

Water Restrictions

Frequently asked questions

Water restrictions eased to Level 2

(as at 17 March 2018)

After the recent rain, we are pleased to advise that from Saturday 17 March, Council will ease Townsville's water restrictions to Level 2.

Council reviewed all the relevant information on water use, dam levels and long-term forecasts before making the decision to ease water restrictions to Level 2.

That means you can use sprinklers on your gardens twice a week, and can wash cars and boats with a hose on any day.

We know how precious our water is, so that's why we are taking a considered approach to ensure we have water security until the \$215 million pipeline is built at the end of 2019.

Council would like to thank everyone for the huge effort they have put in to ensure the community stuck to the 100ML a day target during Level 3 restrictions – it helped get the city through a once-in-a-generation drought.

The significant rain we have had in recent weeks, and a solid strategy to appropriately conserve water, should help us stay off Level 3 restrictions until the new pipeline is built at the end of 2019.

Quick facts about our city's water

- » Townsville residents use over four times more water per person than in most major cities
- » The average Townsville household uses 1,700 litres of water per day. Residents in Brisbane, Sydney and Melbourne use around 210 to 285 litres per day
- » Prior to 2018, 70% of Townsville's residential water supply was being used on our lawns and gardens
- » We have recently been through one of the driest periods on record.

1. Why are we on water restrictions?

We know how precious our water is, that is why Council is taking a considered approach and has decided to move to Level 2 water restrictions. It will help ensure our city has water security until the \$215 million pipeline is built at the end of 2019.

2. Why are there set times for watering?

The watering times are chosen to make sure there is as little evaporation as possible so we're also wasting less and making every drop count. The times are also convenient for most residents, and people can also use a timer.

The odds and events system also ensures that the load on our water network is spread over different days so that everyone can get the water they need.

Currently, more than 70% of Townsville's residential water supply is used in properties on our lawns and gardens. The allocated watering times are designed to reduce the amount of water we use so we can conserve as much of our small supply as possible and make it last longer.

3. Can I water at different times?

Watering outside of the allocated times is not allowed.

Hand watering is permitted at any time on any day but because of the amount of water they use, sprinklers and irrigation systems must not be used outside of the watering times.

4. Am I an odd or even numbered property?

Property addresses are categorised as 'odd' if:

- » the number of the property within the street is an odd number
E.g. *3 Jones Street* or *Unit 'X' / 17 Anywhere Crescent*;
- » there is no allocated street number, and the property's lot number is an odd number
E.g. *Lot 11, Smith Road*;
- » the address includes more than one street number and the first number is odd
E.g. *143 – 202 Walker Street*; or
there is no known street or lot number.

Property addresses are categorised as 'even' if:

- » the number of the property within the street is an even number
E.g. *2 Jones Street* or *Unit 'X' / 98 Anywhere Crescent*;
- » there is no allocated street number, and the property's lot number is an even number
E.g. *Lot 18, Smith Road*; or
the address includes more than one street number and the first number is even
E.g. *50 - 73 Long Street*.

5. What if my property has bore water?

Council does not have legislated power to impose water restrictions on bores. If you do have a bore, please make sure you have a sign at your property so your neighbours and enforcement officers know. You should also let council know so you can be added to the bore register so you can avoid any infringements for water use that is outside of the water restrictions.

6. What happens to people who don't follow the water restrictions?

People caught breaking the rules more than once are subject to fines. Infringements are \$365.00 for an individual and \$1,828.00 for a company. The value of these fines is set by legislation.

7. I've seen a neighbour watering outside the restriction. What should I do?

If you do notice that someone is watering outside of their allocated watering times please let us know by contacting our Customer Service Centre on 1300 878 001 with the address, time and date.

Once you let us know about water use that's not in line with the restrictions, we will follow up with the resident and the enforcement process may begin.

8. How does Council reduce water use during times of restrictions?

Under water restrictions, council has to reduce its overall water use by a certain percentage at each level as per the below:

Level 1 – 14% reduction in irrigation

Level 2 – 24% reduction in irrigation and no watering between 9am and 4pm

Level 3 – 44% reduction (currently 56%) in irrigation and no watering between 9am and 4pm

Level 4 – 84% reduction in irrigation volume and no watering 9am and 4pm

Council irrigates over 870 parks, gardens, medians, and community and council facilities. This huge number means we have to schedule our watering at different times to residents so it's evenly spread.

With such a large network, from time to time our equipment does break. If you see irrigation systems in our parks and gardens that you think might be leaking or broken, please let us know immediately by calling 1300 878 001 so we can get it fixed as soon as possible.

9. Why can't we increase our water storage?

Ross Dam cannot be made to hold more water and even if it could, the evaporation loss rate is too high. In a normal year the dam holds more than enough to meet the city's needs. In drought we draw on the other dam which was constructed to supply us with water - the Burdekin Falls Dam.

We have infrastructure and water allocations in place to sustain the city in drought.



Water security is our number one priority in the new City Deal. We're working with the state and federal government to guarantee water security now and into the future. [Read more about the Townsville City Deal.](#)

10. Is there a restriction on when I can fill my pool?

Pools are not listed under the current Water Restriction Policy. We would encourage pool owners to use pool blankets to reduce the rate of evaporation from the pool.

11. Can I flush my boat motor at any time?

You can flush your boat motor at any time under water restrictions. If you are flushing your boat motor please ensure that you're using as little water as you can.

12. Can I get a turf exemption?

New turf exemption – Level 1 Water Restrictions

- » 14 day exemption
- » Watering allowed every day, during the day with a maximum of 4 hours total per day
- » Watering system should comply to restrictions as soon as turf is established or for a maximum of 14 days

New turf exemption – Level 2 Water Restrictions

- » 14 day exemption
- » Watering allowed every day, during the day with a maximum of 2 hours total per day
- » Watering system should comply to restrictions as soon as turf is established or for a maximum of 14 days

New turf exemption – Level 3 Water Restrictions

Exemptions for the establishment of lawns on new residential homes will continue under Level 3 restrictions.