



St George River Water Supply Policy

1. PURPOSE

The purpose of this policy is to regulate water usage to ensure that the peak usage is reduced, adequate flow and pressure is supplied to all consumers. The policy provides information on the roles and responsibilities of key officers involved in setting of water restriction levels and policing breaches of the prescribed water restrictions.

2. SCOPE & AUTHORITY

This document sets out Council's policy for imposing restrictions for the St George river water supply. The policy is also applicable to the outdoor use of the St George bore water supply.

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.

3. POLICY STATEMENT

The key objectives of the St George River 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.

4. DETERMINING RESTRICTION LEVEL BY REMAINING 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 1 and 2.

Council may have an option to obtain a temporary transfer of river water allocation, however in that case it will use its discretion to maintain water restrictions at the level reached prior to the purchase to maintain the supply of river water for as long as possible.



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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
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

5. OPEN – ENDED UNATTENDED HOSES AND TAP

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

6. WATER RESTRICTION LEVELS

The tables shown in Attachment 1 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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7. 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 householders delivered to each affected property. In addition, notice should also be provided using a range of social and print media and the Balonne Shire Council webpage.

8. ALTERNATIVE WATERING TIMES

An individual, 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 Senior Town Supervisor and all authorised persons monitoring compliance with water restrictions.

9. 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.

10. 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.



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11. INFRINGEMENT NOTICES FOR CONTRAVENTION OF A WATER RESTRICTION

When an authorised officer determines there is a breach of water restrictions, the following details shall be recorded:

- **Name** of the meter reader or authorised officer;
- **Name** of occupier (if known);
- **Address**; (including GPS);
- **Time** of reading or breach;
- **Date** of reading or breach;
- **Location** within property; (where applicable);
- **Details of offence** (e.g. sprinkler, dripper system, unattended open-ended hose etc) (attach photos);
- **Meter readings** – Meter number - Day 1 and Day 30.

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 0 - 2 Restrictions - Non Residential only

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 determined the offence will complete the infringement notice and deliver to the property owner. 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 – 6 Restrictions - Residential and Non Residential

The first breach will result in an infringement notice. The same process for infringement notices as above is to be followed.

12. 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 [#]	
	Individual	Corporation
All Offences	3	15

[#] Refer to QLD Government for Current Penalty Unit Value



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Under Level 3, 4, 5 and 6 Restrictions if a property connection exceeds the monthly limit and/or waters outside of their watering days/hours this will constitute a breach and a penalty. An authorised council officer may install a water restrictor that reduces water flow/usage to the connection where a breach occurs.

13. 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.

14. REVIEW AND APPEALS

Where an Infringement Notice has been issued and the alleged offender feels aggrieved by the Notice, an Application for Waiving of the Penalty Notice must be lodged in writing to the Chief Executive Officer stating the grounds and all related circumstances of the appeal within 28 days of the issue date of the Infringement Notice.

The Chief Executive Officer or other delegated officer will consider the appeal based on its merit to determine whether an appeal will be upheld or dismissed.

15. RESPONSIBILITIES

All Councillors

- Councillors set the policy for water restrictions in accordance with relevant legislation and oversee implementation of the policy with fairness and equity particularly with respect to enforcing water restrictions.

Managers and Directors

- Ensure that the policy is implemented within the parameters set by Council.
- Ensure that all relevant staff are trained as authorised officers and how to investigate and enforce the policy and comply with relevant legislation.

Director Infrastructure Services

- Shall be the custodian of this policy.
- Shall implement control measures and training that provide assurance that Council acts in accordance with the policy.
- Shall implement systems and processes to measure and report on water levels and the number of compliance notices and infringement notices issued.
- Consider and approve under delegated authority any requests for exemptions or variations to water restrictions.

Chief Executive Officer

- Ensure that the policy is implemented within the parameters set by Council.
- Consider any appeals lodged against an infringement notice.



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16. RISK

The policy will mitigate the risk of excessive use of water that reduces capability to water supply for incidents associated with an accident, fire or hazard to health, safety or the environment. The policy aims to conserve the river water for as long as possible when there is a risk that the town river water supply for St George will not be available due to declining capacity of Beardmore Dam and the Jack Taylor Weir during drought conditions.

17. IMPACTS

Corporate Plan: linkage to Infrastructure & Planning – 4.4 Protection and enhancement of water supply

Human Rights Compatibility Statement: the policy is consistent with the Human Rights Act 2019;

Engagement: Council will engage with the community to inform and promote water conservation to improve water sustainability.

