



Karangi Dam

Water and wastewater services

Permanent water conservation measures

We have permanent water-saving measures in place to protect our local water supply. Saving water is essential and beneficial for everyone, even when there is no current water shortage.

Benefits of saving water

- Reduces energy and cost required to treat and pump water to your home and then treat it again after you use it. When we use less water, we use less energy, reducing our carbon emissions.
- Reduces the amount of water taken from the Orara and Nymboida Rivers. This is vital for the health of these river ecosystems, protecting the plants and wildlife that rely on them.
- By reducing our water use, we can reduce or delay the need to build new water supply and treatment infrastructure. This helps manage costs for the entire community.

Water use around the house

Understanding water use will help us all save water.

Activity	Water Used
Toilet – single flush	12 litres per flush
Toilet – dual flush (half button)	3 litres per flush
Shower – inefficient showerhead	20 – 30 litres per minute
Shower – 3 star efficient showerhead	9 litres per minute
Clothes washing machine – inefficient top loader	150 litres per load
Clothes washing machine – 4 star efficient front loader	60 litres per load
Tap running whilst brushing teeth	5 litres
Shaving	8 litres
Sprinkler or garden hose	1,000 litres per hour

Please Note: The above data is based on averages and can vary depending on personal habits and design of household fixtures.

Keep your water meter accessible

Property owners must ensure their water meter is always accessible for reading and maintenance. Your water meter is usually located at the front boundary of your property.

Your responsibilities

Property owners must ensure the meter is easily accessible. Please check your meter and:

- Keep the area clear: The space around and above the meter must be kept free of overgrown plants, dirt, and any other obstructions.
- Keep the meter safe: Ensure the meter is adequately protected from damage.

What happens if we can't access your meter?

If our staff cannot safely or easily access your water meter:

- We will leave a card asking you to provide a reading yourself for billing.
- If you do not provide a reading, your water usage will be estimated for that quarter's bill.



Who is responsible for the water and wastewater pipes at your house?

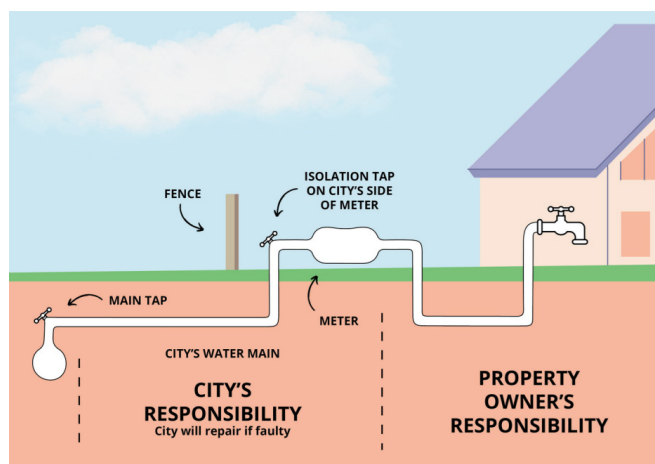
The responsibility for water and wastewater pipes are split between the City and the property owner. Check the diagram below to see who is responsible for each part of the infrastructure.

Property owners: Are responsible for all pipes, fittings, and infrastructure within the property boundary.

City of Coffs Harbour: Is responsible for the main water and sewer pipes and infrastructure outside the property boundary.

WARNING: It is an offence for anyone other than City of Coffs Harbour staff to perform work on any City-owned infrastructure.

If you notice damage, or maintenance is needed on a City-owned asset, please report it to us immediately.



Where does our water come from?

The water supply for the Coffs Harbour Local Government Area is sourced from the Orara River and Nymboida River.

Our water is stored in Karangi Dam and Shannon Creek Dam.

Shannon Creek Dam is shared with Clarence Valley Council as part of the Regional Water Supply Scheme.

This arrangement helps ensure a more secure and reliable water supply for both communities.

Emergency customer service hotline

24 hours - 7 days a week

Call 6648 4000

What should this emergency number be used for?

Water problems	Wastewater problems
Major leak at the water meter - Spraying or rapidly running	Blocked drain - toilet or household drains won't clear
No water - check your meter tap is on.	Overflowing inspection point or gully trap
Unusual water pressure - suddenly very high or very low	Overflowing manhole - especially near a creek or storm drain
Change in water quality - water is discoloured, cloudy, smells, or tastes unusual	Unauthorised access into or tampering with City pump stations, treatment plants or other facilities

For non-urgent issues contact us:

Online: 'Report an Issue' on our website.
coffsharbour.nsw.gov.au/water



Email: coffs.council@chcc.nsw.gov.au

In Person: Visit Yarilla Place and lodge a request with our front counter staff.