposed.

**Levels of Service:** The level of service is the defined service quality for a particular activity against which service performance may be measured.

**Non-residential property:** A property or premises where people do not reside on a permanent basis and generally is not a home or residential dwellings. Examples include business premises, offices, schools, hospitals, caravan parks, motels, hotels, pubs etc.

**Residential property:** Typically a home or residential dwelling where people live on a permanent basis. It can be a single dwelling, unit or flat.

**Trigger / Trigger Level:** The specific combination of water level in Clarrie Hall Dam and water consumption which initiates or activates a specified level of restrictions.

## Keywords

|                    |             |                   |
|--------------------|-------------|-------------------|
| Drought Management | Trigger     | Dam level         |
| Water Restriction  | Residential | Non-residential   |
| Business           | Commercial  | Public Facilities |
| Demand Reduction   | Level 1     | Level 2           |
| Level 3            | Level 4     |                   |
| Water Supply       | Fine        | 5/10/10 rule      |

## Policy Background

### Why We Need Drought Water Restrictions

Around Australia restrictions on the use of water supplied by water authorities are commonly introduced whenever the demand for water exceeds the experienced or anticipated supply – this is most often related to drought periods.

Water supplies are designed and managed with restrictions in mind to ensure the public has continual access to adequate quantities of water, at a cost that the water utility, the community and the environment can afford.

## **Water Restrictions integral to Water Supply Levels of Service**

The NSW Office of Water Best Practice Management of Water Supply and Sewerage Guidelines (August 2007) and draft paper – Assuring future urban water security (December 2013) recommend levels of service for water supplies and water restrictions due to drought. The levels of service are described by the 5/10/10 rule. This rule underpins the reasonableness of drought restrictions. Levels of service under this rule are defined as follows:

- restrictions are implemented no more than 5% of the time, on average
- restrictions are imposed no more than once every 10 years on average
- demand reductions during drought restrictions should be 10%.

This policy takes into account some of the demand hardening that has occurred in the Tweed Shire to date.

## **Maximum savings with minimum impact**

This Policy covers a range of restrictions for all sectors connected to the public water supply and aims to minimise impacts on the community while reducing unnecessary water use as the restriction level increases.

In broad terms the Policy focuses on reducing firstly outdoor water use, then residential water use and finally business water use.

Outdoor water use is targeted first because:

- public health risks are not increased by reducing outdoor water use
- it is not feasible to enforce restrictions on indoor water use and leakage
- studies have found that many people reduce water use inside their homes as well when outdoor drought water restrictions are in place

Early reductions to residential sector water use are more severe than for business and commercial premises because:

- the residential sector accounts for the majority of usage in the shire
- there is less direct financial impact to the residential sector
- business and commercial premises and water users rely on the water supply to continue operating
- business and commercial premises should reduce water use but be allowed to operate as normally as possible, for as long as possible, without undue hardship
- the water efficiency of non-residential water users is specifically targeted under other programs and many of these premises are already efficient water users
- setting specific targets for business is not feasible because of the many variables affecting business water use such as type, size, occupancy, age etc.

## Policy

The Drought Water Restrictions Policy is a component of Council's Drought Management Strategy which was adopted by Council on 17 November 2009.

### Implementation of Drought Water Restrictions

In adopting the drought water restrictions to be applied at each level, there are a number of issues which were considered.

- It is desirable that the restrictions adopted should comply with the consistent water restrictions for the North Coast.
- The restrictions should be consistent with the ongoing demand management strategy and any permanent water conservation measures for the Tweed Shire.
- In designing restrictions, it is important to recognise that the implementation of a particular level of restrictions is dictated by the need to achieve a predetermined demand reduction target at a particular dam level. Failure to achieve the target at a particular level of restrictions may require earlier adoption of the next more stringent restriction level.
- The need to remain flexible in formulating restrictions so that developments and issues arising during an actual drought event can be reflected in the restrictions imposed. The restrictions set out in Appendix 1 would be modified on an 'as needs' basis with the decision to modify any particular restriction or introduce a new restriction being made by Council's Water and Wastewater Unit.

The table below shows the adopted restrictions regime for the Bray Park and Uki water supply schemes which cater for about 99% of water consumers in the shire. Note that a separate restrictions regime is in place for the Tyalgum water supply scheme.

| Restriction Trigger Levels                          | Demand Reduction Target (%) | Restriction Level Imposed @ (% of Clarrie Hall Dam Full Capacity) |
|---|-----------------------------|---|
| external sales banned and pre-activation activities | 0                           | 90  |
| Level 1 restrictions                                | 15                          | 75  |
| Level 2 restrictions                                | 20                          | 60  |
| Level 3 restrictions                                | 25                          | 50  |
| Level 4 restrictions                                | 30                          | 40  |

Implementation of the drought water restrictions will be triggered once the predetermined water levels in Clarrie Hall Dam are reached.