Community & 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.

Climate change: Council will consider different water models to help understand the potential impacts of climate change on water supply and security.

Sustainability: Improvements in water sustainability can only be achieved by changes in water management practices. As a Council, we must ensure water usage decreases as drought conditions continue. We must maintain a healthy balance between continuing to provide services and responsible and sustainable water use.

18. RELATED LAWS

- 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*.

19. RELATED DOCUMENTS

Application for Waiving of the Penalty Notice.



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20. REVISION HISTORY

Revokes: List any preceding document/s that this policy revokes by name, ref #, version and when they were adopted.

Previous approved versions: 23/01/2020

Suggested to review by: 2 years

21. 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.

22. ATTACHMENTS

Attachment 1

- Water Restrictions for Residential (Table 3)
- Water Restrictions for Non-Residential (Table 4)

ATTACHMENT 1 - WATER RESTRICTION LEVELS

The following tables summarise the times and type of outdoor watering permitted under each level of restriction.

Table 3 - Residential Connections

LEVEL 0 RESTRICTIONS	Any time any day – considering advised target levels
LEVEL 1 RESTRICTIONS	Any time any day – considering advised target levels
LEVEL 2 RESTRICTIONS	Any time any day – considering advised target levels
LEVEL 3 RESTRICTIONS	Total connection limit of 60 kL per month per connection (2 kL per day per connection): includes internal use.
LEVEL 4 RESTRICTIONS	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.
LEVEL 5 RESTRICTIONS	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.
LEVEL 6 RESTRICTIONS	No external water use, a total internal use of 15 kL per month per connection (0.5 kL per day per connection).



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Table 4 - Non-Residential Connections

LEVEL 0 RESTRICTIONS	
All Schools and Caravan Parks	Anytime - Monday to Thursday
Other Businesses	<u>Odd Property Numbers</u> – Anytime on Tuesdays, Thursdays, and Saturdays. <u>Even Property Numbers</u> – Anytime on Wednesdays, Fridays, and Sundays.
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	In accordance with parks and gardens programme.
Handheld Hoses – All Consumers	Any time.
Other and variations to the above	Subject to Individual Council Approval.
LEVEL 1 RESTRICTIONS	
All Schools and Caravan Parks	9am - 12 noon and 3pm - 6pm Monday to Thursday
Other Businesses	Odd Property Numbers – 7am -11am and 2pm - 6pm on Tuesdays, Thursdays, and Saturdays Even Property Numbers – 7am - 11am and 2pm - 6pm on Wednesdays, Fridays, and Sundays
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	In accordance with parks and gardens programme.
Handheld Hoses – All Consumers	Any time.
Other and variations to the above	Subject to Individual Council Approval.
LEVEL 2 RESTRICTIONS	
All Schools and Caravan Parks	9am - 10:30am and 4:30pm - 6pm Monday to Thursday.
Other Businesses	<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.
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	In accordance with parks and gardens programme.
Handheld Hoses – All Consumers	Any time.
Other and variations to the above	Subject to Individual Council Approval.



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LEVEL 3 RESTRICTIONS	
All Schools and Caravan Parks	9am – 10:30am Monday to Thursday.
Other Businesses	<u>Odd Property Numbers</u> – 4pm - 6pm on Tuesdays, Thursdays, and Saturdays. <u>Even Property Numbers</u> - 4pm - 6pm on Wednesdays, Fridays, and Sundays.
Rowden Park, Showgrounds, Other Town Parks, and Council Facilities	In accordance with parks and gardens programme.
Hand-Held Hoses – All Consumers	Any time.
Other and variations to the above	Subject to Individual Council Approval.
LEVEL 4 RESTRICTIONS	
All Schools and Caravan Parks	No watering except with hand-held hose.
Other Businesses	No watering except with hand-held hose.
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	Reduced Watering in accordance with parks and gardens programme.
Other and variations to the above	No variations approved under level 4 restrictions.
LEVEL 5 RESTRICTIONS	
All Schools and Caravan Parks	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.
Other Businesses	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.
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	Reduced Watering in accordance with parks and gardens programme.
Other and variations to the above	Subject to Individual Council Approval.



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LEVEL 6 RESTRICTIONS – Watering of animals by bucket only	
All Schools and Caravan Parks	No external water use.
Other Businesses	No external water use.
Rowden Park, Showgrounds, Other Town Parks and Council Facilities	No external water use.
Other and variations to the above	No variations approved under level 6 restrictions.