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|---|---------------------------|------------------------|
|  <p><b>Mackay</b><br/>REGIONAL COUNCIL</p> | <b>COUNCIL POLICY</b>     |                        |
|   | <b>WATER RESTRICTIONS</b> |                        |
|   | POLICY NO                 | 040                    |
|   | DEPARTMENT                | WATER & WASTE SERVICES |
|   | PROGRAM                   | WATER SERVICES         |

## 1.0 Scope

This policy applies to consumers and transporters of potable water supplied by Mackay Regional Council, both within its water supply districts and in areas to which it supplies potable water outside of those districts.

The main objective of this policy is to provide guidelines to effectively manage the conservation of water.

## 2.0 Purpose

This intent of this policy is to:

1. Provide guidelines for the conservation of potable water for stated purposes by:
  - (a) specifying the hours when water may or may not be used; or
  - (b) specifying the way water may be used and the method for dispersing water.
2. Provide guidelines in respect to the conditions under which water restrictions may be introduced.
3. Provide for exemptions to imposed water restrictions.

## 3.0 Reference

- Section 41(1) of the *Water Supply (Safety and Reliability) Act 2008* provides the head of power for implementation of water restrictions under this policy. Section 41(2) provides the conditions for restriction of water including climatic conditions, water conservation needs, demand management etc.
- Section 43(3) of the *Water Supply (Safety and Reliability) Act 2008* sets the maximum penalty for contravention of a water restriction.
- The *State Penalties Enforcement Act 1999* provides the head of power for an infringement notice offence that is issued under the *Water Supply (Safety and Reliability) Act 2008*, section 43(3).
- The policy and associated documents including Water Conservation Measures Application for Exemption or Amendment Form are managed by Mackay Regional Council Water & Waste Services, a Business Unit of Mackay Regional Council.
- The policy and associated documentation is subject to review and internal audit to ensure requirements of legislation, internal and external customers and Mackay Regional Council, are met and remain current

## 4.0 Definitions

To assist in interpretation the following definitions shall apply:

**“Active playing surface”** shall mean a grass or synthetic area for playing sports such as a tennis court, turf cricket pitch, running track, hockey pitch, bowling green, croquet green, golf green or tee, football, soccer, volleyball, netball or basketball field and any similar area.

**“Alternate days”** shall mean designated days of water use, such that where permitted in Schedule 1:

- (a) Properties with an odd street number may water on Wednesday, Friday and Sunday;
- (b) Properties with an even street number may water on Tuesday, Thursday and Saturday;
- (c) Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.

**“Authorised Officer”** shall mean a person authorised by Mackay Regional Council to exercise the powers of an authorised person under the Water Act and State Penalties Enforcement Act.

**“Commercial market garden or plant nursery”** shall mean land used primarily for the growing of plants including produce and turf for sale or distribution for profit.

**“Domestic purposes”** shall mean potable water taken from the water supply system inside any premise for drinking, cooking, washing persons and clothes, use for dishwashing, or cleaning, heating and cooling a building.

**“Drip system”** shall mean a watering system that restricts the flow of water to a nominal amount such as an emitter and applies water directly to the soil around plants and must incorporate a manual or automatic timer in operational condition.

**“Exemption”** shall mean permission approved by Mackay Regional Council in writing and accepted by an applicant that modifies or waives any water conservation measure under this policy.

**“Exemption permit”** shall mean a permit issued by Council granting an exemption from water conservation measures to an approved exemption holder. An exemption permit must be displayed in a prominent position on the property and will contain the name of the exemption holder, an approved property address, an approval number, any conditions attached to the approval and a commencement and expiry date or a Level to which the approval is given.

**“Fixed sprinkler”** shall mean a sprinkler supplied by a fixed pipe or hose.

**“Hand-held hose”** shall mean a hose or pipe used to convey water, held in the physical possession of a person or under the supervision of a person aged 16 years or over, controlling the efficient distribution of water.

