

Water Restriction Policy

Water Supply (Safety and Reliability) Act 2008

1. Policy Statement

Townsville City Council (Council) may apply water restrictions when:

- The available water supply has fallen to a level at which the unrestricted use of water is not in the public interest; or
- An event leads to an inability to produce sufficient drinking water, creating a planned or urgent need to restrict water use, such as a significant change in raw water quality, major critical infrastructure failure or natural disaster; or
- Other methods, as set out in accordance Chapter 2, Part 3, Division 3 of the *Water Supply (Safety and Reliability) Act 2008* (the Act).

2. Principles

Council will apply the following principles when applying water restrictions:

- To proactively manage the water supply system to ensure water restriction frequency and duration are minimised;
- That water restrictions are implemented equitably across the community;
- That priority facilities and operational needs of businesses are considered when applying water restrictions; and,
- To promote permanent water conservation measures when water restrictions are not applied.

3. Scope

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

4. Responsibility

The Council is a water service provider under the Act 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 General Manager Water Services, who has responsibility for all aspects of the implementation and management of this policy.

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5. Definitions

Approved Water Supply Emergency Response - means a water supply emergency response approved by the Minister under section 25I of the *Water Act 2000*.

Drip-Irrigation - means a system that delivers a slow and gradual supply of water directly to the soil profile. Water is applied through a series of drip emitters spaced at regular intervals of at least 30cm and with a maximum emitter output of 8 litres/hour. Drip-irrigation should be designed and installed to apply water to a specific landscaped (e.g. garden bed) area and should be covered to reduce evaporation.

Handheld Watering - means watering a garden with a hose that is being held on to by a person.

Irrigation System - means 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.

Manager - means an individual responsible for overseeing and coordinating specific functions, departments, teams or projects with Townsville City Council.

Non-potable Water - means the water has come from a non-drinking water source, is not suitable for drinking but may still be used for other purposes.

Odds and Evens System - means 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 their designated watering days, as outlined below:

Property Category	Designated Water Days	Method of Categorisation
Odd	Wednesday and Sunday	Property addresses are categorised as “Odd” if: <ul style="list-style-type: none"> the number of the property within the street is an odd number - for example <i>3 Jones Street</i>, or <i>Unit “X” 17 Anywhere Crescent</i>. there is no allocated street number, then the Lot number of the property is an odd number - for example <i>Lot 11, Smith Road</i>. the address includes more than one street number and the first number is odd - for example <i>143 - 202 Walker Street</i>. there is no known Street or Lot number.
Even	Tuesday and Saturday	Property addresses are categorised as “Even” if: <ul style="list-style-type: none"> the number of the property within the street is an even number - for example <i>2 Jones Street</i>, or <i>Unit “X” 98 Anywhere Crescent</i>. there is no allocated street number, then the Lot number of the property is an even number - for example <i>Lot 18, Smith Road</i>. the address includes more than one street number and the first number is even - for example <i>50 - 73 Long Street</i>.

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Personal Hygiene Purposes - using water for drinking, showers, handwashing, and flushing toilets. Water cannot be used for irrigation, handheld watering, clothes washing, dishwashing, filling up pools or washing vehicles or boats.

Sprinkler - means 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).

Water Efficiency Management Plan (WEMP) - aims to assist business, sporting grounds and schools to better understand their water consumption and to describe what measures they intend to implement to improve their efficiency of water use.

Water Supply Emergency Declaration - means a declaration made under section 25B of the *Water Act 2000*.

Weeper Hose - means any device for slowly emitting water through a porous pipe where the maximum output per meter must not exceed 16 litres/hour.

Workers - includes employees, contractors, volunteers and all others who perform work on behalf of Council.

6. Policy

6.1. Water Restriction Levels

Council has adopted a system incorporating five levels of restriction (Low level to Emergency level). The water restriction levels by categories of use are set out in Appendix 1.

6.2. Decision To Implement Water Restrictions

The General Manager Water Services 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 and 3.

