

Water restrictions

Responsible Manager (Title)	Manager Water Cycle		
Adopted by Council	Date: 22/06/21	Minute Number: 6c.21.053	
File Reference Number	ECM: 2242013	Version: 5	Review Due: November 2025
Document(s) this policy Supersedes	Water restrictions policy V4.0		
Community Plan Linkage			

1 Purpose

To introduce or revoke water restrictions on the use of reticulated water in the Clarence Valley as required in accordance with the triggers nominated in the procedures and in compliance with relevant Acts.

This policy applies to all properties using water supplied by Council's water supply infrastructure. The policy does not apply to the use of water from sources that are not part of Council's water supply infrastructure such as farm dams, watercourses, bores, and rainwater tanks on properties that have no connection to Council's water supply.

2 Definitions

Commercial/industrial water use – Water that is essential to the operation of a business or commercial enterprise.

Permanent water conservation measures – Measures that apply permanently to encourage efficient use of water.

Trigger – conditions that apply for water restrictions to be introduced or revoked.

3 Background/legislative requirements

The following Acts and legislative requirements are relevant to this policy:

- NSW Water Management Act 2000
- Shannon Creek Water license no: 30SL066010 issued 17th March 2006
- Local Government Act 1993
- Local Government (General) Regulation, 2005

4 Policy statement

Restrictions are a necessary management tool for a well managed water supply. To design and operate a water supply for all drought situations would be very expensive. The “5/10/20” rule has been used as the basis for all long-term supply strategies. The “5/10/20 rule may be summarised as follows:

Restrictions on supply will not last, in total, for more than 5% of the time (averaged over a 10–20-year period);

Restrictions on supply will not be necessary more than once in every ten years (on average);

The water supply system will be able to supply 80% of normal demand through any drought event that is as severe as or less severe than the worst ever recorded drought, with this percentage being measured from the point in time when restrictions are first applied.

To minimise the frequency and severity of any water restrictions imposed, the Clarence Valley Council will vigorously encourage water conservation and demand management. Through efficient use of water and the provision of adequate infrastructure the impact of restrictions will be minimised. Future infrastructure provision will be planned based on growth projections and design capacity including the 5/10/20 rule, however additional infrastructure will not be installed until restrictions have been implemented as a direct result of the need for such infrastructure. This maximizes the asset life and allows for demand management the maximum opportunity to delay costly infrastructure provision.

The General Manager has delegated authority to introduce, upgrade or revoke water restrictions as required.

Clarence Valley Council will carefully consider the needs of all consumers before introducing or upgrading water restrictions, especially the needs of those who rely on water for commercial operations and/or where the health and safety of people is concerned.

Clarence Valley Council has worked with water supply authorities across the North Coast to achieve consistent naming for levels of restriction and the current policy is consistent with regional policies. This helps to reduce confusion amongst the consumers of the various water supply authorities.

A variety of communication strategies have been implemented to ensure that all consumers of water are made aware of any restrictions imposed from time to time and to increase the awareness of appropriate water efficiency methods.

5 Implementation procedures

5.1 Permanent water conservation measures

In an effort to promote water efficient measures and in response to community comment permanent water conservation measures were introduced in 2007. This means that the use of sprinklers and unattended hoses is banned permanently between the hours of 9am and 4pm every day when evaporation is at its highest. However, there are no restrictions on handheld hoses or micro-sprays and drippers/sub-surface irrigation. For consistency with Coffs Harbour City Council’s permanent water conservation measures, specific additional requirements are:

- Building maintenance 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

5.2 Introducing water restrictions

Introduction of water restrictions is linked to the storage remaining in Shannon Creek Dam and other water supply reservoirs. The combined water storage in Karangi & Shannon Creek Dams will be used for trigger levels. The policy enables restrictions to be applied in specific areas if storage reservoirs fall below determined levels. Table 1 indicates the triggers when a level of water restriction is to be introduced, and Table 2 indicates restrictions on water use which apply at each level. Water restrictions will be introduced when these trigger levels are met, AND when Nymboida River flow <225ML/d.

5.3 Restrictions for emergency management and/or maintenance

Localised water restrictions may be introduced at any time to manage situations including but not limited to pump or main failures. In these circumstances, restrictions may be implemented to prevent failure of supply in a localised area. This will be done on a case-by-case basis and restrictions will be as directed by Council.

5.4 Recycled water

There are no restrictions on the use of recycled water during periods of water restriction unless directed by Council.

5.5 Bores

Bores may be used during periods of water restrictions. Properties connected to the Council water supply where bore water is being used should have clearly visible signage to signify that a bore is in use on the property.

