

Policy Title: **Drought Management of Urban Water**  
 Policy No: 247

Directorate: Engineering & Environmental Services  
 Responsible Officer: Manager – Technical Services

Adopted Date: Policy and Planning Meeting – 06/10/2015  
 Review Date: 06/10/2017

VERSION	MEETING APPROVED	MEETING DATE	HISTORY
1	Policy and Planning	06/10/2015	New Policy

Authorities: *Water Act 2000*  
*Water Supply (Safety & Reliability) Act 2008*

## INTRODUCTION:

This policy provides a framework for consistent and appropriate drought management provisions within Council’s urban water supply schemes and is in alignment with the Water Act 2000, Chapter 2A, Part 2 Sections 352 and 353. The policy replaces the previous statutory drought management plan.

## OBJECTIVES:

The objective of this policy is to ensure the long term viability of the North Burnett Regional Council water schemes by:

- Encouraging North Burnett Regional Council customers and wider community to conserve water and use it wisely
- Establishing consumption targets per scheme for each restriction level
- Identify the method for imposing restrictions
- Enforcement of restrictions
- Identify appropriate water use activities for each restriction level
- Identify eligible water uses for full or partial exemption of restrictions
- Outline the exemption application process

## PRINCIPLES/POLICY:

### Schemes

The North Burnett Regional Council is a registered Water Service Provider (Number 490) for the following urban water supply schemes which are the subject of this Policy:

- Biggenden
- Eidsvold
- Gayndah
- Monto
- Mt Perry
- Mulgildie
- Mundubbera

### **Biggenden Scheme**

Based on historical consumption figures and source water performance the following table has been established as the Biggenden scheme trigger levels and consumption targets for application for water restrictions.

*TABLE 1: Biggenden Trigger Levels & Consumption Targets*

Restriction Level	Trigger Guide	Target Consumption
0	Standing water level in Bore No. 2 down 9m	<400 kl/day
1	Standing water level in Bore No. 2 down 11m	<300 kl/day
2	Standing water level in Bore No. 2 down 13m	<200 kl/day
3	Standing water level in Bore No. 2 down 15m	<150 kl/day
4	Standing water level in Bore No. 2 down 16m	<120 kl/day

Restriction levels on the use of water from Biggenden's Water Supply Scheme are given in the Restrictions section of this Policy.

### **Eidsvold Scheme**

Based on historical consumption figures and source water performance the following table has been established as the Eidsvold scheme trigger levels and consumption targets for application for water restrictions.

*TABLE 2: Eidsvold Trigger Levels & Consumption Targets*

Restriction Level	Trigger Guide	Target Consumption
0	Base Level	580kl/day
1	Standing water level in Bore down 2m	560kl/day
2	Standing water level in bore down 3m	480kl/day
3	Standing water level in Bore down 4m	380kl/day
4	Standing water level in Bore down 5m	300kl/day

Restriction levels on the use of water from Eidsvold Water Supply Scheme are given in the Restrictions section of this Policy.

### Gayndah Scheme

Based on historical consumption figures the following table has been established as the Gayndah scheme consumption targets for application for water restrictions. Trigger levels are yet to be determined due to the intake relocation in 2014.

*TABLE 3: Gayndah Trigger Levels & Consumption Targets*

<b>Restriction Level</b>	<b>Trigger Guide</b>	<b>Target Consumption</b>
0	Base Level	1314kl/day
1	To be determined	1180kl/day
2	To be determined	1051kl/day
3	To be determined	920kl/day
4	To be determined	788kl/day

Restriction levels on the use of water from Gayndah Water Supply Scheme are given in the Restrictions section of this Policy.

### Monto Scheme

Based on historical consumption figures and source water performance the following table has been established as the Monto scheme trigger levels and consumption targets for application for water restrictions.

*TABLE 4: Monto Trigger Levels & Consumption Targets*

<b>Restriction Level</b>	<b>Trigger Guide</b>	<b>Target Consumption</b>
0	Base Level	630kl/day
1	Standing water level Russell No 3 Bore – 17m	575kl/day
2	Standing water level Russell No 3 Bore – to be determined	520kl/day
3	Standing water level Russell No 3 Bore – to be determined	465kl/day
4	Standing water level Russell No 3 Bore – to be determined	411kl/day
5	Standing water level Russell No 3 Bore – to be determined	383kl/day

Restriction levels on the use of water from Monto Water Supply Scheme are given in the Restrictions section of this Policy.