**“Microspray”** shall mean a watering system that creates a fine jet or mist of water and must incorporate a manual or automatic timer in operational condition.

**“Non-active playing surface”** shall mean that area of any sports ground that is not an active playing surface as defined.

**“Paved area”** shall mean footpath, driveway, hard standing area or similar having an impervious surface such as concrete, asphalt, paving stones, tiles, etc.

**“Portable wading pool”** shall mean any demountable, temporary and transportable pool having a capacity less than or equal to 500 litres.

**“Private pool and spa”** shall mean any pool, spa or ornamental pond which is not a Mackay Regional Council owned public asset.

**“Public pool”** shall mean pools open to the public or individuals operated by Mackay Regional Council.

**“Public spa”** shall mean spas open to the public or individuals operated by Mackay Regional Council.

**“Private garden”** shall mean land, garden, lawn or grassed area used in relation to residential purposes, industrial, commercial or farming activities, hospitals and aged care facilities, schools, college, university and research facilities, cemetery or crematorium including any like area adjacent to a private garden, excluding sports ground contained within such.

**“Public parks and gardens”** shall mean land, garden, lawn or grassed area controlled by Mackay Regional Council or other statutory public authority including a nature strip, road verge, median strip, roundabouts, botanic gardens, and footpath.

**“Sports ground”** shall mean land used for the purpose of any sport, game or other form of recreation.

**“Sprinkler”** shall mean a pipe or hose system and nozzle, soaker-hose or similar device used to distribute, sprinkle or spray water in any manner other than by a hand-held hose excluding microspray and drip systems, misting systems used in the commercial propagation of seeds or fogging systems used in commercial poultry industry.

**“Level”** shall mean the increment as set out in Schedule 1 of this policy designating particular water conservation criteria.

**“Timer”** shall mean any electronic or mechanical timing device that is used to regulate the time and duration of water flow to a sprinkler, microspray or drip watering system.

**“Trigger nozzle or twist nozzle”** shall mean a control nozzle intended to be used by persons that stop the flow of water by means of a lever or similar device that positively shuts off the supply of water when released.

**“Water”** shall mean potable water supplied from Mackay Regional Council’s water supply system.

**“Water supply system”** shall mean Mackay Regional Council’s infrastructure assets associated with the provision and distribution of water to customers, consumers, users and transporters of water.

**“Water toys / facilities”** shall mean any entertainment toy, facility or structure, which is operated by or uses non-recirculating running water from a hose or pipe as part of its use.

## 5.0 Background

Mackay Regional Council is responsible for providing a reliable water supply to its customers. Water restrictions are necessary to ensure that the region's consumption does not outweigh supply, and that the water infrastructure can cope with the level of demand. Without effectively monitoring and managing water, the region could face serious water supply issues, which would have an adverse impact on the region.

## 6.0 Policy Statement

Mackay Regional Council Water & Waste Services ensures planned management of water restrictions through the following actions and checks.

### 6.1 Application Process

This policy applies to consumers and transporters of potable water supplied by Mackay Regional Council, both within its water supply districts and in areas to which it supplies potable water outside of those districts.

Water restrictions may be applied separately or for any or all of the below or for part of any water supply scheme areas:

- Mackay City region including Bakers Creek and McEwens Beach
- Supply connected to the Seaforth Transfer main reticulation network (Farleigh, The Leap, Seaforth, Ball Bay, Haliday Bay, Cape Hillsborough etc.)
- Walkerston
- Eton
- Calen / Kolijo
- Bloomsbury
- Midge Point / Laguna Whitsunday Resort including supply connected to the Midge point Transfer Main
- Sarina including Louisa Creek, Hay Point, Koumala, Armstrong Beach, Freshwater Pt, Sarina Beach, Campwin Beach, Grasstree Beach, Salonika Beach and Half Tide.
- Mirani including Gargett, Marian, Finch Hatton and Pinnacle.