5.6 Revoking a level of water restriction

For all areas supplied with reticulated water from Clarence Valley Council, restrictions will be lifted when combined water storage in Karangi & Shannon Creek Dams meets trigger levels (Table 1), AND when Nymboida River flow > 225ML/d for 7 days and turbidity <3.5 NTU for 7 days.

For all other instances - restrictions shall be revoked when the reservoirs are full, or the localised situation is resolved.

Table 1: Water restriction levels, triggers and target demand

Restriction Level	Trigger Shannon Creek Dam (% full) ¹	Target reduction in demand (%)	Trigger to lift restrictions—Shannon Creek Dam storage (% full) ²	Target daily demand—CVC (ML/d)
Permanent Water Conservation Measures	N/A	N/A	N/A	16.0 – 19.0
1 Moderate	80%	5-20%	85%	13.0 – 16.0
2 High	65%	20 - 30%	80%	11.5 – 13.0
3 Very High	50%	30 - 40%	65%	10.0 – 11.5
4 Severe	35%	40 - 50%	50%	8.0 – 10.0
Emergency	20%	50 - 60%	35%	6.5 – 8.0

¹ Only introduced when Nymboida River flow <225ML/d

²- Only lifted when Nymboida River flow ≥225ML/d for >7 days and turbidity <3.5 NTU for 7 days.