## Mount Perry Scheme

Based on historical consumption figures and source water performance the following table has been established as the Mount Perry scheme trigger levels and consumption targets for application for water restrictions.

*TABLE 5: Mt Perry Trigger Levels & Consumption Targets*

Restriction Level	Trigger Guide	Target Consumption
0	Standing water level in Drummers Bore 6.5m	115kl/day
1	Standing water level in Drummers Bore 6.0m	110kl/day
2	Standing water level in Drummers Bore 5.0m	99kl/day
3	Standing water level in Drummers Bore 4.0m	90kl/day
4	Standing water level in Drummers Bore 3.0m	82kl/day

Restriction levels on the use of water from Monto Water Supply Scheme are given in the Restrictions section of this Policy.

## Mulgildie Scheme

Based on historical consumption figures the following table has been established as the Mulgildie scheme consumption targets for application for water restrictions. Trigger levels are yet to be determined due to adjacent bore influences.

*TABLE 6: Mulgildie Trigger Levels & Consumption Targets*

Restriction Level	Trigger Guide	Target Consumption
0	Base Level	66kl/day
1	Standing water level in Bore – to be determined	To be determined
2	Standing water level in Bore – to be determined	To be determined
3	Standing water level in Bore – to be determined	To be determined
4	Standing water level in Bore – to be determined	To be determined

Restriction levels on the use of water from Mulgildie Water Supply Scheme are given in the Restrictions section of this Policy.

## Mundubbera Scheme

Based on historical consumption figures and source water performance the following table has been established as the Mundubbera scheme trigger levels and consumption targets for application for water restrictions.

*TABLE 7: Mundubbera Trigger Levels & Consumption Targets*

<b>Restriction Level</b>	<b>Trigger Guide</b>	<b>Target Consumption</b>
0	Base Level	986kl/day
1	700MI in Jones Weir	821kl/day
2	450MI in Jones Weir	657kl/day
3	200MI in Jones Weir	411kl/day
4	100MI in Jones Weir	219kl/day

Restriction levels on the use of water from Mundubbera Water Supply Scheme are given in the Restrictions section of this Policy.

### **Implementation**

Urban water usage is continually monitored by the Water and Waste Water department and reported to Council on a monthly basis. The raw water supply for each scheme is monitored locally as well as continual consultation with bulk water suppliers regarding up-stream storage operations.

Once this information hits a trigger point a recommendation from either the General Manager Engineering and Environmental Services or the Manager of Technical Services to either a Standing Committee Meeting or General Meeting for endorsement will occur.

Communication to the public regarding the implementation of water restrictions will be via Media Release, Council website, Council social media and local paper notification.

### **Enforcement**

North Burnett Regional Council encourages a philosophy of “working with the community” in times of restrictions. The community is encouraged to report misuse and breaches of any water restrictions. These reports are followed up immediately with the site visited by an authorised Council officer and where appropriate, the offender reminded of the restrictions and the need to conserve water.

Repeat offenders or those showing blatant disregard of the restrictions will be reported to the General Manager Engineering and Environmental Services, to determine the necessary action. This may result in the restriction of supply. The issue of a written warning and/or the issue of a fine in accordance with the Water Act 2000 and the Water Supply (Safety & Reliability) Act 2008.

The Water Restriction Schedule for each urban scheme is attached as Appendix 1.

## **Exemptions to Declared Restrictions**

Exemptions to restrictions at each Level may be granted in writing by the Chief Executive (or an authorised officer) if it is considered that reasonable grounds for such exemption have been presented in writing on the application form in Appendix 2 to this policy. Any exemptions granted under this authority may be granted unconditionally or on specific conditions and exemptions may be granted either totally or in part to the extent specified in Council's approval notification letter.

In most if not all cases, exemptions granted shall be for a specified period of time not exceeding the term of the particular level of restrictions for which the exemptions is granted. All exemptions, unless otherwise specifically stated in the letter of approval, will automatically be withdrawn when the level of restriction change and customers seeking further exemptions must re-apply.

Customers granted exemptions will be provided with a letter of approval specifying details of the exemption, the reason for the exemption and the duration of the exemption. This will make administration of the process easier and ensures customers have documentation to produce if challenged. A laminated sign must be displayed at the front of the property advising of an approved exemption.