Filling and topping up of water storage tanks in areas incorporating water supply by 'tank replenishment schemes' is exempt from the requirements under "Dams and Tanks" of Schedule 1, however persons must comply with all other water restrictions measures in place.

Nothing in this policy prevents the use of:

- a. Water drawn from a source other than from the water supply system under the control of Mackay Regional Council; or
- b. Reclaimed or used water; or
- c. Private bores; or
- d. Rainwater collected in tanks (unless the tank is topped up by the Mackay Regional Council water supply) or dams; or
- e. Water supplied from another service provider.

To assist investigation of alleged contravention of water restrictions, Mackay Regional Council encourages persons accessing private bores to register their details.

## 6.2 Commencement

This policy comes into operation upon adoption by Council, effective as of the date of ratification as minuted in Mackay Regional Council's meeting.

## 6.3 Revocation

Simultaneous with ratification of this policy, all existing water restriction policies made or administered by Council are repealed.

## 6.4 Declaration of Water Restrictions

Subject to the provisions of the *Water Supply (Safety and Reliability) Act 2008*, if Mackay Regional Council considers it necessary to reduce the consumption of water taken from its water supply system, declaration of water restrictions will be made at one of the below levels:

|         |                       |
|---------|-----------------------|
| Level 1 | Mild restrictions     |
| Level 2 | Medium restrictions   |
| Level 3 | High restrictions     |
| Level 4 | Critical restrictions |

Schedule 1 provides permitted and prohibited use or time of use for each level.

If Mackay Regional Council considers it necessary to alter any level of water restrictions, Council may declare another level, either higher or lower in severity, and upon such declaration, such new level will revoke any previous declaration.

## 6.5 Publication of Water Restrictions

Declaration and revocation of water restrictions will be by public notice and other means Council considers appropriate to anyone affected. Generally, this will be by means of a public notice published in newspapers circulating in the region affected by the declaration. The notice will specify the region to which the water restrictions apply, the level of restrictions, including an outline of permitted hours and use of water, the period of operation of the declaration, penalties for contravention and contacts for further information. This information will be made available on the Mackay Regional Council website.

Additional media release of information and individual customer notification pertaining to water restrictions may be made as appropriate.

Unless otherwise substituted or revoked by a subsequent declaration or published notice, water restrictions cease to have effect at the end of any period specified in the notice.

## 6.6 Compliance

During a period in which water restrictions are in effect, water from the water supply system shall not be used except in accordance with that set out in Schedule 1 for the declared level or as contained in any approved exemption.

## 6.7 Offences

Within a period in which water restrictions are in effect, a person allegedly contravening a water restriction will be investigated.

Where an Authorised Officer determines an offence has occurred, the Authorised Officer may issue an infringement notice.

Where an Authorised Officer determines any subsequent offence has occurred, Mackay Regional Council may issue an infringement notice and/or restrict domestic water supply and/or instigate legal action.

Prior to any device being placed on a water service to restrict domestic water supply a Show Cause Notice will be served on the offender as to why the service should not be restricted.

Should no reasonable grounds be offered, a Notice of Intention to Restrict Domestic Water Supply, subject to *Section 41 of the Water Supply (Safety and Reliability) Act 2008*, will be served and action taken to restrict the supply.

Where an infringement notice is issued and the alleged offender feels aggrieved by the infringement, 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.

## 6.8 Exemptions

Where an exemption or amendment to water restrictions is sought, applicants shall apply for each individual property or circumstance.

Applications shall be forwarded to the Chief Executive Officer.

Applications may be:

- approved unconditionally; or
- approved subject to certain conditions; or
- not approved.

Applications will only be considered where reasonable grounds for such exemption have been presented and the prescribed fee has been paid. Application fees are non-refundable.

Exemptions for watering new turf will only be issued for 10 days. Applications should be submitted at least one (1) week prior to the laying of new turf.

Approval, if granted, will be in writing and takes effect as of the date of such approval.