## Removal of Drought Water Restrictions

There are no generally recognised rules in NSW about how drought water restrictions should be eased or lifted. However, based on experience in other parts of NSW, the following basic principles have been applied in this policy.

- Restrictions should be removed as quickly as possible so that the community does not endure unnecessary inconvenience and hardship.
- Restrictions should not be lifted too quickly, as a subsequent fall in the water in Clarrie Hall Dam would trigger the reintroduction of a more severe level of restriction causing nuisance value to the community.

As these objectives are in opposition to each other, the lifting strategy balances reducing the period that restrictions are imposed and the probability of needing to reintroduce restrictions. Restrictions are generally removed at a point that is 10 to 20% higher than the equivalent level where they were imposed.

For the Bray Park and Uki water supply schemes the levels for lifting restrictions are given in the table below.

| Restriction Trigger Levels                          | Restriction Level Imposed @ (% of Clarrie Hall Dam Full Capacity) | Restriction Level Lifted @ (% of Clarrie Hall Dam Full Capacity) |
|---|---|--|
| external sales banned and pre-activation activities | 90  | 100  |
| Level 1 restrictions                                | 75  | 95   |
| Level 2 restrictions                                | 60  | 80   |
| Level 3 restrictions                                | 50  | 70   |
| Level 4 restrictions                                | 40  | 60   |

## Minimum Notification Requirements

If Tweed Shire Council considers it necessary to do so in order to conserve supplies of water in time of drought or other emergency, it may issue a notice to regulate or restrict any of the following under Section 136 of the Water Management (General) Regulation 2011.

- the purposes for which water may be used
- the times when water may be used
- the quantities of water that may be used
- the means or methods by which water may be used.

The notice may apply to the whole area of operations or a part of the supply area, as specified in the notice. The notice would be published in the Tweed Link, Council's weekly newspaper which circulates throughout the shire. The notice takes effect on the date specified in the notice and would be no earlier than the date on which the notice is published.

In general, Council will endeavour to provide at least two (2) week's notice of the introduction of drought water restrictions and at least one (1) week's notice of changes to water restriction levels once restrictions are in place.

## **Enforcement**

Under Section 136 of the Water Management (General) Regulation 2011, Council may fine any person found to be using water contrary to a drought water restriction notice. Council issues such penalties under the Self-Enforcing Infringement Notice Scheme (SEINS) which is generally administered by suitably trained Council officers.

The maximum penalty for non-compliance with drought water restrictions is currently 20 penalty units or \$200.

## **Related Legislation**

The Local Government Act (1993) and Local Government Regulations (2005) confer on Council the authority to prevent waste or misuse of water generally and specifically to prevent water use "*contrary to a council notice restricting the use of water*". Refer to Section 637 of the Act and Sections 159-160 of the Regulation.

## **Compliance**

Section 136 of the Water Management (General) Regulation 2011 gives Council the authority to implement water restrictions in time of drought or other emergencies. It also gives Council authority to impose fines for non-compliance of such water restrictions. DPI Water provides best-practice guidelines for the operation of water supplies. There is a requirement for all Local Water Utilities to comply with these guidelines. Drought planning is a requirement of these guidelines.

## **Forms**

Not applicable

## **Review Period**

The information contained in this Policy is valid until the earlier of:

- a period of five (5) years from the adoption date (refer front cover)
- revision of relevant sections of the Local Government Act 1993 or Local Government Regulation 2005
- revision of relevant sections of the Water Management (General) Regulation 2011
- revision of relevant DPI Water guidelines regarding drought management and water security.

This policy will be reviewed within 12 months of the election of each new Council or more frequently in the event of any legislative changes or change in circumstances.