The exemption application form is attached as Appendix 2

## APPENDIX 1

### Typical Restrictions Schedule

#### Restrictions on the Use of Water from the North Burnett Regional Council's Water Supply System

RESTRICTIONS ON USE OF WATER FROM THE NORTH BURNETT REGIONAL COUNCIL'S WATER SUPPLY SYSTEMS							
PURPOSE	Level 0 Biggenden, Eidsvold, Mt Perry, Monto, Mulgildie and Gayndah ONLY	Level M0 Mundubbera ONLY (Permanent Conservation Measures Level)	Level 1	Level 2	Level 3	Level 4	Level 5
1. Private lawns and gardens - watering	No restrictions	<p>Unlimited use of garden hoses, sprinklers and travelling irrigators and sprinkler systems are permitted on</p> <p><b><u>AREA 1 PREMISES</u></b> <b>TUESDAY, THURSDAY &amp; SATURDAY</b></p> <p><b><u>AREA 2 PREMISES</u></b> <b>WEDNESDAY, FRIDAY AND SUNDAY</b></p> <p>Areas 1 and 2 have been defined by North Burnett Regional Council with maps freely distributed from the Council Administration Office</p> <p>New Lawns or Turf Subject to the approval of the CEO – two hours per day on days not permitted by normal PCM restrictions. Times to be nominated. Approval must be applied for and received in writing</p>	<p>Sprinklers allowed on <b>THREE</b> days per week, between the hours of 4pm and 7pm ONLY. The designated days will be published for each town when Level 1 Restrictions are invoked. Attended hand held hoses or watering cans or bucket watering permitted at any time on designated days for Level 0 restrictions.</p>	<p>Sprinkles must not be used at any times. Micro spray and drip systems fitted with timers can be used on <b>THREE</b> days per week, between the hours of 4pm and 7pm ONLY. The designated days will be published for each town when Level 2 restrictions are invoked. Attended hand held hoses or watering cans or bucket watering permitted at any time on designated days for Level 2 restrictions.</p>	<p>Sprinklers, micro spray and drip systems must not be used at any time. Attended hand held hoses permitted on <b>THREE</b> days per week between the hours of 4pm and 7pm ONLY. The designated days will be published for each town when Level 3 restrictions are invoked. Watering cans or buckets can be used at any time. Lawn areas must not be watered at any time.</p>	<p>Sprinklers, micro spray and drip systems must not be used at any time. Hand held hoses must not be used. Watering cans or buckets filled directly from taps can be used at any time. Lawn areas must not be watered at any time.</p>	No external use.
2. Public gardens - watering	As for Private Gardens.						
3. Filling or	No restrictions.	On designated watering	No restrictions.	Newly constructed ponds		Newly constructed ponds	Newly constructed

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<b>topping up of ponds</b>		days.		must not be filled for the first time without the written permission of Council. Existing ponds can only be topped up to their normal level and only be means of hand held hoses or by means of watering cans or buckets filled directly from taps.		must not be filled. Existing ponds can only be topped up to their normal level and only by means of watering cans or buckets filled directly from taps.	ponds must not be filled. Existing ponds cannot be topped up.
<b>4. Fountains</b>	No restrictions.	On designated watering days.	No restrictions.	Fountains must not operate unless they recycle water. Water lost from fountains must not be replaced except by means of hand held hoses or by means of watering cans or buckets filled directly from taps.	Fountains must not operate unless they recycle water. Water lost from fountains must not be replaced.	Fountains must not operate without the permission of Council.	Fountains must not operate without the permission of Council.
<b>5. Paved areas - cleaning</b>	No restrictions.	On designated watering days.	Water must not be used to clean paved areas unless cleaning is required as a result of an accident, fire, health hazard or other emergency.				
<b>6. Private swimming pools or spas – filling or topping up</b>	No restrictions.	Filling new Pools – no restrictions. Existing Pools may be topped up during permitted garden watering times.	Filling new Pools – no restrictions. Existing Pools may be topped up during permitted watering times.	Newly constructed swimming pools and spas must not be filled for the first time without the written permission of Council. Existing swimming pools and spas must not be topped up except by means of hand held hoses, or by means of watering cans or buckets filled directly from taps.	Newly constructed swimming pools and spas must not be filled. Existing swimming pools and spas must not be topped up or filled.		
<b>7. Farm dams and tanks – topping up</b>	No restrictions.	Tanks may be filled during permitted garden watering times.	Tanks may be filled during permitted garden watering times.	Farm dams and tanks must not be topped up except – Dams or tanks providing water for firefighting, public health or stock watering purposes but only to the extent necessary to reasonably provide for those purposes.			



