

# THE PIPELINE

## CLARENCE WATER NEWS



### New permanent water conservation measures

Clarence Valley residents are reminded to follow permanent water conservation measures at all times. By following these measures and it reduces our impact on the Nymboida River ecosystem and delays the need for harsher restrictions in times of drought.

Along with our recent review of the Water Restriction Policy, additional guidelines have been added to our permanent water conservation measures.



Set up weekly or fortnightly water rate payments through BPAY.



- The use of sprinklers and unattended hoses is banned permanently from 9am- 4pm.
- Building maintenance is allowed with trigger nozzle hoses or pressure cleaners only.\*
- Hosing any hardstand area (e.g. driveways and paved/concrete surfaces) is banned except for health/safety reasons, or with pressure cleaners. \*
- Car washing is allowed providing, where practical, the runoff is onto a lawn and not down the drain.\*

\*New water saving guidelines

### Smoking pipes and sealing sewers



Earlier this year, we completed a smoke detection program in priority areas of the Clarence Valley's sewer network. This procedure involved blowing smoke into sewers at strategic points, with escaping smoke indicating faults. Underground leaks were identified, as well as residential stormwater drains illegally connected to sewers, which put unnecessary pressure on our sewage treatment plants following rainfall.

Where smoke detection identified issues in the condition of sewer pipes, a 'relining' (or resealing) program was rolled out in January and is currently nearing completion. This program reseals pipes from the inside with a resin, providing a fix for leaks and long-term renewal for ageing infrastructure that would otherwise need to be replaced.

### COVID sewage surveillance program



Every Monday as part of the NSW Health COVID sewage surveillance program, we collect sewage samples from North Grafton, Yamba and Clarenza treatment plants. Samples are then sent to NSW Health labs for COVID testing. We only get advised if there is a positive test result. So far (at the date of printing) the Clarence Valley is in the clear.

## WATER QUALITY



Ensuring the quality of our drinking water is a high priority here in the Clarence Valley. We regularly monitor water quality by assessing the microbial, chemical, and physical characteristics of our supply in different locations. On rare occasions, residents may experience discoloured water coming from their taps due to a change in the flow, temperature or chlorine in the pipe removing natural biofilms. Testing may not identify a dirty water event happening in your area, so it's important to contact our Customer Service team if you're experiencing an issue with your water. Dirty or discoloured water is caused by sediments in either the pipes on your property or the pipes on council's side which, although unsightly, are harmless to health.

If your water is discoloured:

- First see if it runs out, by running your taps for 2-3 minutes.
- Check with your neighbours. If they don't have the same problem, the issue is most likely on your property.
- Call us on 02 6643 0200, or call 02 6626 6858 for after-hours emergencies.

To register for electronic rates notices and newsletters go to [clarence.enotices.com.au](http://clarence.enotices.com.au)



### THROW USED WIPES IN THE RED BIN, NOT DOWN THE TOILET!

A chunk of your water rates is being spent on clearing water pipes blocked up with wipes.

Please do the right thing and put your used wipes in the red bin where they belong.



## SAVING WATER DURING COVID-19

With an increase in hand-washing, it is important to remember to save water. Washing your hands for at least 20 seconds does not mean you need to keep the tap running the whole time while you clean.

### Water consumption charges 2021/2022

Residential (< 1.233kL/day) and non-residential	\$2.59/kl
Residential (> 1.233kL/day)	\$3.86/kl
Non-residential** (> 1.233kL/day)	\$3.46/kl
Untreated water	\$1.28/kl
Non-residential sewer generation charge	\$3.60/kl
Non-residential sewer generation charge (>0.74kL/day) for Grafton, Junction Hill & Coutts Crossing**	\$5.58/kl
Non-residential sewer generation charge (>0.74kL/day) for Maclean, Townsend, Ilarwill, Lawrence, Iluka & Yamba**	\$7.14/kl

\*\*New charges for non-residential developments approved after 1 July 2021