

PROCEDURE

WATER RESTRICTIONS

APPROVALS

PROCEDURE NUMBER	WW-PRO-105	DOC. ID	4768837
DATE EFFECTIVE	27 November 2024		
PROCEDURE OWNER:	Water and Waste		
APPROVED BY THE DIRECTOR	Director Water and Waste		
ENDORSED BY	Resolution No. 8962		
POLICY REFERENCE NUMBER	STAT-POL-033		

AIM

This procedure defines how Isaac Regional Council (Council) will declare, implement, and enforce water restrictions to control the demand of raw and potable water in the Isaac region.

SCOPE

This procedure applies to all customers and properties that access raw and/or potable water via Council's water supply system and will be implemented and followed by all Council staff including the CEO, Director Water and Waste and management teams.

ROLES & RESPONSIBILITIES

Chief Executive Officer (CEO):

The Chief Executive Officer as a delegate of Council is responsible for exercising water restriction powers in accordance with Council's Water Restrictions Policy and under the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

To enable effective implementation of this procedure, the CEO shall:

- Actively support the implementation of this procedure; and
- Ensure compliance with this procedure.

Director Water and Waste:

- Consider applications for exemption from water restrictions.

ELT/Managers/Supervisors:

- Ensure they are familiar with this procedure and corresponding policy; and
- Ensure their employees are familiar with this procedure and have adequate training to perform their duties.

All Isaac Regional Council staff:

Council employees are responsible for understanding their role in implementing this procedure.

DEFINITIONS

TERM

MEANING

Automated irrigation system

Shall mean an irrigation system that is permanently installed and regulate the flow of water through an electronic device that controls the flow to installed sprinklers and drippers. All automated irrigation systems must be reprogrammed to operate within the guidelines of *Appendix 1, Water Restrictions Conditions*.

Council

Isaac Regional Council

Designated watering days	Shall mean the designated days of water use allowable per property, as follows: <ul style="list-style-type: none">• Odd numbered premises water on Wednesday, Friday and Sunday.• Even numbered premises water on Tuesday, Thursday and Saturday.• Properties without a Council prescribed street number may water on Wednesday, Friday, and Sunday.
ELT	Executive Leadership Team comprising the Chief Executive Officer and Council Directors.
Exemption	Shall mean permission approved by Council in writing and accepted by an applicant that modifies or waives an imposed water restriction.
Exemption permit	A document that contains details of the exemption. An exemption permit must be displayed in a prominent position on the property and will contain an approved property address, an approval number, any conditions attached to the approval and a commencement and expiry date or a Level to which the approval is given.
Hand-held hose	A hose or pipe used to convey water, held in the physical possession of any person controlling the efficient distribution of water.
Paved area	Shall mean footpath, driveway, hard standing area or similar having an impervious surface such as concrete, asphalt, paving stones, tiles, etc.
Pool, pond and spa	Any pool, spa or ornamental pond which is not a Council owned public asset.
Watering can / bucket	Shall mean a water receptacle holding a maximum of 20 litres of water, at any one time.

PROCEDURE

DECLARATION OF WATER RESTRICTIONS

Subject to the provisions of the *Water Supply (Safety and Reliability) Act 2008* and Council's Water Restrictions Policy, Council will implement water restrictions when the trigger for each water supply scheme is reached in accordance with *Appendix 3 Water Restriction Trigger Levels*. The declaration of water restrictions will be made at levels specified in *Appendix 1 Water Restriction Conditions*. *Appendix 1 Water Restriction Conditions* outlines the activities which are allowable and prohibited during each level of water restrictions from Level 1 to Level 4.

PUBLICATION OF WATER RESTRICTIONS

The publication of water restrictions will be targeted towards the affected township and will at a minimum, include the following methods for each level of restrictions:

LEVEL OF WATER RESTRICTIONS	PUBLIC NOTICE DISTRIBUTION
LEVEL 1	<ul style="list-style-type: none"> • Council’s website and Facebook page. • Council facilities (i.e. customer service centres, libraries, notice boards). • Distributed via Council’s Public Notice Distribution List and Community Engagement Team as appropriate. • Individual reminder letter posted to properties alleged to be in breach of restrictions.
LEVEL 2	<ul style="list-style-type: none"> • Council’s website and Facebook page. • Council facilities (i.e. customer service centres, libraries, notice boards). • Distributed via Council’s Public Notice Distribution List and Community Engagement Team as appropriate. • Individual reminder letter posted to properties alleged to be in breach of restrictions. • Letterbox drop. • Township publications if available.
LEVEL 3	<ul style="list-style-type: none"> • Council’s website and Facebook page including a Facebook ‘push’. • Council facilities (i.e. customer service centres, libraries, notice boards). • Distributed via Council’s Public Notice Distribution List and Community Engagement Team as appropriate. • Individual reminder letter posted to properties alleged to be in breach of restrictions. • Letterbox drop. • Township publications if available.
LEVEL 4	<ul style="list-style-type: none"> • Council’s website and Facebook page including a Facebook ‘push’. • Council facilities (i.e. customer service centres, libraries, notice boards). • Distributed via Council’s Public Notice Distribution List and Community Engagement Team as appropriate. • Individual reminder letter posted to properties alleged to be in breach of restrictions. • Letterbox drops. • Township publications if available.