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**Typical Restrictions Schedule**

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PURPOSE	Level 0 Biggenden, Eidsvold, Mt Perry, Monto, Mulgildie and Gayndah ONLY	Level M0 Mundubbera ONLY (Permanent Conservation Measures Level)	Level 1	Level 2	Level 3	Level 4	Level 5
<b>8. Sports grounds - watering</b>	No restrictions.	On designated watering days.	Sprinklers allowed 4pm to 7pm during permitted watering times. Hand held hoses, watering cans or buckets can be used at any time.	Sprinklers, micro spray or drip systems allowed 4pm to 7pm during permitted garden watering times. Hand held hoses, watering cans or buckets can be used at any time.	Non-active playing surfaces must not be watered without the written permission of Council. Active playing surfaces can only be watered using: Sprinklers, micro sprays or drip systems 4pm to 7pm during permitted garden watering times. With hand held hoses immediately before or at the time of use. With watering cans or buckets filled directly from taps.	Non-active playing surfaces must not be watered without the written permission of Council. Active playing surfaces must not be watered except: With watering cans or buckets filled directly from taps	Active and non-active playing surfaces must not be watered.
<b>9. Commercial market garden or plant nursery – watering of plants</b>	No restrictions.	No restrictions on designated watering days.	No restrictions on designated watering days.	No restrictions on designated watering days.	No restrictions on designated watering days.	Sprinklers must not be used except between the hours of 11pm to 7am on designated watering days. Hand held hoses, watering cans or buckets can be used at any time.	Sprinklers must not be used. Hand held hoses, watering cans or buckets can be used at any time.
<b>10. Window cleaning</b>	No restrictions.	No restrictions on designated watering days.	No restrictions on designated watering days.	Water must only be used on designated watering days. Allowable methods are: Trigger hoses Buckets or watering can filled directly from a tap	Water must only be used on designated watering days. Allowable methods are: A trigger hose, with the written permission of Council. Buckets or watering can	Water must not be used to clean windows. Unless cleaning is required as a result of an accident, fire, health hazard or other emergency.	

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					filled directly from a tap.		
<b>11. Mobile water tankers - filling</b>	No restrictions.	No restrictions.	No restrictions.	Mobile water tankers must not be filled except: Tankers supply water for use inside domestic premises, or for fire fighting or stock watering purposes.			
<b>12. Food transport vehicles - cleaning</b>	No restrictions.	No restrictions.	No restrictions on designated watering days. On non-designated watering days, vehicle may be cleaned as per Level 2 restrictions.	Water must not be used to clean vehicles except by means of – Trigger hoses or Watering cans or buckets filled directly from taps.		Water must not be used to clean vehicles except by means of – Watering cans or buckets filled directly from taps.	
<b>13. Other vehicles - cleaning</b>	No restrictions.	No restrictions.	Water must not be used to clean vehicles except by means of – Watering cans or buckets filled directly from taps; or Trigger hoses which can be used only to rinse vehicle after washing.		Water must not be used to clean vehicles unless cleaning is required for health or safety reasons. Cleaning for health and safety reasons must be undertaken using – Watering cans or buckets filled directly from taps or trigger hoses which can be used only to rinse vehicles after washing.		
<b>14. Construction industry - use of water in</b>	No restrictions.	No restrictions.	No restrictions.	Unless otherwise exempted by Council in writing, hoses must not be used except trigger hoses.			
<b>15. Any other purpose</b>	No restrictions.	No restrictions on designated watering days.	Water must not be used without the written permission of Council.				

## Appendix 2



Mailing PO Box 390, Gayndah Qld 4625  
Address: 34-36 Capper Street, Gayndah Qld  
Street Address: 4625  
Telephone: 1300 696 272  
Facsimile: (07) 4161 1425  
Email: [admin@northburnett.qld.gov.au](mailto:admin@northburnett.qld.gov.au)  
Web: [www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)  
ABN: 23 439 388 197

*Address all correspondence to the Chief Executive Officer*

# *EXEMPTION REQUEST FORM*

## *Exemption Information*

In certain circumstances, a water business may consider granting an exemption to water restrictions upon an application being made by a customer.

The overriding objective is to maximize water conservation during times of restriction, while at the same time, endeavouring to ensure that no customer segment or individual is disproportionately impacted by water restrictions.

