Water Restrictions Policy

1 Purpose

There are periods when the Coffs Harbour water supply system becomes stressed due to dry weather conditions and/or community consumption rates. To manage this issue, Coffs Harbour City Council places restriction on the use of reticulated water. Introduction or removal of water restrictions will be in accordance with the triggers nominated herein and also in compliance with relevant Acts.

The purpose of this Policy is to provide the details for the implementation and reversal of these water restrictions.

2 Policy

2.1 Introduction

In order to achieve consistency in the meaning of water restrictions for north coast residents and visitors, the NSW Department of Primary Industries Office of Water coordinated the formation of a framework for uniform water restrictions policy for Local Water Utilities (LWUs) across the NSW North Coast region in 2014. Coffs Harbour City Council, amongst other north coast councils, has committed to adopting this framework and this policy is based on that uniform regional framework.

2.2 Triggers for Implementation & Reversal of Water Restrictions

Restrictions will be applied to the Coffs Harbour water supply when flows in the Nymboida River drop below 225 ML/day and 50ML/day in the Orara River and the combined water storage in Karangi and Shannon Creek Dams reaches the trigger levels specified in Table 1.

These triggers are set to meet the licence conditions for our Regional Water Supply Scheme, in conjunction with Scheme partners, Clarence Valley Council.

Decreasing water restrictions will be reviewed when flows in the Nymboida River exceed 225 ML/day and are above 50ML/day in the Orara River for 14 successive days in addition to the combined capacity of Shannon Creek Dam and Karangi Dam reaching the respective trigger level as set out in Table 1, e.g. trigger for moving from Level 3 to Level 2 water restrictions will be combined water storage of 51% and river flows above licensed minimums for 14 successive days.

Restrictions for emergency management and/or maintenance may be introduced at any time to manage situations including but not limited to pump, main or reservoir failures. In these circumstances restrictions may be implemented to prevent failure of supply in a localised area. This will be done on a case by case base as directed by Council.
Table 1: Trigger Points for Introduction and Reversal of Coffs Harbour Water Restrictions

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>TRIGGER Combined water storage in Karangi &amp; Shannon Creek Dams</th>
<th>TARGET REDUCTION</th>
<th>TARGET CONSUMPTION</th>
<th>ESTIMATED REMAINING WATER SUPPLY FOR COFFS HARBOUR*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Moderate</td>
<td>80% - 66%</td>
<td>0-10%</td>
<td>15-17 ML/d</td>
<td>89 weeks</td>
</tr>
<tr>
<td>2 High</td>
<td>65% - 51%</td>
<td>10-20%</td>
<td>13-15 ML/d</td>
<td>79 weeks</td>
</tr>
<tr>
<td>3 Very High</td>
<td>50% - 36%</td>
<td>20-30%</td>
<td>12-13 ML/d</td>
<td>68 weeks</td>
</tr>
<tr>
<td>4 Severe</td>
<td>35% - 21%</td>
<td>30-40%</td>
<td>10-12 ML/d</td>
<td>50 weeks</td>
</tr>
<tr>
<td>Emergency Water Conservation Measures</td>
<td>&lt; 20%</td>
<td>40-50%</td>
<td>8-10 ML/d</td>
<td>33 weeks</td>
</tr>
</tbody>
</table>

*Excluding 10% dead storage and 4.75 ML/day evaporation and seepage in Karangi & Shannon Creek Dams

2.3 Process for Implementing or Reversing Water Restrictions

The water restriction level implemented may be altered at the discretion of the General Manager, following consultation with Council and Clarence Valley Council and taking into account:
- river flows
- dam storages
- community consumption rates
- weather conditions
- long range forecast
- the season

Council is committed to keeping Coffs Harbour community, residents, businesses/organisations and visitors, informed as to the water supply situation, current level of water restriction and any changes to the level of water restriction. Resources dedicated to communicating information and advertising to the community will be scaled to the severity of the water supply situation. Community communication may occur through:
- local newspaper
- radio
- television
- Highway signage
- Bus shelter advertising
- tourism brochures, stickers, etc.
- rates notice and/or water bill inserts
- mail outs
- Council website and telephone hold message
- social media platforms, or
- any other format useful to residents and visitors
2.4 Permanent Water Conservation Measures

2.5 Restricted Water Use Activities
Restrictions on water use activities for residential properties are detailed in Table 2. Restrictions on water use activities for non-residential properties are detailed in Table 3.

