



# St George Water Supply Policy

## 1. LEGISLATIVE AUTHORITY

- Local Government Act 2009, Section 125–148 – Powers of Authorised Persons;
- Water Supply (Safety and Reliability) Act 2008, Sections 41-43 – Power to Restrict Water Supply;
- Water Supply (Safety and Reliability) Act 2008, Sections 45-48 - Authorised Persons;
- State Penalties Enforcement Act 1999;
- State Penalties Enforcement Regulation 2014, Section 5 (1) – Administering Authority for WaterSupply (Safety and Reliability) Act 2008; and
- State Penalties Enforcement Regulation 2014, Schedule 1.

## 2. BACKGROUND

Council's previous restriction policy took a time-based approach. With the move to a two-part tariff for charging of the river water service in St George, the intent of this policy is to make the river and bore water accessible to St George residents, to ensure that the town is environmentally attractive to residents and visitors alike, whilst ensuring that in times of drought there is enough reserved water for essential services. In order to equitably manage the usage of the St George river water supply, this document sets out the guidelines for imposing restrictions on the supply as the resource depletes in drier times.

The policy is also applicable to the outdoor use of the St George bore water supply. It provides information on the roles and responsibilities of key officers involved in setting of water restriction levels and policing potential breaches of the prescribed water restrictions.

## 3. POLICY STATEMENT

Water restrictions shall be set for the St George water supply in accordance with the Water Supply (Safety and Reliability) Act 2008, *Sections 41-43 – Power to Restrict Water Supply*.

Monitoring and compliance shall be carried out in accordance with:

- Water Supply (Safety and Reliability) Act 2008, *Sections 45-48 - Authorised Persons*;
- Local Government Act 2009, *Section 125–148 – Powers of Authorised Persons*;
- State Penalties Enforcement Regulation 2000, *Section 8C*; and
- State Penalties Enforcement Regulation, *Schedule 5*.

## 4. SCOPE

This policy applies to the use of water within the water supply area of St George.

## 5. DEFINITIONS

The term **watering** applies to all outdoor use of water by a tap, hose, sprinkler, dripper system, soaker hose or like device.

A **hand-held hose** is a hose held by a person from the discharge end with or without a watering fitting attached.



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## 6. KEY OBJECTIVES

The key objectives of the St George Water Supply policy is to ensure:

- Efficient indoor and outdoor water use whilst promoting a green community.
- Sufficient water remains in Council's river water allocation for essential indoor and firefighting uses.
- Equitable use of the river water supply to maintain consistent water pressure throughout the reticulation network for all customers.
- Communication and education of residents regarding the efficient use of their water resource.

## 7. COMMUNICATION AND EDUCATION

Council will communicate regularly with its residents via media such as its website or Bulletin, to promote information on:

- Current and historic water usage.
- How to read and understand your water meter.
- The Customer Service Standards for water supply.
- Information related to rainwater tanks.
- St George River Water Update.
- Education on water efficiency measures.

## 8. DETERMINING RESTRICTION LEVEL BY REMAINING RIVER WATER ALLOCATION

In accordance with the Water Supply (Safety and Reliability) Act 2008, Section 41, Council has the authority to impose water restrictions regarding Council's remaining water allocation in the SunWater St George water supply scheme.

The water restriction levels are set in accordance with the tables below.

**Table 1 Residential Water Restriction Levels**

Water Restriction Level	Remaining Allocation (Megalitres) (From 3000ML Total)	Monthly Usage Target for River Water Reticulation (Megalitres)	Enforceable Limit per Connection (kilolitres)		Advised Targeted (non-enforceable) Limit per connection (kilolitres)	
			Target Daily	Enforceable Monthly	Daily	Monthly
Level 0	Greater than 2500	-	NA	NA	4.2 kL	125 kL
Level 1	2500 - 1500	-	NA	NA	3.0 kL	90 kL
Level 2	Between 1500 - 1000	-	NA	NA	2.5 kL	75 kL