## References

- Best-Practice Management of Water Supply and Sewerage Guidelines, August 2007
- Assuring future urban water security, Assessment and adaption guidelines for NSW local water utilities, NSW Office of Water, Draft December 2013
- Medium Level Water Restriction, Residential and Non-Residential, Queensland Water Commission (undated)
- High Level Water Restriction, Residential and Non-Residential, Queensland Water Commission (undated)
- Water Efficiency Guidelines, Queensland Water Commission, various subject areas (undated)
- Drought Management Guidelines, NSW Water Directorate, December 2003
- Regional Water Management Strategy, Rous Water, December 2009
- Water Restrictions Policy, Clarence Valley Council, February 2007
- Permanent Water Conservation Measures and Water Restrictions Review, ACTEW Corporation, 2011
- Drought Management Plan, Kyogle Council, 2005
- Australia's Urban Water Sector, Productivity Commission Draft Report, April 2011

## Useful Links

[Tweed Shire Council website](#)

# APPENDIX 1

## Drought Water Restrictions Levels 1, 2, 3 and 4

### TWEED SHIRE COUNCIL DROUGHT WATER RESTRICTIONS

#### Drought Water Restrictions Policy Revision 3.0

Last Revised 14 April 2015

| ID Code  | CUSTOMER GROUP                 | LEVEL 1 RESTRICTIONS (15% DEMAND REDUCTION TARGET) (75% Dam Level)   | LEVEL 2 RESTRICTIONS (20% DEMAND REDUCTION TARGET) (60% Dam Level)   | LEVEL 3 RESTRICTIONS (25% DEMAND REDUCTION TARGET) (50% Dam Level)   | LEVEL 4 RESTRICTIONS (30% DEMAND REDUCTION TARGET) (40% Dam Level)   |
|--|--------------------------------|--|--|--|--|
| <b>All Town Water Users</b>  |                                |  |  |  |  |
| <b>For premises with Rainwater Tanks and/or Spear Pumps, signage is required at the front of the premises that is visible from the road or footpath.</b> |                                |  |  |  |  |
| A.1  | Rainwater Tanks                | No restriction for totally independent systems. Same restrictions apply as for town water users if system topped up or otherwise cross-connected with town water supply. | No restriction for totally independent systems. Same restrictions apply as for town water users if system topped up or otherwise cross-connected with town water supply. | No restriction for totally independent systems. Same restrictions apply as for town water users if system topped up or otherwise cross-connected with town water supply. | No restriction for totally independent systems. Same restrictions apply as for town water users if system topped up or otherwise cross-connected with town water supply. |
| A.2  | Spear Pumps                    | No restriction. Operation permitted as per bore licence.   | No restriction. Operation permitted as per bore licence.   | No restriction. Operation permitted as per bore licence.   | No restriction. Operation permitted as per bore licence.   |
| A.3  | Water Cartage (potable supply) | Recipients of water to comply with restrictions set out in this table. Carting water outside Tweed Shire not permitted.  | Recipients of water to comply with restrictions set out in this table. Carting water outside Tweed Shire not permitted.  | Recipients of water to comply with restrictions set out in this table. Carting water outside Tweed Shire not permitted.  | Recipients of water to comply with restrictions set out in this table. Carting water outside Tweed Shire not permitted.  |

| ID Code                                       | CUSTOMER GROUP                                      | LEVEL 1 RESTRICTIONS (15% DEMAND REDUCTION TARGET) (75% Dam Level)  | LEVEL 2 RESTRICTIONS (20% DEMAND REDUCTION TARGET) (60% Dam Level)   | LEVEL 3 RESTRICTIONS (25% DEMAND REDUCTION TARGET) (50% Dam Level)   | LEVEL 4 RESTRICTIONS (30% DEMAND REDUCTION TARGET) (40% Dam Level)   |
|---|---|---|--|--|--|
| <b>Residential Urban &amp; Rural Premises</b> |   |   |  |  |  |
| R.1   | Internal Water Use e.g. showers, toilets, taps etc. | Residents using water from the town water supply are requested to conserve water wherever possible. Target total residential consumption is 153 litres per person per day. Showers, toilets and taps should be at least 3-star WELS rated.      | Residents using water from the town water supply are requested to conserve water wherever possible. Target total residential consumption is 144 litres per person per day. Showers, toilets and taps should be at least 3-star WELS rated. | Residents using water from the town water supply are requested to conserve water wherever possible. Target total residential consumption is 135 litres per person per day. Showers, toilets and taps should be at least 3-star WELS rated. | Residents using water from the town water supply are requested to conserve water wherever possible. Target total residential consumption is 126 litres per person per day. Showers, toilets and taps should be at least 3-star WELS rated. |
| R.2   | High Volume Water Users                             | If water use for single dwelling equivalent is greater than or equal to 3000L/day then Council may conduct a water efficiency audit. Outdoor water use ban may apply.   | If water use for single dwelling equivalent is greater than or equal to 2500L/day then Council may conduct a water efficiency audit. Outdoor water use ban may apply.  | If water use for single dwelling equivalent is greater than or equal to 1800L/day then Council may conduct a water efficiency audit. Outdoor water use ban may apply.  | If water use for single dwelling equivalent is greater than or equal to 1500L/day then Council may conduct a water efficiency audit. Outdoor water use ban may apply.  |
| R.3   | Garden Watering                                     | Watering cans or buckets permitted at any time. Hand held hoses permitted for 1 hr per day every second day between 4pm and 9am on odd or even days matching house number. Micro sprays and drip (sub-surface) irrigation permitted for 15 mins | Watering cans or buckets permitted at any time. Hand held hoses permitted for 30 mins per day every second day between 4pm and 9am on odd or even days matching house number. Micro-sprays and drip (sub-surface) irrigation permitted for | No irrigation permitted. Use of buckets any time, or hand held hoses for a maximum of 10 minutes, every second day, between the hours of 4.00pm and 9.00am on odd or even days matching house numbering system.                            | All external use of potable water banned. Grey water use only.   |