Water use activities limited at the particular levels of water restrictions may be reviewed at the discretion of the General Manager following consultation with Council and taking into account:
- Technical data provided by staff and/or external authority
- Feedback from consumers
- Restrictions of other north coast water authorities
- Licensing or other requirements of NSW Government authorities
- Any other relevant information
### Table 2: Coffs Harbour Residential Water Restrictions Level Details

<table>
<thead>
<tr>
<th>Water Restriction Level</th>
<th>Gardens &amp; Lawns</th>
<th>Car Washing</th>
<th>Paved Areas &amp; Driveways</th>
<th>Windows &amp; Roofs</th>
<th>Swimming Pools &amp; Spas</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERMANENT CONSERVATION MEASURES</td>
<td>PERMITTED: Watering gardens &amp; lawns using: - sprinklers between 4:00pm - 9:00am - Hand Held hose at any time Sprinklers on NEW turf at any time on the day of planting/ laying only BANNED: Sprinklers &amp; Fixed/Unattended hoses between 9:00am – 4:00pm</td>
<td>Permitted with no runoff to street e.g. washing vehicle on lawn</td>
<td>PERMITTED: Hosing to clean for health and/or safety reasons only Pressure cleaners permitted anytime BANNED: Hosing any hardstand area/driveway</td>
<td>PERMITTED: Hosing for building maintenance with trigger nozzle on hose or pressure cleaner only BANNED: Hosing windows or roofs</td>
<td>No Restriction</td>
</tr>
<tr>
<td>Normal Water Supply</td>
<td>PERMITTED: Every second day on odd and even calendar days matching house numbers between hours of 4:00pm – 9:00am only: - Micro-sprays and drippers/sub-surface for maximum 15 minutes/day - Hand held hoses for maximum 1 hour/day BANNED: All other sprinkler/irrigation systems and use of hoses</td>
<td>Permitted with no runoff to street e.g. washing vehicle on lawn</td>
<td>PERMITTED: Hoses or pressure cleaning for health and/or safety reasons only BANNED: Hosing or pressure cleaning any hardstand area/driveway</td>
<td>PERMITTED: Hosing for building maintenance with trigger nozzle on hose or pressure cleaner only BANNED: Hosing windows or roofs</td>
<td>No Restriction</td>
</tr>
<tr>
<td>LEVEL 1 Moderate Danger Water Shortage</td>
<td>PERMITTED: Every second day on odd and even calendar days matching house numbers between hours of 4:00pm – 9:00am only: - Micro-sprays and drippers/sub-surface for maximum 15 minutes/day - Hand held hoses for maximum 30 minutes/day BANNED: All other sprinkler/irrigation systems and use of hoses</td>
<td>PERMITTED: Car washing with: - Pressure cleaners - Buckets - Commercial car wash facility BANNED: Use of hoses to wash cars</td>
<td>PERMITTED: Hosing or pressure cleaning for health and/or safety reasons only BANNED: Hosing or pressure cleaning any hardstand area/driveway</td>
<td>PERMITTED: Pressure cleaners for health and/or safety reasons only BANNED: Hosing or pressure cleaning any windows or roofs</td>
<td>PERMITTED: - Filling of new pools limited to 2/ builder / month - Topping up of pools during allocated 10 minutes only BANNED: Emptying and filling of existing pools</td>
</tr>
<tr>
<td>LEVEL 2 High Danger Water Shortage</td>
<td>PERMITTED: Every second day on odd and even calendar days matching house numbers between hours of 4:00pm – 9:00am only: - Hand held hoses for maximum 10 minutes/day - Buckets at any time on any day BANNED: All sprinkler and irrigation systems and other use of hoses</td>
<td>PERMITTED: Car washing with: - Bucket - Commercial car wash facility BANNED: Use of pressure cleaners and hoses to wash cars</td>
<td>PERMITTED: Hosing or pressure cleaning for health and/or safety reasons only BANNED: Hosing or pressure cleaning any hardstand area/driveway</td>
<td>PERMITTED: Pressure cleaners for health and/or safety reasons only BANNED: Hosing or pressure cleaning any windows or roofs</td>
<td>PERMITTED: - Filling of new pools to 300mm below skimmer box only BANNED: - All topping up of pools - Emptying and filling of existing pools</td>
</tr>
<tr>
<td>LEVEL 3 Very High Danger Water Shortage</td>
<td>PERMITTED: Use of grey water only BANNED: All external use of drinking water</td>
<td>PERMITTED: Bucket to clean windows, mirrors, lights, registration plates and spot-removing corrosive substances only - Commercial car wash facility BANNED: - Use of pressure cleaners and hoses - Bucket to wash non-essential car parts</td>
<td>BANNED: All hosing or pressure cleaning any hardstand area/driveway for any reason</td>
<td>BANNED: All hosing or pressure cleaning any windows or roofs for any reason</td>
<td>BANNED: - All topping up of pools - Emptying and filling of existing pools - Any filling of new pools</td>
</tr>
<tr>
<td>LEVEL 4 Severe Danger Water Shortage</td>
<td>PERMITTED: Use of grey water only BANNED: All external use of drinking water</td>
<td>PERMITTED: Bucket to clean windows, mirrors, lights, registration plates and spot-removing corrosive substances only - Commercial car wash facility - Commercial car wash facility BANNED: - Use of pressure cleaners and hoses - Bucket to wash non-essential car parts</td>
<td>BANNED: All hosing or pressure cleaning any hardstand area/driveway for any reason</td>
<td>BANNED: All hosing or pressure cleaning any windows or roofs for any reason</td>
<td>BANNED: - All topping up of pools - Emptying and filling of existing pools - Any filling of new pools</td>
</tr>
</tbody>
</table>