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Level 3	Between 1000 - 500	100 ML	2 kL	60 kL	NA	NA
Level 4	Between 500 - 350	50 ML	1 kL	30 kL	NA	NA
Level 5	Between 350-250	33 ML	0.75 kL	22.5 kL	NA	NA
Level 6	Less than 250	20 ML	0.5 kL	15 kL	NA	NA

**Table 2 Non-Residential Water Restriction Levels**

Water Restriction Level	Remaining Allocation (Megalitres) (From 3000ML Total)	Monthly Usage Level for River Water Reticulation (Megalitres)
Level 0	Greater than 2500	-
Level 1	2500 - 1500	-
Level 2	Between 1500 - 1000	-
Level 3	Between 1000 - 500	100 ML
Level 4	Between 500 - 350	50 ML
Level 5	Between 350-250	33 ML
Level 6	Less than 250	20 ML

Notwithstanding, the above methodology for setting water restriction levels, Council may impose water restrictions in extenuating circumstances to maintain river water for firefighting and sanitary purposes only.

## **9. WATER RESTRICTION LEVELS**

The following tables summarise the times and type of outdoor watering permitted under each level of restriction and in relation Residential and Non-Residential connections.



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**Table 3 Residential Connections**

<b>LEVEL 0 RESTRICTIONS</b>	Any time any day – considering advised target levels
<b>LEVEL 1 RESTRICTIONS</b>	Any time any day – considering advised target levels
<b>LEVEL 2 RESTRICTIONS</b>	Any time any day – considering advised target levels
<b>LEVEL 3 RESTRICTIONS</b>	Total connection limit of 60 kL per month per connection (2 kL per day per connection); includes internal use.
<b>LEVEL 4 RESTRICTIONS</b>	No external watering except with hand-held hose to a total connection limit of 30 kL per month per connection (1 kL per day per connection); includes internal use.
<b>LEVEL 5 RESTRICTIONS</b>	No external watering except with hand-held hose to a total connection limit of 22.5 kL per month per connection (0.75 kL per day per connection); includes internal use.
<b>LEVEL 6 RESTRICTIONS</b>	No external water use, a total internal use of 15 kL per month per connection (0.5 kL per day per connection).

**Table 4 Non-Residential Connections**

<b>LEVEL 0 RESTRICTIONS</b>	
<b>All Schools and Caravan Parks</b>	Anytime - Monday to Thursday
<b>Other Businesses</b>	<u>Odd Property Numbers</u> – Anytime on Tuesdays, Thursdays, and Saturdays. <u>Even Property Numbers</u> – Anytime on Wednesdays, Fridays, and Sundays.
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	In accordance with parks and gardens programme.
<b>Handheld Hoses – All Consumers</b>	Any Time.
<b>Other and variations to the above</b>	Subject to Individual Council Approval.
<b>LEVEL 1 RESTRICTIONS</b>	
<b>All Schools and Caravan Parks</b>	9am - 12 noon and 3pm - 6pm Monday to Thursday





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<b>Other Businesses</b>	<u>Odd Property Numbers</u> – 7am -11am and 2pm - 6pm on Tuesdays, Thursdays, and Saturdays <u>Even Property Numbers</u> – 7am - 11am and 2pm - 6pm on Wednesdays, Fridays, and Sundays
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	In accordance with parks and gardens programme.
<b>Handheld Hoses – All Consumers</b>	Any Time.
<b>Other and variations to the above</b>	Subject to Individual Council Approval.
<b>LEVEL 2 RESTRICTIONS</b>	
<b>All Schools and Caravan Parks</b>	9am - 10:30am and 4:30pm - 6pm Monday to Thursday.
<b>Other Businesses</b>	<u>Odd Property Numbers</u> – 7am - 9am and 4pm - 6pm on Tuesdays, Thursdays, and Saturdays. <u>Even Property Numbers</u> - 7am - 9am and 4pm - 6pm on Wednesdays, Fridays, and Sundays.
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	In accordance with parks and gardens programme.
<b>Handheld Hoses – All Consumers</b>	Any Time.
<b>Other and variations to the above</b>	Subject to Individual Council Approval.
<b>LEVEL 3 RESTRICTIONS</b>	
<b>All Schools and Caravan Parks</b>	9am – 10:30am Monday to Thursday.
<b>Other Businesses</b>	<u>Odd Property Numbers</u> – 4pm - 6pm on Tuesdays, Thursdays, and Saturdays. <u>Even Property Numbers</u> - 4pm - 6pm on Wednesdays, Fridays, and Sundays.
<b>Rowden Park, Showgrounds, Other Town Parks, and Council Facilities</b>	In accordance with parks and gardens programme.
<b>Hand-Held Hoses – All Consumers</b>	Any Time.
<b>Other and variations to the above</b>	Subject to Individual Council Approval.
<b>LEVEL 4 RESTRICTIONS</b>	