Table 2: Restrictions on water use that apply to each level

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
Residential and Non-Residential Premises – Indoor Use						
I1	Showers, toilets, taps, washing machines	All users are requested to conserve water wherever possible.	All users are requested to conserve water wherever possible.	All users are requested to conserve water wherever possible.	Essential uses only.	Essential uses only.
Residential Urban and Rural Premises – Outdoor Use						
R1	Watering of established gardens and lawns	<p>Buckets permitted at any time.</p> <p>Hand-held hoses for maximum 1 hour per day before 9am or after 4pm on odd or even days matching house numbering system.</p> <p>Micro-sprays and drippers/sub-surface irrigation for maximum 15 minutes before 9am or after 4pm on odd or even days matching house numbering system.</p> <p>No watering on the 31st of the month.</p> <p>Other irrigation and unattended hoses banned.</p>	<p>Buckets permitted before 9am or after 4pm.</p> <p>Hand-held hoses permitted for maximum 30 minutes per day before 9am or after 4pm on odd or even days matching house numbering system.</p> <p>Micro-sprays and drippers/sub-surface irrigation for maximum 15 minutes before 9am or after 4pm on odd or even days matching house numbering system</p> <p>No watering on the 31st of the month</p> <p>Other irrigation and unattended hoses banned.</p>	<p>Buckets permitted before 9am or after 4pm on odd or even days matching house numbering system.</p> <p>Hand-held hoses permitted for maximum 10 minutes per day before 9am or after 4pm on odd or even days matching house numbering system.</p> <p>Micro-sprays and drippers/sub-surface irrigation for maximum 15 minutes before 9am or after 4pm on odd or even days matching house numbering system</p> <p>No watering on the 31st of the month</p> <p>Other irrigation and unattended hoses banned.</p>	Use of grey water only for garden and lawn watering. All other watering banned.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
R2	Watering of new turf, lawn or gardens.	Watering-in permitted for 1 hour only on the day of establishment. Then 1 hour daily before 9.00am and after 4.00pm for 14 days after the date of establishment.	Watering-in permitted for 1 hour only on the day of establishment. Then 30 minutes daily before 9.00am and after 4.00pm for 7 days after the date of establishment.	Watering-in permitted for 30 minutes only on the day of establishment. Then 15 minutes every second day, between 4.00pm and 9.00am on odd or even days matching house numbering system for 7 days after the date of establishment.	Not permitted.	Not permitted.
R3	Swimming pools and spas.	Topping up to maintain filter function permitted before 9.00am and after 4.00pm. Emptying and refilling of existing pools/spas banned. Filling of new registered swimming pools and spas permitted.	Topping up to maintain filter function permitted before 9.00am and after 4.00pm. Emptying and refilling of existing pools/spas banned. Filling of new registered swimming pools and spas only permitted using water from a rainwater tank.	Topping up to maintain filter function permitted before 9.00am and after 4.00pm with council approval. Emptying and refilling of existing pools/spas banned. Filling of new registered swimming pools and spas only permitted using water from a rainwater tank.	Not permitted.	Not permitted.
R4	Water play tools, toys and slides.	Not permitted	Not permitted	Not permitted	Not permitted	Not permitted
R5	Pet care/washing	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand-held hose fitted with an on/off nozzle permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand-held hose fitted with an on/off nozzle permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket only. Use of hose not permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket only. Use of hose not permitted.	Provision of drinking water permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
R6	Fountains, ponds, water features, outdoor aquaria.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Not permitted.
R7	Washing of driveways, paved areas, roofs, walls, windows and paths.	Permitted prior to sale or lease of property. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Banned except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons by registered cleaning businesses only.	Not permitted.	Not permitted.
R8	Car/boat/vehicle washing.	Washing off boats permitted for 10 minutes at a time. Car washing permitted considering: - Buckets or efficient high pressure, low flow rate cleaners with trigger control are to be used if possible. - Where practical runoff should be directed to a lawn and not down the drain.	Washing off boats permitted for 10 minutes at a time. Car washing permitted only using buckets or efficient high pressure, low flow rate cleaners with trigger control or commercial car wash facility.	Washing off boats permitted for 5 minutes at any time. Car washing permitted only using buckets or commercial car wash facility. Use of pressure cleaners and hoses to wash cars is banned.	Washing off boats not permitted. Car washing is allowed with a bucket to clean windows, mirrors, lights, registration plates and spot-removal of corrosive substances only or use of a commercial car wash.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
Public Facilities (including Sports Clubs) – Outdoor Use						
P1	Public swimming pools.	No restrictions	Topping up permitted between 4.00pm and 9.00am using hand-held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted, if required to reduce structural damage or ensure filter efficiency, between 4.00pm and 9.00am using hand-held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted, if required to reduce structural damage or ensure filter efficiency, between 4.00pm and 9.00am using hand-held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Not permitted.
P2	Irrigation of sports grounds, playing fields and golf fairways.	Not permitted.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
P3	Cricket pitches, bowling greens and golf greens.	Sprinklers or hand-held hoses permitted 1 hour per day between 5.00pm and 8.00am. Alternative times to be approved by Council.	Sprinklers or hand-held hoses permitted 30 minutes per day between 5.00pm and 8.00am. Alternative times to be approved by Council.	Sprinklers or hand-held hoses permitted 15 minutes per day between 5.00pm and 8.00am. Alternative times to be approved by Council.	Not permitted.	Not permitted.
P4	Public outdoor showers, beach showers and outdoor taps.	Permitted.	Permitted.	Not Permitted.	Not permitted.	Not permitted.
P5	Public gardens, council parks and reserves.	Sprinklers or hand-held hoses permitted 1 hour per day between 5.00pm and 8.00am. Alternative times to be approved by Council.	Sprinklers or hand-held hoses permitted 30 minutes per day between 5.00pm and 8.00am. Alternative times to be approved by Council.	Not permitted.	Not permitted.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
Business and Commercial Premises – Outdoor Use						
B1	Swimming pools and spas	Topping up to maintain filter function permitted between 4.00pm and 9.00am. Log of water use required Emptying and refilling of existing pools/spas not permitted. Filling of new registered swimming pools and spas permitted.	Topping up permitted between 4.00pm and 9.00am using hand-held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted. Filling of new registered swimming pools and spas permitted using water from a rainwater tank.	Topping up of existing pools/spas permitted if required to reduce structural damage or ensure filter efficiency. Log of water use required. Emptying and refilling of pools not permitted. Filling of new registered swimming pools and spas permitted if required to avoid structural damage or ensure filter efficiency.	Topping up of existing pools/spas permitted if required to reduce structural damage or ensure filter efficiency. Log of water use required. Emptying and refilling of pools not permitted. Filling of new registered swimming pools and spas not permitted.	Not permitted.
B2	Water play facilities, water parks	Operation or top up not permitted unless water is recirculated. Log of water use required.	Operation or top up not permitted unless water is recirculated. Log of water use required.	Operation or top up not permitted unless water is recirculated. Log of water use required.	Not permitted.	Not permitted.
B3	Fountains, ponds, water features, outdoor aquariums	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Not permitted.
B4	Watering of established gardens and lawns.	Sprinklers permitted 1 hour per day between 5.00pm and 7.00am. Council approval required for alternative times.	Not permitted.	Not permitted.	Not permitted.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
B5	Watering of new turf, lawns and gardens.	Watering-in permitted for 1 hour only on the day of establishment. Then 1 hour daily between 4.00pm and 9.00am for 14 days after the date of establishment.	Watering-in permitted for 1 hour only on the day of establishment. Then 30 minutes daily between 4.00pm and 9.00am for 7 days after the date of establishment.	Watering-in permitted for 30 minutes only on the day of establishment. Then 15 minutes every second day, between 4.00pm and 9.00am for 7 days after the date of establishment.	Not permitted.	Not permitted.
B6	Pet care, animal husbandry.	Provision of drinking water permitted. Washing animals with bucket or hand-held hose fitted with an on/off nozzle permitted before 9.00am and after 4.00pm. Cleaning of pens with high pressure cleaning unit permitted.	Provision of drinking water permitted. Washing animals with bucket or hand-held hose fitted with an on/off nozzle permitted between 4.00pm and 9.00am. Cleaning of pens with high pressure cleaning unit permitted.	Provision of drinking water permitted. Washing animals with bucket or hand-held hose fitted with an on/off nozzle permitted between 4.00pm and 9.00am. Cleaning of pens with high pressure cleaning unit permitted.	Provision of drinking water permitted. Washing animals with bucket or hand-held hose fitted with an on/off nozzle permitted between 4.00pm and 9.00am. Cleaning of pens with high pressure cleaning unit permitted.	Provision of drinking water permitted.
B7	Washing of buses, taxis, food transport, emergency services, garbage vehicles, construction vehicles, livestock transport vehicles and commercial car wash.	Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.	Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.	Buckets and efficient high pressure, low flow rate cleaners with trigger control permitted every second day between 6.00am and 8.00am. Log of water use required.	Permitted only with approval from Council.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
B8	Motor vehicle dealers, car detailing/rep air.	Efficient high pressure, low flow rate cleaners with trigger control are to be used. Log of water use required.	Buckets and efficient high pressure, low flow rate cleaners with trigger control permitted every second day between 6.00am and 8.00am. Log of water use required.	Buckets and efficient high pressure, low flow rate cleaners with trigger control permitted every second day between 6.00am and 8.00am. Log of water use required.	Not permitted.	Not permitted.
B9	Washing of driveways, paved areas, rooves, walls and paths.	Permitted prior to sale or lease of property only with approval from your local council. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons by registered cleaning businesses only.	Not permitted.	Not permitted.
B10	Window cleaning.	Buckets permitted at any time. Hand-held hoses or high-pressure cleaners not permitted.	Buckets permitted at any time. Hand-held hoses or high-pressure cleaners not permitted.	Buckets permitted at any time. Hand-held hoses or high-pressure cleaners not permitted.	Buckets permitted at any time. Hand-held hoses or high-pressure cleaners not permitted.	Not permitted.
B11	Road works and land development .	Permitted for compaction and dust suppression only.	Permitted for essential compaction and dust suppression only. Encourage use of non-potable supplies.	Permitted for essential compaction and dust suppression only. Encourage use of non-potable supplies.	Permitted for essential compaction and dust suppression only. Encourage use of non-potable supplies.	Not permitted.
B12	Cleaning of construction sites.	Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted.