- **Level 1**: Moderate Danger Water Shortage
  - **Gardens & Lawns**: Every second day on odd and even calendar days.
  - **Car Washing**: Permitted with no runoff to street.
  - **Paved Areas & Driveways**: Permitted with no runoff to street.
  - **Windows & Roofs**: Permitted with no runoff.
  - **Swimming Pools & Spas**: No restriction.

- **Level 2**: High Danger Water Shortage
  - **Gardens & Lawns**: Every second day on odd and even calendar days.
  - **Car Washing**: Permitted with no runoff to street.
  - **Paved Areas & Driveways**: Permitted with no runoff to street.
  - **Windows & Roofs**: Permitted with no runoff.
  - **Swimming Pools & Spas**: No restriction.

- **Level 3**: Very High Danger Water Shortage
  - **Gardens & Lawns**: Every second day on odd and even calendar days.
  - **Car Washing**: Permitted with no runoff to street.
  - **Paved Areas & Driveways**: Permitted with no runoff to street.
  - **Windows & Roofs**: Permitted with no runoff.
  - **Swimming Pools & Spas**: No restriction.

- **Level 4**: Severe Danger Water Shortage
  - **Gardens & Lawns**: Use of grey water only.
  - **Car Washing**: Permitted with no runoff to street.
  - **Paved Areas & Driveways**: Permitted with no runoff to street.
  - **Windows & Roofs**: Permitted with no runoff.
  - **Swimming Pools & Spas**: No restriction.

