

Water Restrictions Policy

Purpose

1. To protect the ongoing security of the water supply during periods of drought or any other events involving the interruption or supply constraint of Riverina Water's water supply.
2. To provide guidelines for the management and implementation of water restrictions in Riverina Water's supply area.
3. To raise community awareness of water conservation and restrictions, including relevant trigger points

Policy Statement

1. This policy applies to the use of water supplied by Riverina Water to all customers within the current supply area.
2. The General Manager and Director Engineering are delegated authority to implement and revoke water restrictions.
3. The General Manager and Director Engineering are delegated authority to issue exemptions from water restrictions.
4. All levels of restrictions will be subject to the appropriate trigger points detailed in this policy.
5. Non-compliance with water restrictions will be enforced as necessary depending on the stage of water restrictions, including restrictor devices and/or fines for non-compliance.
6. The operation of restrictions and water consumption will be closely monitored and this policy reviewed as often as required.

Stage 1 Water Restrictions

Trigger points: Stage 1 Water Restrictions are implemented automatically during the NSW daylight savings period in NSW, unless otherwise specified by the General Manager and Director Engineering. Stage 1 may be extended beyond the NSW daylight savings period at

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the discretion of the General Manager or Director Engineering if the daily rolling weekly water usage is more than 70 megalitres per day.

Domestic water use

- › Garden watering: From 10am to 5pm each day, only handheld hoses are permitted to be used. All other watering methods are prohibited for example, sprinklers, irrigation systems, fixed hoses etc.
- › Handheld hosing paved areas: prohibited from 10am to 5pm each day unless required as a result of an accident, fire, health hazard or other emergency.
- › Private swimming pools: No restrictions.
- › Washing of motor vehicles: No restrictions.

Public and commercial water use

- › Public gardens, sportsgrounds, nurseries, bowling greens, etc.: From 10am to 5pm each day, only handheld hoses are permitted to be used. All other watering methods are prohibited (for example, but not limited to sprinklers, irrigation systems, fixed hoses and sprays).
- › Washing of motor vehicles: No restrictions.
- › Water cartage: No restrictions for metered standpipes only.
- › Automatic flush toilets: No restrictions.
- › Handheld hosing of paved areas: No restrictions.

Industrial water use

No restrictions.

Actions

- › Public awareness campaign to begin, including advice to the four constituent councils.
- › Non-compliance letter to be issued for repeat offenders, including the four constituent councils.
- › Issuing of non-compliance letters begins

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Stage 2 Water Restrictions

Trigger points: Stage 2 Water Restrictions may be implemented at the discretion of the General Manager or Director Engineering when:

- › Average daily rolling weekly water usage is more than 90 megalitres per day, or if weekly water usage is more than 600 megalitres.

Domestic water use

- › Garden watering: From 7am to 7pm each day, only handheld hoses are permitted to be used. All other watering methods are prohibited (for example, but not limited to sprinklers, irrigation systems, fixed hoses and sprays) during this time period.
- › Hosing paved areas: prohibited from 7am to 7pm each day unless required as a result of an accident, fire, health hazard or other emergency.
- › Private swimming pools: No initial filling of pools. Topping up a pool's water level is permitted.
- › Washing of motor vehicles: Washing of motor vehicles with a hose is permitted if not on a hard or paved surface.

Public and commercial water use

- › Public gardens, sportsgrounds, nurseries, bowling greens and similar facilities : From 7am to 7pm each day, only handheld hoses are permitted to be used. All other watering methods are prohibited (for example, but not limited to sprinklers, irrigation systems, fixed hoses and sprays).
- › Washing of motor vehicles: No restrictions.
- › Water cartage: No restrictions (metered standpipes only).
- › Automatic flush toilets: No restrictions.
- › Hosing of paved areas: Prohibited from 7am to 7pm each day unless required as a result of an accident, fire, health hazard or other emergency.

Industrial water use

No restrictions.

Actions

- › Increased public awareness campaign.

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- › Further action may be taken for repeat non-compliance, including fines as per Riverina Water's current Fees and Charges and the use of flow restrictor devices for verified repeat offenders.

Stage 3 Water Restrictions

Trigger points: Stage 3 Water Restrictions are implemented when:

- › Average daily rolling weekly water usage continues to be more than 90 megalitres per day, or if weekly water usage is more than 600 megalitres, and/or
- › Riverina Water's allocation of water is reduced by up to 20 per cent.

Domestic water use

- › Garden watering: No watering of any kind from 7am to 7pm. Handheld hoses are permitted any time from 7pm to 7am. Other watering methods such as sprinklers or irrigation systems may be used between 7pm and 7am on an odds/evens system based on property address.
- › Hosing paved areas: No washing down of hard services unless as a result of an accident, fire, health hazard or other emergency.
- › Private swimming pools: Topping up a pool's water level is permitted.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.