Each public notice will specify the region to which the water restrictions apply, the level of restrictions, the date of commencement and contact details for further information.

Water restrictions remain in effect unless otherwise substituted or revoked by a subsequent declaration or published notice.

BREACHES OF WATER RESTRICTIONS

As per Section 43(5) of the *Water Supply (Safety and Reliability) Act 2008*, it is an offence to contravene an imposed water restriction. Alleged breaches of enforced water restrictions will be investigated and actioned as per Council's Community Education and Compliance Policy PECS-POL-113.

EXEMPTIONS

Where an exemption or amendment to imposed water restrictions is sought, applicants shall apply for each individual property or circumstance. A separate application is required for residential and commercial properties versus mobile water tankers utilising Council's various potable and raw water truck fill points (standpipes).

To apply for an exemption, residents and businesses are required to complete and submit an Exemption Application for Mobile Water Tanker to take water from Standpipes during Water Restrictions Form and/or an Application for Exemption Residential & Commercial Users during Water Restrictions Form as per the instructions on the form.

Applications may be:

- Approved unconditionally.
- Approved subject to certain conditions; or
- Declined.

Exemption applications will only be considered where reasonable grounds have been presented with regard to social, health, environmental and economic impacts.

Approval, if granted, will:

1. Be in writing;
2. Note the conditions applicable during the exemption; and
3. Take effect as of the date of such approval.

Approval will only be applicable to the current level of restriction (Level 1 to Level 4) and will cease upon a specified end date or when the current level of restriction is escalated to a higher level, whichever comes first. If, however, approval is granted at a higher level and the restrictions level is lowered, the exemption will remain current, i.e., if the exemption is approved during Level 3 Water Restrictions and the restrictions are lowered to Level 1 Water Restrictions, the exemption will remain current.

Approvals may be modified or withdrawn at any time Council deems appropriate. If an extension is required under normal circumstances an additional application must be submitted.

Approved exemptions will be issued with an Exemption Permit. The Exemption Permit is to be displayed in a prominent position on the approved property and is to be removed on the expiry of the permit.

REFERENCES AND RELATED DOCUMENTS

- *Water Supply (Safety and Reliability) Act 2008*
- *State Penalties Enforcement Act 1999*

DOCUMENT ID/NAME

ID	NAME
STAT-POL-033	Water Restrictions Policy
WW-FRM-137	Application for Exemption Residential & Commercial Users during Water Restrictions Form
WW-FRM-126	Exemption Application for Mobile Water Tankers to take Water from Standpipes during Water Restrictions Form
WW-GDS-190	Water Restrictions Internal Guideline
PECS-POL-113	Community Education and Compliance Policy

APPENDIX 1 WATER RESTRICTION CONDITIONS

PURPOSE	LEVEL 1 (LOW)	LEVEL 2 (MEDIUM)	LEVEL 3 (HIGH)	LEVEL 4 (CRITICAL)
RESIDENTIAL	<ul style="list-style-type: none"> • No watering on any day between 9am and 5pm. • Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> – Sprinkler. – Handheld trigger or twist nozzle hose. – Automated Irrigation System. – Washing cars & boats with a watering can or bucket only. – Top up pools, ponds & spas to their minimum operating level only. – No topping up of tanks and dams unless for firefighting purposes. – Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. • Outside water activities (i.e. water slides) are restricted to maximum 3 hours. 	<ul style="list-style-type: none"> • No watering on any day between 9am and 5pm. • Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> – Handheld trigger or twist nozzle hose. – Automated Irrigation System (garden beds only, no grassed areas). – Washing cars & boats with a watering can or bucket only. – Top up pools, ponds & spas to their minimum operating level only. – No topping up of tanks and dams unless for firefighting purposes. – Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. • Outside water activities (i.e. water slides) are restricted to maximum 1.5 hours. 	<ul style="list-style-type: none"> • No watering on any day between 9am and 5pm. • Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> – Watering can or bucket. – No topping up or filling of pools, ponds & spas. – No topping up of tanks and dams unless for firefighting purposes. – Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. – No outside water activities (i.e. water slides). 	<ul style="list-style-type: none"> • No watering or outside water activities permitted.