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|---------|-----------------------------------|--|--|---|--|
|         |                                   | <p>between 4pm and 9am on odd or even days matching house number. Garden watering not permitted on the 31<sup>st</sup> day of any month. Any other watering systems including sprinklers, soaker hoses and unattended hoses not permitted. All hand held hoses must be fitted with an on/off nozzle.</p> | <p>15 mins between 4pm and 9am on odd or even days matching house number. Garden watering not permitted on the 31<sup>st</sup> day of any month. Any other watering systems including sprinklers, soaker hoses and unattended hoses not permitted. All hand held hoses must be fitted with an on/off nozzle.</p> |   |  |
| R.4     | Lawn Watering (established lawns) | Not permitted.   | Not permitted.   | Not permitted.  | Not permitted.   |
| R.5     | New Turf/New Lawns and Gardens    | <p>Watering-in permitted for 1 hr only on the day of establishment. Then 1 hr daily between 4pm and 9am for 14 days after the date of establishment.</p>   | <p>Watering-in permitted for 1 hr only on the day of establishment. Then 30mins daily between 4pm and 9am for 7 days after the date of establishment.</p>  | <p>Watering-in permitted for 30 mins only on the day of establishment. Then 15mins every second day between 4pm and 9am on odd or even days matching house number for 7 days after date of establishment.</p> | Not permitted.   |

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|---------|--|--|--|---|--|
| R.6     | Swimming Pools and Spas (existing)               | Topping up permitted between 4pm and 9am using hand held hose only. Emptying and refilling of existing pools/spas not permitted. | Topping up permitted between 4pm and 9am using hand held hose only. Emptying and refilling of existing pools/spas not permitted. | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools/spas not permitted.   | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools/spas not permitted.  |
| R.7     | Swimming Pools and Spas (new)                    | Filling of new pools/spas permitted.   | Filling of new pools/spas permitted. Rainwater tank must be provided for pool/spa top-up.  | Filling of new pools/spas permitted to avoid structural damage. Prior approval of Council is required. Rainwater tank must be provided for pool/spa top-up. | Filling of new pools/spas permitted to avoid structural damage only. Prior approval of Council is required. Rainwater tank must be provided for pool/spa top-up. |
| R.8     | Water Play Tools, Water Toys and Water Slides    | Not permitted.   | Not permitted.   | Not permitted.  | Not permitted.   |
| R.9     | Outdoor Showers                                  | No restriction.  | Not permitted.   | Not permitted.  | Not permitted.   |
| R.10    | Pet Care/Dog Washing                             | Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hose permitted.                        | Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hose permitted.                        | Provision of drinking water permitted. Washing pets and pet pens with bucket permitted. Use of hoses not permitted.   | Provision of drinking water permitted. Washing pets and pet pens with bucket permitted. Use of hoses not permitted.  |
| R.11    | Fountains/Ponds/Water Features/Outdoor Aquariums | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.        | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.        | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.                                   | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.  |

