

PRO-2247 Drought Management Urban Water

Procedure



PURPOSE

- 1) The purpose of this procedure is to establish the framework to assist Council in managing restrictions on urban water usage in line with the authority granted at Division 3 of the *Water (Supply Safety and Reliability) Act 2008*.

SCOPE

- 2) This procedure provides a series of appropriate drought management provisions in alignment with the *Water Act 2000*, Chapter 2A, Part 2 Sections 352 and 353.

DEFINITIONS

Term	Definition
Council	means North Burnett Regional Council
WSP	means Registered Water Supply Provider
WA	means <i>Water Act 2000</i>
WSSRA	means <i>Water (Supply Safety and Reliability) Act 2008</i>
Watering	means all outdoor use of water
Efficient Irrigation	means watering that does not create run-off or puddling
Handheld hose	means a hose held by a person at the discharge end
PCM	means permanent conservation measures
Odd/Even Dates	means from 8pm on the date [odd or even] until 6am on the next day
Container	means a bucket, bottle, jug or another apparatus used to carry water by hand from a tap to the garden.

PROCEDURE

OVERVIEW

- 3) These procedures have been established to:
 - a) Ensure efficient outdoor water use;
 - b) Ensure sufficient water remains in Council's water allocation for essential indoor and firefighting uses;
 - c) Ensure equitable use of the source water supply to maintain consistent water pressure and quality throughout the reticulation network for all customers; and
 - d) Ensure the long-term viability of the North Burnett Regional Council water schemes by:
 - i. Encouraging North Burnett Regional Council customers and wider community to conserve water and use it wisely;
 - ii. Establishing consumption targets per scheme for each restriction level;
 - iii. Identify the method for imposing restrictions;
 - iv. Identify appropriate water use activities for each restriction level;
 - v. Outline penalties for breaches of the policy;
 - vi. Identify eligible water uses for full or partial exemption of restrictions; and
 - vii. Outline the exemption application process.

PROCEDURE DETAIL

Emergencies

- 4) Notwithstanding prescribed levels, Council may impose water restrictions in extenuating circumstances to maintain water supplies for firefighting and sanitary purposes.

Notice of Service Provider Water Restrictions

- 5) Prior to the introduction of a water restriction under section 43 of the WSSRA, notice shall be given on Council's social media pages and website, radio notices, and notices in the local newspaper.

Alternative Watering Times

- 6) A resident, business or organisation may make written application for alternative watering times for consideration by the Water and Wastewater Manager. Under normal circumstances, permission will not be granted for alternate watering times unless extenuating circumstances that will lead to the imposition considerably more hardship on an individual or group than on the normal scope of those affected can be evidenced.
- 7) Watering times that will increase overall water consumption shall not be approved.

Exemptions

- 8) The imposed water restrictions do not apply to the following:
- a) Use of water by fixed or temporary systems not drawing water from the reticulated town water supply. These systems, such as a property bore or rainwater tank etc, should be accompanied by appropriate signage clearly visible from the street adjoining the property being watered. Evidence of such system/s is to be made available to authorised persons upon request.
 - b) Use of grey water is permitted however Council approval and plumbing approvals must be obtained. Evidence of such system/s is to be made available to authorised persons upon request.
 - c) Use of water to prevent material risks associated with an accident, fire or hazard to health, safety, or the environment.

Authorised Persons

- 9) Compliance monitoring of water restrictions shall be carried out by a person authorised by the service provider under the *Local Government Act 2009*, WSSRA and the *State Penalties Enforcement Act 1999*.
- 10) All authorised persons shall carry an authorised person identity card whilst undertaking compliance monitoring and shall present the identity card for inspection if requested to do so.

Infringement Notices

- 11) When an authorised officer witnesses a breach of a water restriction, the following details shall be recorded:
- I. Name of the authorised person who witnessed the breach;
 - II. Address at which the breach occurred;
 - III. Time of breach;
 - IV. Date of breach;
 - V. Location within property; and
 - VI. Details of offence (e.g. sprinkler, dripper system, unattended open-ended hose etc).
- 12) Infringement notices will be issued after one (1) warning on level 1-3 restrictions and on a first offence on Level 4 and 5 restrictions.