- **Emergency Water Conservation Measures**
  - **Gardens & Lawns**: Use of grey water only.
  - **Car Washing**: Permitted with no runoff to street.
  - **Paved Areas & Driveways**: Permitted with no runoff to street.
  - **Windows & Roofs**: Permitted with no runoff.
  - **Swimming Pools & Spas**: No restriction.
<p>| WATER RESTRICTION LEVEL | SCHOOLS SPORTS GROUNDS &amp; PUBLIC GARDENS | MARKET GARDENS, ORCHARDS, NURSERIES &amp; COMMERCIAL FLOWER GARDENS | SWIMMING POOLS, SPAS &amp; OUTDOOR SHOWERS (e.g. Motels, Resorts, Parks etc.) | MOTOR VEHICLE WASHING | PRESSURE &amp; CARPET CLEANING, CAR DETAILING &amp; UNDERBORING | PAVED PUBLIC AREAS | BUILDING &amp; NEW TURF |
|--------------------------|------------------------------------------|-------------------------------------------------|---------------------------------|---------------------|---------------------------|------------------|----------------|----------------|
| PERMANENT WATER CONSERVATION MEASURES | PERMITTED: Spinklers &amp; fixed/unattended hoses between 9:00am - 1:00pm | PERMITTED: | PERMITTED: | PERMITTED: Hoses or pressure cleaning: | PERMITTED: | PERMITTED: | PERMITTED: |
| Normal Water Supply | BANNED: Sprinklers &amp; fixed/unattended hoses between 9:00am - 1:00pm | - Sprinklers &amp; fixed/unattended hoses between 4:00pm - 9:00am | - Hand held hose at any time | - Where food is prepared and/or consumed | - For health and safety reasons only | - Not applicable | - All building uses |
| LEVEL 1 | BANNED: Sprinklers, fixed/unattended and hand held hoses between 7:00am - 8:00am for maximum 1 hour/day only | No Restrictions | No Restrictions | No Restrictions | No Restrictions | No Restrictions | No Restrictions |
| Moderate Danger Water Shortage | BANNED: Sprinklers, fixed/unattended and hand held hoses at all other times | | | | | | |
| LEVEL 2 | BANNED: Sprinklers, fixed/unattended and hand held hoses at all other times | PERMITTED: Sprinklers, fixed/unattended and hand held hoses between 7:30am - 8:00am for maximum 30 minutes/day only | No Restrictions | PERMITTED: Hand held hoses for maximum 1 hour/day application for approved times | PERMITTED: Hoses or pressure cleaning: | | |
| High Danger Water Shortage | | BANNED: Sprinklers, fixed/unattended and hand held hoses at all other times | | BANNED: Use of hoses to wash motor vehicles outside approved times | - Where food is prepared and/or consumed | | |
| | | | | BANNED: Hosing at any other hardstand area | - For health and safety reasons only | | |</p>
<table>
<thead>
<tr>
<th>WATER RESTRICTION LEVEL</th>
<th>SCHOOLS SPORTSGROUNDS &amp; PUBLIC GARDENS</th>
<th>MARKET GARDENS, ORCHARDS, NURSERIES &amp; COMMERCIAL FLOWER GARDENS</th>
<th>SWIMMING POOLS, SPAS &amp; OUTDOOR SHOWERS (inc. Motels, Resorts, Parks, etc.)</th>
<th>MOTOR VEHICLE WASHING</th>
<th>PRESSURE &amp; CARPET CLEANING, CAR DETAILING &amp; UNDERBORING</th>
<th>PAVED PUBLIC AREAS</th>
<th>BUILDING &amp; NEW TURF</th>
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<td><strong>LEVEL 3</strong></td>
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<tr>
<td>Very High Danger Water Shortage</td>
<td>PERMITTED: Use of reclaimed water only</td>
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<td>PERMITTED: Use of reclaimed water only</td>
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<td><strong>LEVEL 4</strong></td>
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<tr>
<td>Severe Danger Water Shortage</td>
<td>PERMITTED: Use of reclaimed water only</td>
<td>PERMITTED: Use of reclaimed water only</td>
<td>PERMITTED: Use of reclaimed water only</td>
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<td></td>
<td>BANNED: All external use of drinking water</td>
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</tr>
<tr>
<td><strong>EMERGENCY WATER CONSERVATION MEASURES</strong></td>
<td>PERMITTED: Use of reclaimed water only</td>
<td>PERMITTED: Use of reclaimed water only</td>
<td>PERMITTED: Use of reclaimed water only</td>
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<tr>
<td>Critical Danger Water Shortage</td>
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Table 3: Coffs Harbour Non-Residential Water Restrictions: Level Details
2.6 Residential & Non-Residential Properties Subject to Water Restrictions

Coffs Harbour water restrictions apply to all residential and non-residential properties using water supplied by Coffs Harbour City Council water supply infrastructure, including properties with rainwater tanks with any form of town water top up. Most residential and some non-residential properties built since the introduction of BASIX in 2006 will have a rainwater tank with some form of town water top up and are therefore subject to water restrictions.

Residential and Non-Residential properties with town water connection using a rainwater tank with absolutely no town water top up in any form should display a clear sign in a prominent position at the front of the property notifying observers that there is “TANK WATER IN USE”. All rainwater tanks in urban areas should meet Council planning requirements and be registered with Council via the Rainwater Tank Installation Application for Urban Areas.

Residential and Non-Residential properties with town water connection using a bore should display a clear sign in a prominent position at the front of the property notifying observers that there is “BORE WATER IN USE”. Bores should be licensed as per legislative requirements with NSW Office of Water and also notified to Council to avoid unnecessary investigations of breach of water restrictions.

Council cannot restrict the use of alternate water supplies, including bores, reclaimed water and rainwater tanks if there is no town water connection to the property.

2.7 Water Restriction Exemptions

Coffs Harbour City Council can approve exemptions to current water restrictions for residential and non-residential properties on behalf of the General Manager, subject to the terms and conditions below.

2.7.1 Eligibility Criteria

An exemption to current water restrictions will only be approved if the applicant can demonstrate:

(a) a medical condition or physical impairment which means the applicant is unable to use water within the designated restriction times in the prescribed manner (certification from Doctor required)

(b) a public health and/or safety issue exists

(c) permanent damage to a building or structure will be caused if the exemption is not approved (certification from Engineer required)

(d) the need to water in new turf

(e) special needs of a resident due to shift work

(f) an inequitable impact on livelihood

(g) the exemption would result in less water being used under the current level of water restriction

2.7.2 Application Process

(a) No request for exemption to current water restrictions will be considered without a completed application form, including any supporting documentation, being submitted to Council.

