

## PLEASE REMEMBER: DO NOT Put Foreign Objects Down the Drain

Putting foreign objects down the toilet or other household drains causes blockages and damage to your sewerage system and will **cost you money!**

Five of the worst things to flush or wash down the drain are:

1. Cotton buds and other cosmetics
2. Paint
3. Cooking oils and fats
4. Tampons or sanitary napkins
5. Disposable nappies

## Water Efficiency Initiative: Permanent Level 1 Water Restrictions Apply

Level One water restrictions have been imposed on a **permanent basis** in the Coffs Harbour Local Government Area since June 2004 to remind residents to conserve water.

Level one water restrictions include:

- Sprinklers and unattended hoses are **banned** between 8.00am and 4.00pm.
- Building maintenance allowed with trigger nozzle hoses or pressure cleaners.
- Hosing of driveways, paved areas and roofs is **banned** unless it is for health or safety reasons. Pressure cleaners are allowed for this purpose.
- Car washing is allowed providing, where practical, the run-off is onto a lawn and not down the drain.

## Pro-rata Usage Charges

Coffs Harbour Water has introduced pro-rata usage charges for reading periods which cross over financial years.

In simple terms, this means that usage will be divided and billed on a pro-rata basis on the number of days before and after 1 July for meter reading periods which cross financial years.

Please see the reverse side of your Water Account for tariff and charge calculations.

## Account Adjustments Due to Defective Water Services

Once water has passed through the water meter it becomes the responsibility of the property owner. Council **may consider** adjusting a higher than normal water account if it was caused by a defective water service.

Requests for adjustment will only be considered under the following conditions:

- The defect must have been in a plumbed water pipe.
- The defect must have been such that it was not readily visible or apparent.
- Council must be satisfied that there was immediate and effective action to repair the defect and therefore minimising water loss.
- Repairs must have been carried out by a **licensed plumber**.
- Any request for adjustment must be made in writing and accompanied by a tax invoice from the licensed plumber who did the repair. This invoice **must include**:
  - The licence number of the plumber.
  - The address of where the repair was done.
  - The date and nature of the repair.
  - Confirmation that the defect was not readily visible or apparent.

**PLEASE NOTE: NO ADJUSTMENTS** will be considered for defective (leaking) fixtures and appliances such as taps, toilets, automatic-watering systems, water tanks or hot water systems.

**FOR MORE USEFUL INFORMATION ABOUT  
YOUR WATER & SEWERAGE SERVICES  
INCLUDING COUNCIL INCENTIVES &  
REBATES GO TO:**

[www.coffsharbour.nsw.gov.au/water](http://www.coffsharbour.nsw.gov.au/water)



.....  
**Important  
Information About  
Your Water and  
Sewerage Services**  
.....



**Keep reading to see how  
this brochure could save you  
water and money!**

Coffs Harbour Water operates a 24-hours,  
7-days a week, 365-days a year  
Emergency Customer Service Hotline:  
**(02) 6648 4000**

## What should this Emergency Number be used for?

Please refer to the following tables for common water and sewerage problems which either should be:

- Reported immediately to Coffs Harbour Water by calling **(02) 6648 4000** (regardless of the day or time).
- Or reported during business hours to Coffs Harbour Water by calling **(02) 6648 4000** (Monday to Friday, 8am to 5pm).

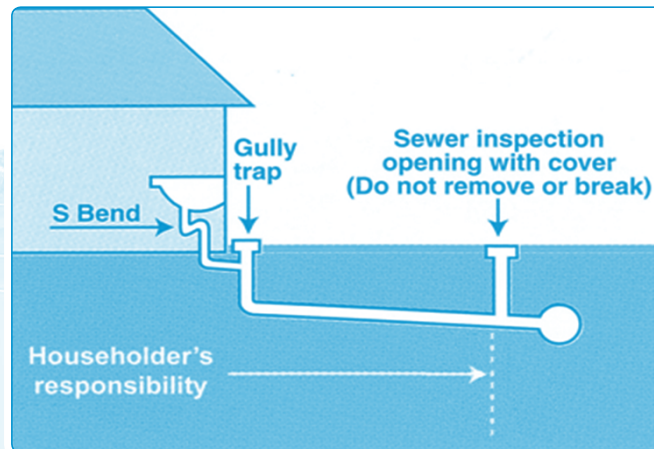
Water problems	Report during business hours	Report immediately
Dripping water meter, bent water meter.	✓	
Water meter leak running or spraying water.		✓
Noisy water meter.	✓	
No water: <b>check tap at water meter first.</b>		✓
Unusually low or high water pressure: <b>check tap at water meter first.</b>		✓
Cannot turn water meter tap off (unless for urgent reasons).	✓	
Discoloured water or water that smells, tastes or looks unusual.		✓
Locating water mains or services.	✓	

Sewer problems	Report during business hours	Report immediately
Overflowing manhole: particularly near waterway or stormwater drain.		✓
Overflowing inspection opening or gully trap.		✓
Locating sewer main.	✓	
Toilet or household drain will not drain away.		✓
Persistent sewerage odours.	✓	

## Gully Trap Maintenance

There should be a gully trap for all houses. This is designed to overflow if a blockage occurs in the sewer system, before flooding the house.

The gully trap should be below all floor waste outlets and should never be sealed or restrained by placing plant pots or other materials on top of it. Please also ensure that no rainwater enters the gully trap, because this will overload the sewerage system.



## How to Conserve Water in the Home

Simple water saving practices can save you thousands of litres of water per year – **and better yet – SAVE YOU MONEY!**

Indoors	Outdoors
Convert to a dual flush toilet.	Keep your garden free of weeds... they use water too.
Using washing machines and dishwashers only when full.	Avoid watering in hot or windy conditions.
Install water-saving shower heads and flow restrictors.	When using the sprinkler, use a timer on the tap.
Repair leaking taps.	Soak your garden twice a week... toughen it up.
Turn the tap off when brushing your teeth... use a glass of water for rinsing.	Water the roots not the leaves.
Rinse your razor in a plugged basin... not under a running tap.	Use a good mulch to reduce evaporation.
Rinse vegetables and dishes in a sink of water... not under a running tap.	Sweep paths, don't hose.
Install a more water efficient washing machine.	Wash the car using a bucket, not the hose.
Buy appliances with a high water conservation. Visit: <a href="http://www.waterrating.gov.au">www.waterrating.gov.au</a> for more info about appliance ratings.	

## Did You Know...?

Coffs Harbour Water offers incentives to convert to a dual flush toilet or water-saving shower head, visit our website or phone **(02) 6648 4000** for more details.