Public and commercial water use

- › Public gardens, sportsgrounds, nurseries, bowling greens and similar facilities: Handheld hoses may be used at any time. Other watering methods such as sprinklers or irrigation systems may only be used between 7pm and 7am on an odds/evens system based on property address.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.
- › Water cartage: From Riverina Water's fixed standpipes only.
- › Automatic flush toilets: No restrictions.
- › Hosing of paved areas: No washing down of hard services unless as a result of an accident, fire, health hazard or other emergency.

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No restrictions.

Actions

- › Further increase in public awareness of water restrictions and availability, including communicating the odds/evens water system for domestic users.
- › Action will be taken for repeat non-compliance, including fines as per Riverina Water's current Fees and Charges and the use of restrictor devices.

Stage 4 Water Restrictions

Trigger points: Stage 4 Water Restrictions are implemented when:

- › Average daily rolling weekly water usage continues to be more than 90 megalitres per day, or if weekly water usage is more than 600 megalitres, and/or
- › Riverina Water's allocation of water is reduced by between 20 and 50 per cent.

Domestic water use

- › Garden watering: Handheld hoses may be used from 7pm to 7am. All other watering is prohibited.
- › Hosing paved areas: No washing down of hard services unless as a result of an accident, fire, health hazard or other emergency.
- › Private swimming pools: Topping up a pool's water level is permitted.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.

Public and commercial water use

- › Public gardens, sportsgrounds, nurseries, bowling greens and similar facilities: Handheld hoses may be used at any time. Other watering methods such as sprinklers or irrigation systems may only be used between 7pm and 7am on an odds/evens system based on property address.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.
- › Water cartage: From Riverina Water's fixed standpipes only.
- › Automatic flush toilets: No restrictions.

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- › Hosing of paved areas: No washing down of hard services unless as a result of an accident, fire, health hazard or other emergency.

Industrial water use

- › No external watering of lawns or gardens.

Actions

- › Increase public awareness of water availability situation.
- › Communication of odds/evens system for commercial/public restrictions.
- › Initial engagement with high volume users.
- › Action will be taken for repeat non-compliance, including fines as per Riverina Water's current Fees and Charges and the use of restrictor devices.

Stage 5 Water Restrictions

Trigger points: Stage 5 Water Restrictions are implemented when:

- › Riverina Water's allocation of water is reduced by more than 50 per cent.

Domestic water use

- › Garden watering: The use of watering cans or buckets between 7pm and 7am is permitted. All other watering is prohibited, including handheld hoses.
- › Hosing paved areas: No washing down of hard services.
- › Private swimming pools: No topping up permitted.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.

Public and commercial water use

- › Public gardens, sportsgrounds, nurseries, bowling greens, etc.: The use of handheld hoses to water essential gardens/plants/grass is permitted at any time. All other watering is prohibited.
- › Washing of motor vehicles: The washing of cars is prohibited unless at a commercial car wash.
- › Automatic flush toilets: No restrictions.
- › Hosing of paved areas: No washing down of hard services.

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Industrial water use

- › No external watering of lawns or gardens.

Actions

- › Increase public awareness of water availability situation, including daily updates of water usage and regular communication of water restrictions.
- › Direct engagement with high volume users to develop usage reduction strategies.
- › Action will be taken for repeat non-compliance, including fines as per Riverina Water's current Fees and Charges and the use of restrictor devices.

Extraordinary Water Restrictions

Trigger points: The General Manager or Director Engineering may implement temporary extraordinary water restrictions due to special circumstances, such as, but not limited to:

- › Damage or required maintenance to critical infrastructure.
- › Emergencies or to support emergency services.
- › Significant supply issues.
- › Locally high water usage placing pressure on storage levels in an independent system or particular area.

Actions

- › Communication of restrictions to relevant stakeholders.
- › Appropriate compliance or direct discussions as required.

Exemptions to Water Restrictions

The General Manager and Director Engineering are the delegated authority to issue exemptions from water restrictions.

Exemptions may be made for domestic, public, commercial and industrial uses.

Exemptions to water restrictions must be applied for in writing to the General Manager and/or Director Engineering, and must provide appropriate reasoning why an exemption should be made.

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Any increase in water restrictions stages will void the existing exemption and a new application must be made.

Policy implementation

This policy will be implemented as per the Actions described in each stage of water restrictions.

Significant changes to this policy will be communicated to the public and to staff.

Policy number	POL 2.6
Responsible area	Engineering
Approved by	<Resolution Number>
Approval date	<Approval date>
Legislation or related strategy	Demand Management Plan 2012 Drought Management Plan 2012
Documents associated with this policy	
Policy history	22 November 2013: Name changed from 5.12 27 February 2019: Policy reviewed, Resolution 19/15

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

END OF POLICY STATEMENT

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