(b) The application must be submitted by the resident or authorised agent of the premises on the prescribed application form.

(c) Council’s Corporate Records department will register the application and supporting documentation into Council’s corporate records management system, ECM, and task the full application to Coffs Harbour City Council for assessment.

(d) The application will be assessed for eligibility by Coffs Harbour City Council who will then decide to approve or decline the request.

(e) Coffs Harbour City Council will maintain a register of applications, including the outcome of application assessments.
2.7.3 Approval Process

(a) A Coffs Harbour City Council officer may be required to visit the site prior to approval/decline of the exemption to verify information provided in the application.

(b) A Coffs Harbour City Council officer with the delegated authority will assess the application and approve or decline the request for exemption to current water restrictions in accordance with this Policy.

2.7.4 Issuing an Approval or Rejection

Once the delegated Coffs Harbour City Council officer has determined to approve or decline the application for exemption to current water restrictions, a letter will be issued to the applicant or authorised agent nominated on the application stating the reference number and the outcome of the application. In the case of approval, the letter will also include the specific terms and conditions of the approval.

2.7.5 Conditions of Exemption Approval

(a) The applicant will provide property access to Coffs Harbour City Council to verify information provided in the application and later to verify compliance with all terms and conditions of the exemption, if this access is required.

(b) The exemption is not transferable to any other party or location and remains the responsibility of the nominated approval holder for the address nominated on the application form.

(c) The approval holder must show the original written exemption approval as proof of compliance with the terms and conditions should any Coffs Harbour City Council representative request this evidence.

(d) The approval holder must use water only in the manner and on the site referred to in the approval.

(e) Every effort will be made to conserve water at the property at all times under the current water restrictions.

(f) The exemption will be immediately cancelled should it be found that any of the terms and conditions of the approval are abused or breached wilfully or negligently and Council will consider no further exemptions.

(g) Only one exemption is allowed per property address per level of water restriction.

(h) An exemption is valid only for the level of water restrictions current at time of approval, and automatically becomes invalid at change of level of water restrictions. If required, applicant should lodge a new request for new exemption under new level of water restrictions.

(i) Coffs Harbour City Council can withdraw the exemption at any time for any reason.

(j) Coffs Harbour City Council can publicly disclose any details of an exemption.

2.7.6 Auditing

(a) Coffs Harbour City Council reserves the right to conduct spot audits at any time on premises that have been issued an exemption to current water restrictions and on those premises whose applications were not approved.

(b) Where an authorised person visits the premises of an approved exemption, the applicant must present the original exemption letter.

2.8 Water Restriction Enforcement

Breaches of water restrictions will be dealt with in accordance with Council’s Enforcement Policy.
3 Definitions

Megalitre (ML): one million litres

Permanent Water Conservation Measures (PWCM): stable rules for water efficient behaviour applying to residential and non-residential customers which help to provide a solid demand platform for sustainable management of the Coffs Harbour water supply

Trigger: a specific situation in the Coffs Harbour water supply which points to the necessity to implement or reverse the associated level of water restriction

4 Key Responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Directorate</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor</td>
<td>Council</td>
<td>To lead Councillors in their understanding of, and compliance with, this policy and guidelines.</td>
</tr>
<tr>
<td>General Manager</td>
<td>Executive</td>
<td>To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this policy and guidelines.</td>
</tr>
<tr>
<td>Directors</td>
<td>All Directorates</td>
<td>To communicate, implement and comply with this policy and related guidelines.</td>
</tr>
<tr>
<td>Section and Group Leaders</td>
<td>All Directorates</td>
<td>To plan, action, communicate, implement and comply with this policy and related guidelines as it impacts your areas of responsibility.</td>
</tr>
<tr>
<td>All Council workers</td>
<td>Council</td>
<td>To comply with this policy and related guidelines.</td>
</tr>
</tbody>
</table>

5 References (laws, standards and other Council documents)

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Water Management Act 2000
- Shannon Creek Water licence No. 30SL066010, 2006

6 Details of Approval and revision

- Approval date: 10/08/2017
- Responsible Section: Water and Sewer
- Next review date: 10/08/2021

Table of amendments

<table>
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<tr>
<th>Amendment</th>
<th>Authoriser</th>
<th>Approval ref</th>
<th>Date</th>
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7 Appendices