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<b>All Schools and Caravan Parks</b>	No watering except with hand-held hose.
<b>Other Businesses</b>	No watering except with hand-held hose.
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	Reduced Watering in accordance with parks and gardens programme.
<b>Other and variations to the above</b>	No variations approved under level 4 restrictions.
<b>LEVEL 5 RESTRICTIONS</b>	
<b>All Schools and Caravan Parks</b>	No external watering except with hand-held hose on the following days & hours: <u>Odd Property Numbers</u> – 6pm - 8pm on Tuesdays, Thursdays, and Saturdays, <u>Even Property Numbers</u> - 6pm - 8pm on Wednesdays, Fridays, and Sundays.
<b>Other Businesses</b>	No external watering except with hand-held hose on the following days & hours: <u>Odd Property Numbers</u> – 6pm - 8pm on Tuesdays, Thursday, and Saturdays, <u>Even Property Numbers</u> - 6pm - 8pm on Wednesdays, Fridays, and Sundays.
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	Reduced Watering in accordance with parks and gardens programme.
<b>Other and variations to the above</b>	Subject to Individual Council Approval.
<b>LEVEL 6 RESTRICTIONS – Watering of animals by bucket only</b>	
<b>All Schools and Caravan Parks</b>	No external water use.
<b>Other Businesses</b>	No external water use.
<b>Rowden Park, Showgrounds, Other Town Parks and Council Facilities</b>	No external water use.
<b>Other and variations to the above</b>	No variations approved under level 6 restrictions.

## 10. OPEN – ENDED UNATTENDED HOSES AND TAPS



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The use of open-ended unattended hoses and taps for watering shall not be permitted at any time.

## 11. NOTICE OF SERVICE PROVIDER WATER RESTRICTION

As a water service provider, Balonne Shire Council must provide notice prior to the introduction of a water restriction under section 43 of the Water Supply (Safety and Reliability) Act 2008. Notice shall be in the form of a written notice to Property holders delivered to each affected property. In addition, notice should also be provided in the locally circulated newspaper and on the Balonne Shire Council webpage.

## 12. ALTERNATIVE WATERING TIMES

A resident, business or organisation may make written application for alternative watering times for consideration by the Director of Infrastructure Services. Under normal circumstances, permission will not be granted for extended watering times.

A record of all variations to watering times will be kept by the Council. A copy of the variations to individual times will be made available to the Water and Sewerage Supervisor and all authorised persons monitoring compliance with water restrictions.

## 13. EXEMPTIONS

The imposed water restrictions do not apply to the following:

- Use of water by fixed or temporary systems NOT drawing water from the reticulated town water supply. These systems, such as a property bore or rainwater tank etc, should be accompanied by appropriate signage clearly visible from the street adjoining the property being watered. Evidence of such system/s is to be made available to authorised persons upon request.
- Use of grey water is permitted however Council approval and plumbing approvals must be obtained. Evidence of such system/s is to be made available to authorised persons upon request.
- Use of water to prevent material risks associated with an accident, fire or hazard to health, safety, or the environment.