Penalties

- 13) Penalties will apply for breaches of the policy.
- 14) In accordance with the *State Penalties Enforcement Regulation 2014*, Schedule 1, the penalty applicable for contravention of Section 43(5) of the WSSRA is:

Offence	Individual Penalty Units	Corporation Penalty Units
All offences	3	15

- 15) Under Level 4 and 5 restrictions, if a connection exceeds the daily limit (per day or average day) this will constitute a breach and Council may restrict water flow and/or pressure with a restriction device where such a breach occurs.

Reissue of Infringement Notices

- 16) If the property owner listed on an original infringement notice is not responsible for the water restriction breach and the offender is known, the infringement notice may be reissued. In this instance a statutory declaration shall be provided to Council stating the full name and address of the offender and the details of the original infringement notice.

Open – Ended Unattended Hoses and Taps

17) The use of open-ended unattended hoses and taps for watering shall not be permitted at any time.

Restriction Triggers

18) The following triggers will apply by town:

Biggenden

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	Standing water level in Bore No. 2 down $\leq 8m$ (monthly av.)	<500	600
2 PCM	Standing water level in Bore No. 2 down $>8m-9m$	<350	410
3 PCM	Standing water level in Bore No. 2 down $>9m-10m$	<240	280
4 PCM	Standing water level in Bore No. 2 down $>10m$	<150	180
5 PCM	Emergency Trucking of water supplies	<100	120

Eidsvold

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	Standing water level in Bore down $\leq 2m$ (monthly av.)	<800	1400
2 PCM	Standing water level in Bore down $>2m-3m$	<600	1050
3 PCM	Standing water level in bore down $>3m-4m$	<400	700
4 PCM	Standing water level in Bore down $>4m$	<150	260
5 PCM	Emergency Trucking of water supplies	<70	120

Gayndah

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	$>80\%$ Sunwater allocation available	<1500	760
2 PCM	$\leq 80\%$ Sunwater allocation available	<1000	500
3 PCM	$\leq 60\%$ Sunwater allocation available	<700	350
4 PCM	$\leq 40\%$ Sunwater allocation available	<400	200
5 PCM	Emergency trucking of water supplies	<200	100

Monto

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	Standing water level No 3 Bore $>17m$ (monthly av.)	<700	600
2 PCM	Standing water level No 3 Bore $\leq 17m-14m$	<500	420
3 PCM	Standing water level No 3 Bore $\leq 14m-10m$	<400	340
4 PCM	Standing water level No 3 Bore $\leq 10m$	<180	200
5 PCM	Emergency trucking of water supplies	<120	100

Mount Perry

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	Standing water level in Drummers Bore $>6.5m$ (month av.)	<600	1100
2 PCM	Standing water level in Drummers Bore $\leq 6.5m-5m$	<450	840
3 PCM	Standing water level in Drummers Bore $\leq 5.0m-4m$	<300	560
4 PCM	Standing water level in Drummers Bore $\leq 4.5m$	<120	220
5 PCM	Emergency trucking of water supplies	<65	120

Mulgildie

Restriction Level	Trigger	Consumption Target (kL/day)	L/person /day Target
1 PCM	Standing water level in artesian Bore $>25m$ (monthly av.)	<160	900

2 PCM	Standing water level in artesian Bore $\leq 25\text{m}-23\text{m}$	<120	700
3 PCM	Standing water level in artesian Bore $\leq 23\text{m}-21\text{m}$	<80	450
4 PCM	Standing water level in artesian Bore $\leq 21\text{m}$	<40	230
5 PCM	Emergency trucking of water supplies	<20	120

Mundubbera

Restriction Level	Trigger	Consumption Target (kL/day)	L/person/day Target
1 PCM	>80% Sunwater allocation available	<1200	950
2 PCM	$\leq 80\%$ Sunwater allocation available	<900	720
3 PCM	$\leq 60\%$ Sunwater allocation available	<600	475
4 PCM	$\leq 40\%$ Sunwater allocation available	<300	240
5 PCM	Emergency trucking of water supplies	<130	100