| ID Code | CUSTOMER GROUP  | LEVEL 1 RESTRICTIONS (15% DEMAND REDUCTION TARGET) (75% Dam Level)  | LEVEL 2 RESTRICTIONS (20% DEMAND REDUCTION TARGET) (60% Dam Level)  | LEVEL 3 RESTRICTIONS (25% DEMAND REDUCTION TARGET) (50% Dam Level)  | LEVEL 4 RESTRICTIONS (30% DEMAND REDUCTION TARGET) (40% Dam Level) |
|---------|---|---|---|---|--|
| R.12    | Washing of Driveways, Paved Areas and Paths                   | Permitted prior to sale or lease of property with Council approval. Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Permitted prior to sale or lease of property with Council approval. Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Not permitted except for health and safety reasons and then by registered cleaning business only.   | Not permitted.   |
| R.13    | Washing of Roofs and External Surfaces of Buildings           |   |   |   |  |
| R.14    | Window Cleaning   |   |   |   |  |
| R.15    | Car/Vehicle Washing   | Buckets permitted at any time. Hand held hoses permitted between 4pm and 9am on odd or even days matching house number. Efficient high pressure, low flow rate cleaners with trigger control are to be used if possible.          | Buckets and hand held hoses permitted for 10 mins only between 4pm and 9am on odd or even days matching house number. Efficient high pressure, low flow rate cleaners with trigger control are to be used if possible.            | Buckets and hand held hoses not permitted. High pressure cleaners permitted for 5 mins between 4pm and 9am on odd or even days matching house number. | Not permitted.   |
| R.16    | Washing of Boats, Boat Motors and Trailers used in Salt Water | Permitted for 10 mins at any time.  | Permitted for 10 mins at any time.  | Permitted for 5 mins at any time.   | Not permitted.   |

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|---|--|--|--|---|---|
| <b>Public Facilities (including Sports Clubs)</b> |  |  |  |   |   |
| P.1   | Public Swimming Pools                                      | Topping up permitted. Emptying and refilling of existing pools not permitted. Log of water use required.               | Topping up permitted between 4pm and 9am using hand held hose only. Emptying and refilling of existing pools not permitted. Log of water use required. | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools not permitted. Log of water use required. | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools not permitted. Log of water use required. |
| P.2   | Public Water Play Facilities                               | Operation or top up not permitted unless water is recirculated. Log of water use required.                             | Operation or top up not permitted unless water is recirculated. Log of water use required.   | Operation or top up not permitted unless water is recirculated. Log of water use required.  | Not permitted.  |
| P.3   | Golf Fairways  | Not permitted.   | Not permitted.   | Not permitted.  | Not permitted.  |
| P.4   | Cricket Pitches, Bowling Greens, Golf Greens, Sportsfields | Sprinklers or hand held hoses permitted 1 hr per day between 5am and 7am. Alternative times to be approved by Council. | Sprinklers or hand held hoses permitted 30 mins per day between 5am and 7am. Alternative times to be approved by Council.                              | Watering of greens and courts permitted 15 mins per day between 5am and 7am. Alternative times to be approved by Council.           | Not permitted.  |
| P.5   | Public Outdoor Showers and Beach Showers                   | No restriction.  | Not permitted.   | Not permitted.  | Not permitted.  |
| P.6   | Outdoor Taps and Bubblers                                  | No restriction.  | Not permitted.   | Not permitted.  | Not permitted.  |
| P.7   | Public Toilets   | No restriction.  | No restriction.  | No restriction.   | No restriction.   |
| P.8   | Public Gardens, Council Parks and Reserves                 | Sprinklers permitted 1 hr per day between 5am and 7am. Alternative times to be approved by Council.                    | Sprinklers permitted 30 mins per day between 5am and 7am. Alternative times to be approved by Council.   | Not permitted.  | Not permitted.  |

| ID Code   | CUSTOMER GROUP                                      | LEVEL 1 RESTRICTIONS<br>(15% DEMAND REDUCTION TARGET)<br>(75% Dam Level)   | LEVEL 2 RESTRICTIONS<br>(20% DEMAND REDUCTION TARGET)<br>(60% Dam Level)   | LEVEL 3 RESTRICTIONS<br>(25% DEMAND REDUCTION TARGET)<br>(50% Dam Level)  | LEVEL 4 RESTRICTIONS<br>(30% DEMAND REDUCTION TARGET)<br>(40% Dam Level)   |
|---|---|--|--|---|--|
| <b>Others – for all other public facilities using town water not mentioned here, refer to the requirements for Business and Commercial Premises and Water Users</b> |   |  |  |   |  |
| <b>Business &amp; Commercial Premises and Water Users</b>   |   |  |  |   |  |
| <b>General</b>  |   |  |  |   |  |
| B.1   | Internal Water Use e.g. showers, toilets, taps etc. | Businesses using water from the town water supply are requested to conserve water wherever possible. Showers, toilets and taps should be at least 3-star WELS rated.                           | Businesses using water from the town water supply are requested to conserve water wherever possible. Showers, toilets and taps should be at least 3-star WELS rated.                           | Businesses using water from the town water supply are requested to conserve water wherever possible. Showers, toilets and taps should be at least 3-star WELS rated.  | Businesses using water from the town water supply are requested to conserve water wherever possible. Showers, toilets and taps should be at least 3-star WELS rated.   |
| B.2   | High Volume Water Users                             | If water use is greater than 20ML/yr must have a water efficiency management plan approved by Council. Sub-meters may be required for equipment or areas using significant portion/s of water. | If water use is greater than 15ML/yr must have a water efficiency management plan approved by Council. Sub-meters may be required for equipment or areas using significant portion/s of water. | If water use is greater than 15ML/yr must have a water efficiency management plan approved by Council. If water use is greater than 10ML/yr Council may conduct a water efficiency audit. Sub-meters may be required for equipment or areas using significant portion/s of water. | If water use is greater than 15ML/yr must have a water efficiency management plan approved by Council. If water use is greater than 5ML/yr Council may conduct a water efficiency audit. Sub-meters may be required for equipment or areas using significant portion/s of water. |