## 14. AUTHORISED PERSONS

Compliance monitoring of water restrictions must be carried out by an authorised person of the service provider (i.e., Balonne Shire Council). The person will be authorised under the Local Government Act 2009, Water Supply (Safety and Reliability) Act 2008 and the State Penalties Enforcement Act 1999.

All authorised persons shall carry an authorised person identity card whilst undertaking compliance monitoring of water restrictions. If requested to do so by the occupier of a property, an authorised person shall present the identity card for inspection by the occupier.

## 15. INFRINGEMENT NOTICES FOR CONTRAVENTION OF A WATER RESTRICTION

When an authorised officer witnesses a breach of a water restriction, the following details shall be recorded:

- **Name** of the authorised person who witnessed the breach;
- **Address** at which the breach occurred;



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- **Time** of breach;
- **Date** of breach;
- **Location** within property; and
- **Details of offence** (e.g., sprinkler, dripper system, unattended open-ended hose etc)

If requested to do so by the property occupier, the authorised officer shall present their identity card for inspection by the property occupier. An occupier may request to inspect an identity card at a later date if it is not practicable to do so or the occupier is not present at the time the authorised officer visits the property.

The following procedure shall be followed for each level of water restriction:

## Level 1 Restrictions

1. **Written Warning Notice** – A written notice will be issued to the offender following the first breach. The written notice is to be issued within 48 hours of the offence. All warnings will be cancelled if the water restriction level changes.
2. **Infringement Notice** – An Infringement notice will be issued for the second and subsequent offences. The officer who has witnessed the offence will complete the infringement notice. The infringement notice will be made out to the property owner and delivered by mail. Where the property is owned by multiple persons, the infringement notice will be issued to the first person listed in Council's rating system.

## Level 2 Restrictions

1. **Written Warning Notice** – A written notice will be issued to the offender following the first breach. The written notice is to be issued within 48 hours of the offence. A written warning shall be valid for one (1) calendar year from the date of the initial infringement. All warnings will be cancelled if the water restriction level changes.
2. **Infringement Notice** – An Infringement notice will be issued for the second and subsequent offences. The officer who has witnessed the offence will complete the infringement notice. The infringement notice will be made out to the property owner and delivered by mail. Where the property is owned by multiple persons, the infringement notice will be issued to the first person listed in Council's rating system.

## Level 3 Restrictions

No warning provided. The first breach will result in an infringement notice. The same process for infringement notices as above for level one restrictions is to be followed.

## Level 4 Restrictions

No warning provided. The first breach will result in an infringement notice. The same process for infringement notices as above for level one restrictions is to be followed.

## Level 5 Restrictions





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No warning provided. The first breach will result in an infringement notice. The same process for infringement notices as above for level one restrictions is to be followed.

## **Level 6 Restrictions**

No warning provided. The first breach will result in an infringement notice. The same process for infringement notices as above for level one restrictions is to be followed.

## **16. PENALTIES**

In accordance with the State Penalties Enforcement Regulation 2014, *Schedule 1*, the penalty applicable for contravention of *Section 43(5)* of the Water Supply (Safety and Reliability) Act 2008 is:

Infringement Notice Offence	Penalty Units <sup>#</sup>	
	Individual	Corporation
All Offences	3	15

<sup>#</sup> Refer to QLD Government for Current Penalty Unit Value

Under Level 4, 5 and 6 Restrictions if a property connection exceeds the monthly limit this will also constitute a breach and a penalty. Council officer may install a water restrictor that reduces water flow/usage to the connection where the breach occurs.

## **17. RE-ISSUE OF INFRINGEMENT NOTICES**

If the property owner listed on an original infringement notice is not responsible for the water restriction breach **and** the offender is known, the infringement notice may be reissued. In this instance a statutory declaration shall be provided to Council stating the full name and address of the offender and the details of the original infringement notice.

## **18. SUPERSEDED POLICY**

St George Water Restriction Policy – 2020

## **19. NEXT REVIEW DATE**

Annual Revision or sooner if required.