Mingo Crossing Caravan Park

Restriction Level	Trigger	Consumption Target (kL/day)
1 PCM	Paradise Dam Level >70%	<100
2 PCM	Paradise Dam Level $\leq 70\%$	<80
3 PCM	Paradise Dam Level $\leq 50\%$	<60
4 PCM	Paradise Dam Level $\leq 30\%$	<40
5 PCM	Emergency trucking of water supplies	<20

Paradise Dam Caravan Park

Restriction Level	Trigger	Consumption Target (kL/day)
1 PCM	Paradise Dam Level >70%	<80
2 PCM	Paradise Dam Level $\leq 70\%$	<60
3 PCM	Paradise Dam Level $\leq 50\%$	<40
4 PCM	Paradise Dam Level $\leq 30\%$	<20
5 PCM	Emergency trucking of water supplies	<10

ROLES AND RESPONSIBILITIES

- 19) Restrictions will be actioned by the Water and Wastewater Manager, in consultation with General Manager Works, commencing to instigate restriction levels as indicated.
- 20) The Chief Executive Officer and Councillors shall be advised before public notifications commence.
- 21) Compliance monitoring of water restrictions must be carried out by a person authorised by the service provider. The person will be authorised under the *Local Government Act 2009*, WSSRA and the *State Penalties Enforcement Act 1999*.
- 22) All authorised persons shall carry an authorised person identity card whilst undertaking compliance monitoring of water restrictions. If requested to do so by the occupier of a property, an authorised person shall present the identity card for inspection by the occupier.

APPLICABLE LEGISLATION AND REGULATION

23) Applicable legislation and regulation:

- a) Local Government Act 2009, Section 125–148 – Powers of Authorised Persons;
- b) Water Supply (Safety and Reliability) Act 2008, Sections 45-48 - Authorised Persons;
- c) Water Supply (Safety and Reliability) Act 2008, Sections 41-43 – Power to Restrict Water Supply;
- d) State Penalties Enforcement Act 1999;
- e) State Penalties Enforcement Regulation 2014, Section 5 (1) – Administering Authority for Water Supply (Safety and Reliability) Act 2008; and
- f) State Penalties Enforcement Regulation 2014, Schedule 1.

RELATED DOCUMENTS

24) Related documents are:

- a) Drinking Water Quality Management Plan
- b) Drought Management Urban Water Policy

RESPONSIBLE OFFICER

Chief Executive Officer

APPROVAL DATE

20 October 2021

REVIEW DATE

20 October 2026 (Standard four year term)

REVISION HISTORY

Version	Meeting	Approval Date	History
1	General	20 October 2021	New

APPENDIX 1: RESTRICTION LEVELS

The following restrictions will apply by level in all towns:

RESTRICTIONS ON USE OF WATER FROM THE NORTH BURNETT REGIONAL COUNCIL'S WATER SUPPLY SYSTEMS						
Usage/Purpose	Level 1 (PCM)	Level 2	Level 3	Level 4	Level 5 (Emergency)	
1 Private lawns and gardens - watering	Efficient irrigation or handheld hose only. [Mundubbera only: Odd numbered houses on odd dates; Even numbered houses on even dates; no watering on 31 st of a month]	Efficient irrigation 8pm-6am with timer; or handheld hose only. [All towns: Odd numbered houses on odd dates and even numbered houses on even dates; No watering on 31 st of a month]	Handheld hose 8pm-6am, or containers on gardens only. No watering of lawns.	No hoses, sprinklers, irrigation. Containers filled directly from taps can be used 8pm-6am. Lawn areas must not be watered at any time.	Internal water uses only	
2 Public gardens - watering	Efficient irrigation, handheld hose only, or truck pods	Efficient irrigation 8pm-6am with timer; handheld hose only or truck pods	Restricted to watering from pods on trucks	Restricted to watering from pods on trucks with permit	Internal water uses only	
3 Filling/topping up of ponds	Handheld hose only	Handheld hose from 8pm-6am	Handheld hose from 8pm-6am. Initial fill Not Permitted	Not permitted	Internal water uses only	
4 Fountains	Permitted. Top-up by handheld hose only	Permitted only if recycling water. Top-up by handheld hose only 8pm-6am	Permitted only if recycling water. Top up or initial fill not permitted.	Not Permitted	Internal water uses only	
5 Paved areas/ hard surfaces - cleaning	Permitted	Only using pressure washer or efficient methods (Not hosing)	Only by professional services using pressure washer	Not Permitted	Internal water uses only	
6 Private swimming pools or spas or tanks— filling or	Permitted. Top-up by handheld hose only	Permitted. Top-up by handheld hose only 8pm-6am	Not Permitted to fill or top-up.	Not Permitted to fill or top-up.	Internal water uses only	