| ID Code   | CUSTOMER GROUP                                   | LEVEL 1 RESTRICTIONS<br>(15% DEMAND REDUCTION TARGET)<br>(75% Dam Level)  | LEVEL 2 RESTRICTIONS<br>(20% DEMAND REDUCTION TARGET)<br>(60% Dam Level)  | LEVEL 3 RESTRICTIONS<br>(25% DEMAND REDUCTION TARGET)<br>(50% Dam Level)  | LEVEL 4 RESTRICTIONS<br>(30% DEMAND REDUCTION TARGET)<br>(40% Dam Level)   |
|---|--|---|---|---|--|
| <b>Pools, Spas, Ponds, Fountains &amp; Water Play</b> |  |   |   |   |  |
| B.3   | Swimming Pools and Spas (existing)               | Topping up permitted. Emptying and refilling of existing pools/spas not permitted. Log of water use required.             | Topping up permitted between 4pm and 9am using hand held hose only. Emptying and refilling of existing pools/spas not permitted. Log of water use required. | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools/spas not permitted. Log of water use required.                    | Topping up permitted to avoid structural damage. Emptying and refilling of existing pools/spas not permitted. Log of water use required.                         |
| B.4   | Swimming Pools and Spas (new)                    | Filling of new pools/spas permitted.  | Filling of new pools/spas permitted. Rainwater tank/s must be provided for pool/spa top-up.   | Filling of new pools/spas permitted to avoid structural damage. Prior approval of Council is required. Rainwater tank must be provided for pool/spa top-up. | Filling of new pools/spas permitted to avoid structural damage only. Prior approval of Council is required. Rainwater tank must be provided for pool/spa top-up. |
| B.5   | Water Play Facilities/Water Parks                | Operation or top up not permitted unless water is recirculated. Log of water use required.                                | Operation or top up not permitted unless water is recirculated. Log of water use required.  | Operation or top up not permitted unless water is recirculated. Log of water use required.  | Not permitted.   |
| B.6   | Fountains/Ponds/Water Features/Outdoor Aquariums | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted. | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.                                   | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.                                   | Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.  |

| ID Code                                     | CUSTOMER GROUP  | LEVEL 1 RESTRICTIONS<br>(15% DEMAND REDUCTION TARGET)<br>(75% Dam Level)  | LEVEL 2 RESTRICTIONS<br>(20% DEMAND REDUCTION TARGET)<br>(60% Dam Level)  | LEVEL 3 RESTRICTIONS<br>(25% DEMAND REDUCTION TARGET)<br>(50% Dam Level)  | LEVEL 4 RESTRICTIONS<br>(30% DEMAND REDUCTION TARGET)<br>(40% Dam Level)  |
|---|---|---|---|---|---|
| <b>Animals and Stock</b>                    |   |   |   |   |   |
| B.7   | Animal Husbandry/Pet Care/Dog Washing                                   | Provision of drinking water permitted. Washing pets with hand held hose and cleaning pet pens with high pressure cleaning unit permitted. | Provision of drinking water permitted. Washing pets with hand held hose and cleaning pet pens with high pressure cleaning unit permitted. | Provision of drinking water permitted. Washing pets with hand held hose and cleaning pet pens with high pressure cleaning unit permitted. | Provision of drinking water permitted. Washing pets with hand held hose and cleaning pet pens with high pressure cleaning unit permitted. |
| B.8   | Stock Watering  | No restriction.   | No restriction.   | No restriction.   | No restriction.   |
| <b>Lawns, Turf, Gardens &amp; Nurseries</b> |   |   |   |   |   |
| B.9   | Market Gardens/Orchards/Nurseries/Commercial Flower Gardens/ Turf farms | Sprinklers or sprays permitted 2 hrs per day between 5am and 7am and/or 5pm and 7pm. Council approval required for alternative times.     | Sprinklers or sprays permitted 1 hr per day between 5am and 7am and/or 5pm and 7pm. Council approval required for alternative times.      | Sprinklers or sprays permitted 30 mins per day between 5am and 7am and/or 5pm and 7pm. Council approval required for alternative times.   | Sprinklers or sprays permitted 30 mins per day between 5am and 7am and/or 5pm and 7pm. Council approval required for alternative times.   |
| B.10  | Sports Grounds, Playing Fields and Golf Fairways                        | Not permitted.  | Not permitted.  | Not permitted.  | Not permitted.  |
| B.11  | Cricket Pitches, Tennis Courts, Bowling Greens and Golf Greens          | Sprinklers or hand held hoses permitted 1 hr per day between 5am and 7am. Alternative times to be approved by Council.                    | Sprinklers or hand held hoses permitted 30 mins per day between 5am and 7am. Alternative times to be approved by Council.                 | Watering of greens and courts permitted 15 mins per day between 5am and 7am. Alternative times to be approved by Council.                 | Not permitted.  |
| B.12  | Garden Watering   | Sprinklers permitted 1 hr per day between 5am and 7am. Alternative times to be approved by Council.                                       | Sprinklers permitted 30 mins per day between 5am and 7am. Alternative times to be approved by Council.                                    | Not permitted.  | Not permitted.  |

