

POLICY

TOWNSVILLE WATER AND WASTE

TOWNSVILLE WATER



WATER RESTRICTION POLICY >>

1. POLICY STATEMENT >>

Council will apply water restrictions when:

- an inability to produce sufficient potable water creates an urgent need to restrict water use; or
- the available water supply has fallen to a level at which unrestricted use of the water is not in the public interest.

2. PRINCIPLES >>

Council will apply water restrictions equitably across the community while recognising the importance of public facilities and the needs of businesses that rely upon water for their trade.

3. SCOPE >>

Water restrictions apply to all users - including commercial, industrial, residential, and governmental (Federal, State and Local) users - of potable or non-potable water supplied from Townsville City Council-owned infrastructure.

4. RESPONSIBILITY >>

The Council is a water service provider under the *Water Supply (Safety and Reliability) Act 2008* and has authority to apply and enforce water restrictions.

The council's authority to apply and enforce water restrictions is delegated to the Chief Executive Officer, and through the Chief Executive Officer to the Director, Townsville Water and Waste, who has responsibility for all aspects of the implementation and management of this Water Restriction Policy.

5. DEFINITIONS >>

Odds and Evens system a system under which water use is regulated having regard to whether the property address is categorised as an Odd or Even number.

Water may be used in compliance with the current water restriction level within

- Even numbered properties on Tuesdays and Saturdays.
- Odd numbered properties on Wednesdays and Sundays.

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Property addresses are categorised as “Odd” if:

- the number of the property within the street is an odd number – for example *3 Jones Street, or Unit “X” 17 Anywhere Crescent.*
- there is no allocated street number, then the Lot number of the property is an odd number – for example *Lot 11, Smith Road*
- the address includes more than one street number and the first number is odd - for example *143 – 202 Walker Street*
- 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 – for example *2 Jones Street, or Unit “X” 98 Anywhere Crescent.*
- there is no allocated street number, then the Lot number of the property is an even number – for example *Lot 18, Smith Road*
- the address includes more than one street number and the first number is even - for example *50 - 73 Long Street*

Irrigation System: A network of permanent piping connected to emitters which has been designed and installed to water a specific area, where the maximum output of each emitter must not exceed 9 litres/minute.

Sprinkler: any device for distributing irrigation water other than a hand held hose or a drip-irrigation system. The term includes a pipe or hose system with a nozzle, a soaker hose and any other device intended to distribute, sprinkle or spray water (including an automatic irrigation system).

6. POLICY >>

6.1 Water Restriction Levels

Townsville has adopted a system incorporating 4 levels of restriction. The water restriction levels by categories of use are set out in Appendix 1.

6.2 Decision to implement Water Restrictions and Categories of Restriction.

The Director Townsville Water and Waste will declare the commencement and cessation of water restrictions having regard to a range of factors including specifically the water restriction implementation levels set out in Appendix 2.

A declaration may be made because of operational reasons – being an inability to produce sufficient potable water to meet demand - or because of drought resulting in concerns about the quantity of water in storage.

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6.3 Service Areas

Townsville's water supply system is divided into 3 service areas on the basis of different water sources, being:

- Townsville – serviced from Ross River Dam, Crystal Creek/Paluma Dam system and the Burdekin system.
- Paluma Township – serviced by the Paluma system from a local creek.
- Cungulla – serviced by the Giru Water Treatment Plant from the Haughton River.

Water restrictions may be imposed in respect of any single service area or across all service areas.

6.4 Enforcement

Council will maintain an education and communication program to encourage voluntary compliance with imposed water restrictions. Council will use its enforcement powers when necessary.

6.5 Exemptions

The Chief Executive Officer has delegated authority to grant exemptions to restrictions, and to set conditions upon which an exemption is granted. The Chief Executive Officer has further delegated that authority to the Director Townsville Water and Waste.

Factors to be considered in the approval of an exemption include:

- The increase in water use likely to result from approval of the exemption,
- If the exemption has a distinct environmental or social benefit to the city,
- If there are other water usage controls in place which allow the exemption to be given,
or
- The impact on enforcement of restrictions brought about by the exemption.

7. LEGAL PARAMETERS >>

Water Supply (Safety and Reliability) Act 2008

8. ASSOCIATED DOCUMENTS >>

Nil

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APPENDIX 1 – WATER RESTRICTION LEVELS BY CATEGORIES OF USE

Category	Level 1	Level 2	Level 3	Level 4
Watering residential and rural lawns and gardens and the watering of commercial lawns and gardens (including school grounds)	Sprinklers only to be used 5-7am and 6-8 pm, odds and evens applies, handheld watering any time	Sprinklers only to be used 6-8 pm, odds and evens applies, handheld watering any time	Sprinklers not to be used, handheld watering 6-7am and 6-7pm only, Odds and evens applies to handheld watering	No sprinklers or handheld watering allowed, watering cans/buckets only, odds and evens applies to watering cans/buckets
TCC Parks and Gardens	14% reduction in irrigation volume	No watering 9am-4pm and 24% reduction in irrigation volume	No watering 9am-4pm and 44% reduction in irrigation volume	No watering 9am-4pm and 84% reduction in irrigation volume
Commercial Nurseries and Market Gardens	No watering between 9am and 4pm. Watering outside of that time by: - Water efficient sprinkler - Hand-held trigger or twist nozzle - Irrigation system - Watering can or bucket	No watering between 9am and 4pm. Watering outside of that time by: - Water efficient sprinkler - Hand-held trigger or twist nozzle - Irrigation system - Watering can or bucket	No watering between 9am and 4pm. Watering outside of that time by: - Hand-held trigger or twist nozzle - Irrigation system - Watering can or bucket	No watering between 9am and 4pm. Watering outside of that time by: - Irrigation system - Watering can or bucket

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Washing vehicles and boats (other than flushing boat motors)	No restriction	Bucket or water efficient car wash	Bucket or water efficient car wash	Water efficient car wash
Washing hard surfaces other than for safety issues	No restriction	Pressure washers only	Not permitted	Not permitted
Irrigation of sports fields (including school sports fields)	Sprinklers only to be used 5-7am and 6-8 pm Handheld watering any time	Sprinklers only to be used 6-8 pm Handheld watering any time	No sprinklers to be used Handheld watering – odds and evens applies or Watering to be conducted as per a Council approved Water Efficiency Management Plan for the sports field.	No watering permitted

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APPENDIX 2 – WATER RESTRICTION IMPLEMENTATION LEVELS

Townsville Water Supply Drought Based Restrictions

Ross Dam Level	Restriction
40%	Level 1
30%	Level 2
20%	Level 3
10%	Level 4

Townsville Water Supply Operational Restrictions

Condition	Restriction
Average daily consumption approaching maximum production	Level 2
Average daily consumption equals maximum production	Level 3
Average daily consumption exceeds maximum production OR an emergency situation exists	Level 4

Paluma Township Drought Based Restrictions

Condition	Restriction
Weir level takes >2 hours to recover after pumping	1
Weir level takes > 4 hours to recover after pumping	2
Water level is below the weir for > 1 day	3
Trucking Water has commenced	4

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Cungulla Township Drought Based Restrictions

Condition	Restriction
Consumption approaching quarterly allocation	2
Quarterly Allocation exceeded	3
Risk of exceeding annual allocation	4

Cungulla Township Operational Restrictions

Condition	Restriction
Consumption = Plant capacity;	2
Consumption > Plant Capacity;	3
Trucking Water has commenced;	4

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