RESTRICTIONS ON USE OF WATER FROM THE NORTH BURNETT REGIONAL COUNCIL'S WATER SUPPLY SYSTEMS

Usage/Purpose	Level 1 (PCM)	Level 2	Level 3	Level 4	Level 5 (Emergency)	
7	topping up Farm dams – topping up/filling	Permitted. Top-up by handheld hose only 8pm-6am. No new dams filled.	Permitted. Top-up by handheld hose only 8pm-6am. No new dams filled.	Not Permitted except with water carted from outside town catchment	Not Permitted except with water carted from outside town catchment	Internal water uses only
8	Farm tanks – topping up/filling	Permitted	Permitted. Top-up by handheld hose only	Permitted. Top-up by handheld hose only 8pm-6am	Not Permitted except with water carted from outside town catchment	Internal water uses only
9	Sports grounds, showgrounds, parks, schools, pools, and caravan parks - watering	Efficient irrigation, handheld hose only, or truck pods	Efficient irrigation 8pm-6am with timer; handheld hose only, or truck pods	Restricted to watering gardens only from pods on trucks	Restricted to watering gardens only from pods on trucks with permit	Internal water uses only
10	Commercial market garden or plant nursery – watering of plants	Permitted	Efficient irrigation or handheld hose only	Essential water uses only as per approved Water Management Plan	Essential water uses only as per approved Water Management Plan	Internal water uses only
11	Window cleaning	Permitted	Permitted with efficient methods (not hosing)	Only by professional services using efficient methods	Not Permitted	Internal water uses only
12	Commercial water tankers - filling	Normal operation (Permitted carriers only)	Only for customers within North Burnett Region	Only for customers within town catchment area	Not Permitted-Service closed	Internal water uses only
13	Road works water truck filling	By agreement (Normal operations)	By individual agreement only	Not Permitted	Not Permitted	Internal water uses only
14	Water Dispensers	Normal operation-permitted	Normal operation-permitted	To people living in town catchment area only (includes travellers)	Not Permitted-Service closed	Internal water uses only
15	Food transport vehicles - cleaning	Normal operation-permitted	Normal operation-permitted	Essential water uses only as per	Not Permitted	Internal water uses only

RESTRICTIONS ON USE OF WATER FROM THE NORTH BURNETT REGIONAL COUNCIL'S WATER SUPPLY SYSTEMS

Usage/Purpose	Level 1 (PCM)	Level 2	Level 3	Level 4	Level 5 (Emergency)
				approved Water Management Plan	
16 Other vehicles - cleaning	Normal operation-permitted (only on grassed areas)	Normal operation-permitted (only on grassed areas)	Not Permitted except at dedicated washdown facilities	Not Permitted	Internal water uses only
17 Construction industry - use of water	Normal operation-permitted	Normal operation-permitted	Internal water uses only	Internal water uses only	Internal water uses only
18 Commercial Premises	Normal operation-permitted	Normal operation-permitted	Internal water uses only	Internal water uses only	Internal water uses only as per approved Water Management Plan
19 Industrial Premises	Normal operation-permitted	Normal operation-permitted	Internal water uses only as per approved Water Management Plan	Internal water uses only as per approved Water Management Plan	Internal water uses only as per approved Water Management Plan
20 House Washing	Normal operation-permitted	Only using pressure washer or efficient methods (Not hosing)	Only by professional services using pressure washer	Not Permitted	Internal water uses only
21 Any other purpose	Normal operation-permitted	By permission only	Not Permitted	Not Permitted	Internal water uses only