<p>COMMERCIAL</p>	<ul style="list-style-type: none"> • No watering between 9am and 5pm when connected to Council's potable or raw water supply system. • Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> – Sprinkler. – Handheld trigger or twist nozzle hose. – Automated Irrigation System. – Top up of pools, ponds & spas to their minimum operating level only. – No topping up of tanks and dams unless for firefighting purposes. 	<ul style="list-style-type: none"> • No watering between 9 am and 5 pm when connected to Council's potable or raw water supply system. • Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> – Handheld trigger or twist nozzle hose. – Automated Irrigation System (garden beds only, no grassed areas. Top up of pools, ponds & spas to their minimum operating level only. – No topping up of tanks and dams unless for firefighting purposes. 	<ul style="list-style-type: none"> • No watering or outside usage of potable or raw water. 	<ul style="list-style-type: none"> • No watering or outside usage of potable or raw water.
<p>MOBILE WATER TANKERS</p>	<ul style="list-style-type: none"> • Mobile water tankers, other than tankers directly used for firefighting purposes, must not be filled with raw or potable water from the water supply system. 			

APPENDIX 2 WATER CONSERVATION MEASURES

Council supports and commits to water saving measures being implemented wherever feasible in residential, commercial, and Council properties and facilities. Council actively encourages the use of water saving devices, measures and activities which support water sustainability. Although not enforceable, these Water Conservation Measures are in place all year round and all water users are encouraged to comply with them.

WATERING DAYS	<p>The designated days of water use allowable per property, as follows:</p> <ul style="list-style-type: none"> • Properties with an odd street number may water on Wednesday, Friday and Sunday. • Properties with an even street number may water on Tuesday, Thursday and Saturday. • Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.
WATERING TIMES	No watering between 9am – 5pm daily.
SPRINKLERS	No fixed sprinklers, micro-spray, drip irrigation systems or unattended hoses between 9am – 5pm daily.
PRIVATE GARDENS, LAWNS AND NEW TURF INCLUDING SPORTS GROUNDS AND ACTIVE PLAYING SURFACES	No watering between 9am – 5pm daily. Watering permitted outside of these times on designated watering days with a sprinkler, handheld trigger or twist nozzle hose, irrigation system, watering can or bucket.
VEHICLES AND BOATS	Private cars, trucks, boats, and motors to be cleaned on grassed areas where possible, using a handheld trigger or twist nozzle hose to initially wet or rinse. To wash, a high-pressure low-volume water blaster, watering can, bucket or commercial car wash facility may be used. Outboard motors may be flushed clean after use.
GUTTERS	Gutters should not be cleaned by using a hand-held hose.
DRIVEWAYS, PAVED AREAS OR EXTERNAL WALLS AND WINDOWS	Driveways, paved areas, external walls, and windows are not to be hosed down unless using a handheld trigger or twist nozzle hose, high pressure low-volume water blaster, watering can, bucket or mop unless cleaning is required as a result of accidents, removal of algae growth or moss or prior to painting.

APPENDIX 3 WATER RESTRICTION TRIGGER LEVELS

RAW SUPPLY WATER	WATER RESTRICTION TRIGGER LEVELS			
LOCATION	LEVEL 1 (LOW)	LEVEL 2 (MEDIUM)	LEVEL 3 (HIGH)	LEVEL 4 (CRITICAL)
CARMILA CARMILA CREEK BORES	Flow of 100mm or less-over V-Notch weir located 100m upstream of bore locations in Carmila Creek	No flow over V-Notch Weir located 100m upstream of bore locations in Carmila Creek	No visual water in Carmila Creek at the bores	Raw water pumps can no longer pump at 1.5l/s each and must run off one pump to maintain supply
CLERMONT THERESA CREEK DAM	When storage reaches 40% (2.1m below spillway)	When storage reaches 31% (2.45m below spillway)	When storage reaches 25% (2.8m below spillway)	When storage reaches 20% (3.15m below spillway)
DYSART SUPPLIER RELIANT	Dependent on water suppliers			
GLEDEN SUPPLIER RELIANT	Dependent on water suppliers			
MIDDLEMOUNT SUPPLIER RELIANT	Dependent on water suppliers			
MORANBAH SUPPLIER RELIANT	Dependent on water suppliers			
NEBO BORE 2 USED AS REFERENCE POINT	1.2m to 1.175m above the bore pump	1.175m to 1.15m above the bore pump	1.15m to 1.125m above the bore pump	Less than 1.125m above the bore pump
ST LAWRENCE WEIR ST LAWRENCE CREEK WEIR	0.5m below spillway	1.0m below spillway	1.5m below spillway	More than 2.0m below spillway

NOTE - Water restrictions may also be triggered by water treatment plant failures, major main breaks or other issues that may affect the supply of potable water to customers.