

Water Restrictions

Purpose

1. To protect the ongoing security of the water supply during periods of drought or any other crisis 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 water restrictions, including relevant trigger points.

Policy Statements

1. The CEO and Director Engineering are delegated authority to implement and revoke water restrictions.
2. The CEO and Director Engineering are delegated authority to issue exemptions from water restrictions.
3. Applications for exemptions must be applied for in writing.
4. All levels of restrictions will be subject to 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.

Scope

This policy provides guidance on the five levels of water conservation measures and restrictions that may be implemented during peak water consumption periods, supply outages or periods of drought, to reduce demand on the water supply system and/or to ensure the continuity of water supply.

Principles

Stage 1 Water Restrictions

Trigger point

Stage 1 Water Restrictions are implemented automatically during the NSW daylight savings period in NSW unless otherwise specified by the CEO and Director Engineering. Stage 1 may be extended beyond the NSW daylight savings period at the discretion of the CEO 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.

Private Swimming pools. No restrictions.

Hosing paved areas. 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.

Washing of motor vehicles. No restrictions

PUBLIC and COMMERCIAL water use

Public gardens, Sports grounds, Nurseries, Bowling greens. 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.

Hosing paved areas. No restrictions

INDUSTRIAL water use

No restrictions.

Stage 1 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.

Stage 2 Water Restrictions

Trigger point

Stage 2 Water Restrictions may be implemented at the discretion of the CEO 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.

Private swimming pools. No initial filling of pools. Topping up a pool's water level is permitted.

Hosing paved areas. Prohibited from 7am to 7pm each day unless required as a result of an accident, fire, health hazard or other emergency.

Washing of motor vehicles. Washing of cars with hoses allowed if not on a hard or paved surface.

PUBLIC and COMMERCIAL water use

Public gardens, sports grounds, 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 paved areas. No washing down of any hard surfaces unless it is required as a result of an accident, fire, health hazard or other emergency.

INDUSTRIAL water use

No restrictions.

Stage 2 Actions

Increased public awareness campaign.

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 point

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.

Private swimming pools. Topping up a pool's water level is permitted.

Hosing paved areas. No washing down of hard surfaces unless it is required as a result of an accident, fire, health hazard or other emergency.

Washing of motor vehicles. The washing of cars is prohibited unless at a commercial car wash.

PUBLIC and COMMERCIAL water use

Public gardens, sports grounds, 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 paved areas. No washing down of hard surfaces unless it is required as a result of an accident, fire, health hazard or other emergency.

INDUSTRIAL water use

No restrictions.

Stage 3 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 point

- › 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 services

Garden watering. Handheld hoses may be used from 7pm to 7am. All other watering is prohibited.

Private swimming pools. Topping up a pool's water level is permitted.

Hosing paved areas. No washing down of hard surfaces unless it is required as a result of an accident, fire, health hazard or other emergency.

Washing of motor vehicles. The washing of cars is prohibited unless at a commercial car wash.

PUBLIC and COMMERCIAL water use

Public gardens, sports grounds, 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 paved areas. No washing down of hard surfaces unless it is required as a result of an accident, fire, health hazard or other emergency.

INDUSTRIAL water use

No external watering of lawns or gardens.

Stage 4 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 point

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.

Private swimming pools. No topping up permitted.

Hosing paved areas. No washing down of hard services.

Washing of motor vehicles. The washing of cars is prohibited unless at a commercial car wash

PUBLIC and COMMERCIAL water use

Public gardens, sports grounds, nurseries, bowling greens and similar facilities. The use of hand-held 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.

Water cartage. From Riverina Water's fixed standpipes only

Automatic flush toilets. No restrictions.

Hosing paved areas. No washing down of hard surfaces

INDUSTRIAL water services

No external watering of lawns or gardens.

Stage 5 Actions

- › Increase public awareness of the water availability situation including daily updates of water usage and regular communication of water restrictions
- › Direct engagement of 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 point

The CEO 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.

Exemption to Water Restrictions

The CEO 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 CEO and/or Director Engineering and must provide appropriate reasoning why an exemption should be made.

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	2.06
Responsible area	Engineering
Approved by	Riverina Water Board – Res 22/164
Approval date	26 October 2022
Legislation or related strategy	Water Management Act 2000 Local Government Act 1993
Documents associated with this policy	Riverina Water – Prices, Fees and Charges Riverina Water Drought Management Plan 2012 Riverina Water Demand Management Plan 2012
Policy history	Vers 3 Adopted 24 Jun 2020 – Res 20/061 Vers 2 Adopted 27 Feb 2019 – Res 19/15 Vers 1 Adopted 22 Nov 2013 (name and number change only) Original published in Riverina Water Management Plan 2007/2008
Review schedule	Every 4 years

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