Under section 41(1) of the Act, if the Council considers it necessary, it may restrict -

- (a) the volume of water taken by or supplied to a customer or type of customer; or,
- (b) the hours when water may be used on premises for stated purposes; or,
- (c) the way water may be used on premises.

Under section 41(2) of the Act, the Council may impose a restriction only if:

- (a) there is an urgent need for the water restriction; or,
- (b) the available water supply has fallen to a level at which unrestricted use of the water is not in the public interest; or,
- (c) there is a reasonable and comprehensive strategy for demand management for water and the restriction is essential to ensure the aims of the strategy are met; or,
- (d) the Minister has published a notice under the *Water Act 2000* (Qld), section 25B, or a regulation has been made under the *Water Act 2000* (Qld), section 25F, and the restriction is for the purposes of the notice or regulation; or,

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(e) we are directed, under a Water Supply Emergency Declaration, a water supply emergency regulation or an Approved Water Supply Emergency Response, to impose the restriction; or,

(f) we are directed by the state, under section 42(2), to impose the restriction.

Examples of the above include, but are not limited to:

- Water security led triggers, such as drought led depletion of water supply sources;
- Significant changes in raw water quality limiting Council's ability to treat and/or supply water such as increased levels of Blue Green Algae, turbidity or due to natural disaster or weather events;
- Inability to continue normal supply due to major planned or unplanned infrastructure maintenance, upgrade or unforeseeable failure, such as a major main break or pump station failure; or,
- Inability to continue adequate supply due to factors beyond Council's control, such as critical chemical or equipment supply interruptions.

6.3. Notification of Water Restrictions

Council will provide notice of an imposed water restriction through:

- Media Release;
- Social media posts / digital advertising;
- Web updates;
- City-wide electronic Direct Mail (eDM);
- Digital billboards; or,
- Radio

However, if the restriction is imposed because:

- there is an urgent need for the restriction; or
- the Council have been directed under a Water Supply Emergency Declaration,

the Council will broadcast the restriction on radio or television or using another form of electronic communication.

The water restriction will have effect from the beginning of the day after the notice is given or, if the restriction is imposed because of an urgent need or Water Supply Emergency Declaration, when the restriction is imposed.

6.4 Service Areas

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

1. Townsville - serviced from Ross River Dam, Crystal Creek/Paluma Dam system and the Burdekin system;
2. Paluma Township - serviced by the Paluma system from a local creek; and,
3. 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.

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6.5. Enforcement

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

6.6. Exemptions

The Chief Executive Officer has delegated authority to grant exemptions to water restrictions, and to set conditions upon which an exemption is granted. The Chief Executive Officer has further delegated that authority to the General Manager Water Services.

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

- For reasons of public health and safety;
- The increase in water use which is 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; ,
- The impact on enforcement of restrictions brought about by the exemption; or,
- Any other criteria deemed appropriate under the water supply conditions at the time.

7. Legal Parameters

Local Government Act 2009

Local Government Regulation 2012

Water Act 2000

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	Low Level	Medium Level	High Level	Critical Level	Emergency Level
Watering residential and rural lawns and gardens and the watering of commercial lawns and gardens (including school grounds)	Sprinklers only to be used 5am- 7am and 6pm-8pm, Odds and Evens System applies. Handheld Watering any time.	Sprinklers only to be used 5am-7am and 6pm-8pm, Odds and Evens System applies. Handheld Watering any time.	Sprinklers not to be used. Handheld Watering 6am-7am and 6pm-7pm only. Odds and Evens System applies to Handheld Watering, weeper hoses are restricted to Handheld Watering times.	No sprinklers or Handheld Watering allowed, watering cans/buckets only, Odds and Evens System applies to watering cans/bucket.	Personal hygiene purposes only.
TCC Parks and Gardens	14% reduction in irrigation volume.	No watering 9am-4pm and 25% reduction in irrigation volume.	No watering 9am-4pm and 50% reduction in irrigation volume.	No watering 9am-4pm and 85% reduction in irrigation volume.	No watering permitted.
Commercial Nurseries and Market Gardens	No watering between 9am-4pm. Watering outside of that time by: <ul style="list-style-type: none"> • Water efficient Sprinkler • Handheld trigger or twist nozzle • Irrigation System • Watering can or bucket 	No watering between 9am-4pm. Watering outside of that time by: <ul style="list-style-type: none"> • Water efficient Sprinkler • Handheld trigger or twist nozzle • Irrigation System • Watering can or bucket 	No watering between 9am-4pm. Watering outside of that time by: <ul style="list-style-type: none"> • Water efficient Sprinkler • Handheld trigger or twist nozzle • Irrigation System • Watering can or bucket 	No watering between 9am-4pm. Watering outside of that time by: <ul style="list-style-type: none"> • Irrigation System • Watering can or bucket 	No watering permitted.