ID	Restriction Type ¹	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
B13	Market gardens, orchards, nurseries, commercial flower gardens, turf farms.	Sprinklers or sprays permitted 2 hours per day between 5pm and 8am. Alternative times to be approved by your local council.	Sprinklers or sprays permitted 1 hour per day between 5.00am and 8.00am and/or 5.00pm and 7.00pm. Council approval required for alternative times.	Sprinklers or sprays permitted 30 minutes per day between 5.00am and 8.00am and/or 5.00pm and 7.00pm. Council approval required for alternative times.	Sprinklers or sprays permitted 30 minutes per day between 5.00am and 7.00am and/or 5.00pm and 7.00pm. Council approval required for alternative times.	Not permitted.
All Non-Residential Uses						
N1	All non-residential potable water use	All users are required to conserve water in accordance with the Level 1 water saving measures.	All users are required to conserve water in accordance with the Level 2 water saving measures. Drought Water Management Plan to be prepared upon request from council.	Consumption in accordance with approved Drought Water Management Plan where required.	Consumption in accordance with approved Drought Water Management Plan where required.	Not permitted.

6 Reviewing what is restricted at particular levels

The General Manager may, at any time, review what activities are restricted at particular levels. Such reviews are to be based on:

- Technical data provided by staff and any external authorities;
- Feedback from consumers, both directly and through staff who deal with customer enquiries;
- Restrictions imposed at various levels by nearby water supply authorities;
- Licensing or other requirements set down by the State Government and/or its authorities;
- Any other relevant information.

7 Communication strategies

The Communication Plan (as a component of the Clarence Valley Council Drought Management Plan) provides a detailed action plan to prepare and implement communication actions during drought restrictions.

8 Dealing with breaches of water restrictions

Breaching water restrictions is an offence under Section 637 of the Local Government Act. Action may be undertaken against consumers who are detected breaching water restrictions in accordance with Council's Enforcement Policy.

9 Resourcing activities associated with water restrictions

The General Manager will allocate sufficient skilled personnel and other resources to ensure that all procedures are carried out in a timely and professional manner.