Applications for an exemption must be made either on this form or in writing.

All approved exemptions may be logged on a register, where the public may seek clarification over the status of an exemption. The only information which will be made public is:

- The site address for which the exemption is granted
- Details of the terms of exemption
- Date approved and sunset date, if appropriate.

Approval of exemption terms is conditional to the applicant agreeing to:

- The exemption will be granted to a specific site address, or a particular person or organization, or in special circumstances, both a particular person or organisations AND a particular site
- Where applicable, signage will be provided by the water business to be prominently displayed
- Co-operating with any random audit of site compliance for granted exemptions, to ensure alternative arrangements are being adhered to
- Re-applying should the restriction level change.

*Applicant's Name:*

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*Business Trading Name:*

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*Property Details:*

*Lot Number:*

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*Street Number:*

---

*Suburb:*

---

*Postcode:*

---

*Customer Details:*

*Name:*

---

*Address:*

---

*Suburb:*

---

*Postcode:*

---

*Contact Numbers:*

*Home:*

---

*Business:*

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*Mobile:*

---

*After Hours:*

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*Email:*

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*Category of Water Restriction to which the exemption is requested: (Please tick)*

- |                                                           |                                                           |                                                              |
|-----------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Residential or Commercial Garden | <input type="checkbox"/> Water Toys                       | <input type="checkbox"/> Boat Motor Cleaning                 |
| <input type="checkbox"/> Public Gardens                   | <input type="checkbox"/> Dams and Tanks                   | <input type="checkbox"/> Hard Surface Cleaning               |
| <input type="checkbox"/> Sportsgrounds                    | <input type="checkbox"/> Mobile Water Tankers             | <input type="checkbox"/> Windows/Building Facades/Walls etc. |
| <input type="checkbox"/> Ponds and Lakes                  | <input type="checkbox"/> Commercial Market Garden/Nursery | <input type="checkbox"/> Dust suppression                    |
| <input type="checkbox"/> Fountains and Water Features     | <input type="checkbox"/> Motor Vehicle Cleaning           | <input type="checkbox"/> Construction Industry               |
| <input type="checkbox"/> Private Pools and Spas           | <input type="checkbox"/> Commercial Car Washes            | <input type="checkbox"/> Animal Husbandry                    |
| <input type="checkbox"/> Public Pools and Spas            | <input type="checkbox"/> Motor Dealer Vehicle Cleaning    | <input type="checkbox"/> Commercial Poultry Farms            |
| <input type="checkbox"/> Mobile Spas                      | <input type="checkbox"/> Food Transport Vehicle Cleaning  | <input type="checkbox"/> Other – Please attach details       |

*Exemption Information*

The following additional information is required in order to determine whether an exemption may be granted:

**Is the exemption sought (Please tick):**

- Temporarily (Please advise start and end date)

Start Date : \_\_\_\_\_

End Date : \_\_\_\_\_

- For the term of the current level of restrictions

**Reason for seeking an exemption:**

Please note that the principle reasons for seeking an exemption are:

- To avoid an inequitable impact upon the livelihood of the applicant
- An adverse effect on public health and safety

Please provide details and attach any specific documents to support your request.

Conditions for Granting an Exemption

If this exemption is granted, I agree to:

- Authorise the water business to publicly disclose any relevant details of the exemption;
- Adhere to all the specific requirements contained within the exemption; and
- Provide appropriate access (as required) to enable the water business to assess the initial application and monitor the ongoing adherence to any exemption conditions.
- Any other specified conditions as determined by the Water business.

Signature of Applicant:

\_\_\_\_\_

Name (Print):

\_\_\_\_\_

Company Title: (if applicable)

\_\_\_\_\_

Date:

\_\_\_\_\_

**Office Use Only**

On receipt, this form shall be forwarded to the Manager Technical Services, North Burnett Regional Council for processing.

Please ensure the following actions are completed:

- Approval: Yes / No
- Manager Special Conditions: Yes/No

If Yes, specify:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

DOC ID: \_\_\_\_\_

Assoc DOC ID: \_\_\_\_\_

File No: \_\_\_\_\_

Level of Restriction at time of approval:

The Information Privacy Act 2009 governs how your information is used, collected, disclosed and stored. This information will be used for the purpose of assessing your application and will not be disclosed to any other third party without your written or verbal authorisation unless we are required to by law.