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|------------------------|-------------------------------------|---|--|--|---|
| B.13                   | Lawn Watering (established lawns)   | Not permitted.  | Not permitted.   | Not permitted.   | Not permitted.  |
| B.14                   | New Turf, New Lawns and Gardens     | Watering in permitted for 1 hr only on the day of establishment. Then 1 hr daily between 4pm and 9am for 14 days after the date of establishment. | Watering in permitted for 1 hr only on the day of establishment. Then 30mins daily between 4pm and 9am for 7 days after the date of establishment.                 | Watering in permitted for 30 mins only on the day of establishment. Then 15mins every second day between 4pm and 9am on odd or even days matching house number for 7 days after date of establishment. | Not permitted.  |
| <b>Farms</b>           |                                     |   |  |  |   |
| B.15                   | Farming Use/Irrigation (rural)      | Irrigation times to be approved by Council.   | Irrigation times to be approved by Council.  | Irrigation times to be approved by Council.  | Irrigation times to be approved by Council.   |
| <b>Vehicle Washing</b> |                                     |   |  |  |   |
| B.16                   | Commercial Car Wash                 | Permitted at any time. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.            | Permitted at any time. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.                             | Permitted at any time provided water is recirculated. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.                                  | Permitted at any time provided water is recirculated. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required. |
| B.17                   | Motor Vehicle Dealers/Car Detailing | Permitted at any time. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.            | Buckets permitted at any time. Hand held hoses not permitted. High pressure, low flow cleaners with trigger control permitted every second day between 6am and 8am | Buckets permitted at any time. Hand held hoses not permitted. High pressure, low flow cleaners with trigger control permitted every second day between 6am and 8am                                     | Not permitted.  |

| ID Code                                   | CUSTOMER GROUP   | LEVEL 1 RESTRICTIONS<br>(15% DEMAND REDUCTION TARGET)<br>(75% Dam Level)  | LEVEL 2 RESTRICTIONS<br>(20% DEMAND REDUCTION TARGET)<br>(60% Dam Level)  | LEVEL 3 RESTRICTIONS<br>(25% DEMAND REDUCTION TARGET)<br>(50% Dam Level)  | LEVEL 4 RESTRICTIONS<br>(30% DEMAND REDUCTION TARGET)<br>(40% Dam Level) |
|---|--|---|---|---|--|
|   |  |   | on odd or even days matching property number. Log of water use required.  | on odd or even days matching property number. Log of water use required.  |  |
| B.18                                      | Washing of Buses/Taxis/Food Transport/Ambulance/Garbage Vehicles | Permitted at any time. Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.  | Buckets permitted at any time for health and safety reasons. Hand held hoses not permitted. High pressure, low flow cleaners with trigger control permitted every second day between 6am and 8am on odd or even days matching property number. Log of water use required. | Buckets permitted at any time for health and safety reasons. Hand held hoses not permitted. High pressure, low flow cleaners with trigger control permitted every second day between 6am and 8am on odd or even days matching property number. Log of water use required. | Buckets permitted at any time for health and safety reasons.             |
| <b>Outdoor Maintenance &amp; Cleaning</b> |  |   |   |   |  |
| B.19                                      | Washing of Driveways, Paved Areas and Paths                      | Permitted prior to sale or lease of property with Council approval. Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Permitted prior to sale or lease of property with Council approval. Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used.   | Not permitted except for health and safety reasons and then by registered cleaning business only.   | Not permitted.   |
| B.20                                      | Washing of Roofs   |   |   |   |  |
| B.21                                      | Washing External Surfaces of Buildings                           |   |   |   |  |
| B.22                                      | General Outdoor Cleaning/Essential Maintenance                   |   |   |   |  |

