

What can you flush down the loo?

ONLY ever flush the three P's:

1) Pee 2) Poo 3) Paper (toilet)



The image above shows a blockage containing wet wipes removed from a Coffs Harbour Pump Station.

“Flushable Wet Wipes”

Although the label says “flushable”, these products DO NOT disintegrate in the sewer. They get bound up on each other, caught on other debris in sewer pipes and cause blockages within your property and in Council sewer pipes, pump stations and treatment works.

Repairs and removal are COSTLY.

Blocked sewer pipes can result in raw sewage flowing back into homes or creeks, causing public health risk and environmental harm.

If it isn't Human Waste or Toilet Paper, Bin it – DO NOT Flush it!

Contact Council Customer Services for all water and sewer enquiries **(02) 6648 4000**



Do you have an Emergency?

The following situations warrant an immediate call to Council.

24 hours a day / 7 days a week

Water Problems	Sewer Problems
Water meter; spraying or running.	Overflowing inspection opening or gully trap.
No water; check tap at water meter first.	Overflowing manhole, particularly near waterway or stormwater drain.
Unusually low or high water pressure; check tap at water meter first.	Unauthorised entry to Council pump stations, treatment plants or other facilities.
Discoloured water or water that smells, tastes or looks unusual.	Toilet or household drain will not drain away.



Important Information: WATER & SEWER



Water Efficient Rebate* Incentives

NEW for old showerhead exchange.	Bring in your old, inefficient showerhead and receive a FREE water efficient replacement.*
Rebate for showerhead replacement.	Bring in your receipts and new water efficient showerhead packaging and receive a \$25 rebate (\$15 for a second showerhead).*
Dual flush toilet rebate.	Replace your single flush toilet with a dual flush toilet and receive a \$30 rebate towards the replacement costs.*

* Please Note:
Terms and Conditions apply for all rebates available.
Please contact Council for further details on 02 6648 4000.

DID YOU KNOW?

<https://www.energy.gov.au/households/water-efficiency>

A single flush toilet uses 12L per flush.

A WELS 4-star rated toilet uses 3.5L per flush. This could SAVE a family of four up to 50kL per year in water (based on 4 flushes per person per day), saving \$\$ on water bills as well!

About your showerhead

A WELS 3-star rated water efficient shower-head uses 9L water per min, a 4-star uses only 6L per min, saving \$\$ on water AND energy bills.



Water Restrictions

Coffs Harbour City Council area has Permanent Water Conservation Measures in place.

When the Coffs Harbour water supply becomes stressed due to dry weather conditions and/or community consumption rates, Council will place further restrictions on water use.

Permanent Water Conservation Measures include;

- Sprinklers and fixed/unattended hoses are BANNED between 9.00am and 4.00pm;
- Garden/lawn watering with a hand held hose is permitted at anytime;
- Building maintenance, including window cleaning, is allowed with trigger nozzle hoses or pressure cleaners only;
- Hosing any hardstand area, eg driveway, is BANNED (except for health and safety reasons or with pressure cleaners);
- Car washing is allowed providing, where practical, the runoff is onto a lawn and not down the drain.

To find information on current Water Restrictions see Councils webpage coffsharbour.nsw.gov.au

About your water meter

Council requires that your water meter is accessible to Council Officers at all times. This is to ensure your meter can be accessed for maintenance and repairs, during an emergency and for quarterly meter reading.

Common obstructions faced by Council Officers trying to access meters include; overgrown gardens and prickly plants, poorly placed fencing, changed ground level and dogs.

Council is only responsible for the water meter and water service leading up to the meter. Any plumbing after the water meter is the responsibility of the property owner.

If you are unsure of requirements, contact Council during business hours 02 6648 4000.