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Category	Low Level	Medium Level	High Level	Critical Level	Emergency Level
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.	No washing vehicles permitted..
Washing hard surfaces other than for safety issues	No restriction	Pressure washes only.	No washing of surfaces.	No washing of surfaces.	No washing of surfaces.
Irrigation of sports fields (including school sports fields)	Sprinklers only to be used 5am-7am and 6pm-8pm. Handheld Watering any time. Or watering to be conducted as per a Council approved WEMP.	Sprinklers only to be used 6pm-8pm. Handheld Watering any time. Or watering to be conducted as per a Council approved WEMP.	No Sprinklers to be used. Handheld Watering - Odds and Evens System applies. Or watering to be conducted as per a Council approved WEMP.	Watering to be conducted as per a Council approved WEMP.	No watering permitted.

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Appendix 2 - Water Restriction Implementation Levels - Supply Security Triggers

Townsville Water Supply Security Triggers

Level	Current Triggers (Ross River Dam Level)	Target Demand (ML/Day)	Estimated Usage/Person/Day (L/p/d)
Low	50%	165	305
Medium	30%	135	250
High	20%	100	185
Critical	10%	85 ML/Day	165
Emergency	Emergency situations such as critical asset failure	<75	140

Paluma Township Supply Security Triggers

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

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Cungulla Township Supply Security Triggers

Condition	Restriction
Consumption approaching quarterly allocation (120ML*)	Medium
Quarterly Allocation exceeded	High
Risk of exceeding annual allocation / Critical asset failure	Critical

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Appendix 3 - Water Restriction Implementation Levels - Treatment Capacity Triggers

Townsville Water Supply Treatment Capacity Triggers: *

Condition	Restriction
Average daily consumption approaching maximum production	Low
Average daily consumption equals maximum production	Medium
Average daily consumption exceeds maximum production	High/Critical
Emergency Situation	Emergency

Cungulla Township Supply Treatment Capacity Triggers

Condition	Restriction
Consumption = Plant capacity;	Medium
Consumption > Plant Capacity;	High
Trucking Water has commenced;	Critical

Paluma Township Supply Treatment Capacity Triggers

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

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Appendix 4 - Permanent Water Conservation Measures

Condition	Water Conservation Measure	Recommendation
Residential, rural and commercial lawns and gardens (including school grounds/ gardens)	<p>Sprinklers can be used from 5pm to 8am on an Odds and Evens System.</p> <p>Handheld Watering can occur at any time in the day, although recommendation is for early morning and evening where possible</p>	Weeper hoses are most effective when used on garden beds and covered by mulch and are not recommended for exposed areas like lawns
Washing hard surfaces, vehicles and boats		Use pressure washers or a hose with a trigger nozzle attached.
Sports fields (including sports field areas)	WEMPs preferable	Contact Council to arrange for an expert to develop a WEMP for your sports field
Commercial nurseries and market gardens	Watering between 5pm and 8am on Odds and Evens System	

Odds and Evens System Under Water Conservation Measures

Condition	Water Conservation Measure
Tuesday from 5PM to Wednesday 8AM Thursday from 5PM to Friday 8AM Saturday from 5PM to Sunday 8AM	Wednesday from 5PM to Thursday 8AM Friday from 5PM to Saturday 8AM Sunday from 5PM to Monday 8AM

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