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|---------------------|---|---|---|---|---|
| B.23                | Window Cleaning   | Buckets permitted at any time. Hand held hoses or high pressure cleaners not permitted.   | Buckets permitted at any time. Hand held hoses or high pressure cleaners not permitted.   | Buckets permitted at any time. Hand held hoses or high pressure cleaners not permitted.   | Not permitted.  |
| B.24                | Paved Areas (public) where food is prepared or consumed | Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. | Not permitted for any other reason except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used. |
| B.25                | Carpet Cleaning   | Permitted prior to sale or lease of property with Council approval and then by registered cleaning business only.   | Permitted prior to sale or lease of property with Council approval and then by registered cleaning business only.   | Permitted prior to sale or lease of property with Council approval and then by registered cleaning business only.   | Not permitted.  |
| <b>Construction</b> |   |   |   |   |   |
| B.26                | Road Works and Land Development                         | Permitted for compaction and dust suppression. Recycled water to be used wherever possible.   | Permitted for compaction and dust suppression. Recycled water to be used wherever possible.   | Permitted for compaction and dust suppression. Recycled water to be used wherever possible.   | Permitted for compaction and dust suppression. Recycled water to be used  |

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|------------------------------|----------------------------------|---|---|---|---|
|                              |                                  |   |   |   | wherever possible.  |
| B.27                         | Water Use on Construction Sites  | Efficient high pressure, low flow rate cleaners with trigger control are to be used. Does not apply to water used as a constituent of building products e.g. concrete, plaster. | Efficient high pressure, low flow rate cleaners with trigger control are to be used. Does not apply to water used as a constituent of building products e.g. concrete, plaster. | Efficient high pressure, low flow rate cleaners with trigger control are to be used. Does not apply to water used as a constituent of building products e.g. concrete, plaster. | Efficient high pressure, low flow rate cleaners with trigger control are to be used. Does not apply to water used as a constituent of building products e.g. concrete, plaster. |
| <b>Public Amenities</b>      |                                  |   |   |   |   |
| B.28                         | Public Kitchens/BBQ Areas        | Fittings must be at least 3-star WELS rated.  | Fittings must be at least 3-star WELS rated.  | Fittings must be at least 3-star WELS rated.  | Fittings must be at least 3-star WELS rated.  |
| B.29                         | Public Bathrooms/Ablution Blocks |   |   |   |   |
| B.30                         | Public Laundries                 |   |   |   |   |
| B.31                         | Urinals                          | Systems on timers not permitted. Systems that flush on demand permitted.  | Systems on timers not permitted. Systems that flush on demand permitted.  | Systems on timers not permitted. Systems that flush on demand permitted.  | Systems on timers not permitted. Systems that flush on demand permitted.  |
| <b>Industrial/Commercial</b> |                                  |   |   |   |   |
| B.32                         | Cooling Towers                   | No restriction.   | No restriction.   | No restriction.   | No restriction.   |
| B.33                         | Traveller Accommodation Premises | Premises must display water conservation message/s supplied by Council in every bathroom and every bathing facility.  | Premises must display water conservation message/s supplied by Council in every bathroom and every bathing facility.  | Premises must display water conservation message/s supplied by Council in every bathroom and every bathing facility.  | Premises must display water conservation message/s supplied by Council in every bathroom and every bathing facility.  |

**Version Control:**

| <b>Version History</b> |  |  |
|------------------------|--|--|
| <b>Version #</b>       | <b>Summary of changes made</b>                               | <b>Date changes made</b>                     |
| 2.0                    | Incorporated into new policy template                        | 20/06/2013                                   |
| 3.0                    | Amended to be consistent with North Coast water restrictions | 14/04/2015                                   |
| 3.0                    | Adopted by Council   | 20/8/2015                                    |
| 3.1                    | Minor amendments prior to readoption by Council              | 14/6/2017<br>Adopted 17/8/2017<br>Min No 402 |
| 3.2                    | Update of residential water consumption targets              | 26/2/2019                                    |
| 3.2                    | Adopted by Council   | 21/3/2019                                    |
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