Approvals may be modified or withdrawn at any time Mackay Regional Council sees fit. Extensions to exemptions may only be issued in special circumstances and upon review. If an extension is required under normal circumstances an additional application must be submitted.

Any such approval is final and binding upon acceptance by the applicant.

The Water Restrictions Application for Exemption of Amendment Form provides an Application for an exemption to water restrictions.

Approved Applications will be issued with an Exemption Permit with the approval. The exemption permit is to be displayed in a prominent position on the approved property and is to be removed on the expiry of the permit and returned to Council.

Displaying an expired exemption permit or an exemption permit on any property other than the approved property will be considered to be an offence.

#### 6.9 Documentation

Documentation is maintained and controlled to ensure records are accountable and traceable on request of personnel and/ or regulatory inspectors

#### 6.10 Records

Records are archived for the specified period or longer as determined by Mackay Regional Council Water & Waste Services directorate.

## SCHEDULE 1 – WATER RESTRICTIONS

| PURPOSE   | LEVEL 1<br>(Minor)  | LEVEL 2<br>(Medium)   | LEVEL 3<br>(High)   | LEVEL 4<br>(Critical)   |
|---|---|---|---|---|
| <b>Private gardens and lawns</b>                  | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours on alternate days with a:                             <ul style="list-style-type: none"> <li>Water efficient sprinkler</li> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system</li> <li>Watering can or bucket</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours on alternate days with a:                             <ul style="list-style-type: none"> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system (gardens only, no grassed areas)</li> <li>Watering can or bucket</li> </ul> </li> </ul>       | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Sprinklers and irrigation systems not permitted</li> <li>Watering only permitted outside of these hours on alternate days with a:                             <ul style="list-style-type: none"> <li>Watering can or bucket</li> </ul> </li> </ul>   | <ul style="list-style-type: none"> <li>No watering permitted</li> </ul>   |
| <b>Public parks, gardens and sports grounds</b>   | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Water efficient sprinkler</li> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system</li> <li>Watering can or bucket</li> </ul> </li> </ul>                   | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system</li> <li>Watering can or bucket</li> </ul> </li> <li>Non-active playing surfaces must not be watered</li> </ul> | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Sprinklers and irrigation systems not permitted.</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Watering can or bucket</li> </ul> </li> <li>Non-active playing surfaces must not be watered</li> </ul> | <ul style="list-style-type: none"> <li>No watering permitted</li> </ul>   |
| <b>Commercial market garden and plant nursery</b> | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Water efficient sprinkler</li> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system</li> <li>Watering can or bucket</li> </ul> </li> </ul>                   | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Hand-held trigger or twist nozzle</li> <li>Irrigation system</li> <li>Watering can or bucket</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Sprinklers not permitted</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Water efficient irrigation system i.e. mircospray or drip system</li> <li>Watering can or bucket</li> </ul> </li> </ul>        | <ul style="list-style-type: none"> <li>No watering between 10am and 4pm</li> <li>Sprinklers and irrigation systems not permitted</li> <li>Watering only permitted outside of these hours with a:                             <ul style="list-style-type: none"> <li>Watering can or bucket</li> </ul> </li> </ul> |
| <b>Swimming pools and spas</b>                    | <p><b>Private:</b></p> <ul style="list-style-type: none"> <li>New and existing swimming pools, spas and portable wading pools must only be filled or topped up to their minimum operating level</li> </ul>  | <p><b>Private:</b></p> <ul style="list-style-type: none"> <li>New and existing swimming pools, spas and portable wading pools must only be filled or topped up to their minimum operating level</li> </ul>  | <p><b>Private:</b></p> <ul style="list-style-type: none"> <li>Existing swimming pools and spas must only be topped up to their minimum operating level</li> <li>New and existing swimming</li> </ul>  | <p><b>Private and Public:</b></p> <ul style="list-style-type: none"> <li>New and existing swimming pools and spas must not be filled or topped up except by way of exemption from Mackay Regional Council</li> </ul>  |



**SCHEDULE 1 – WATER RESTRICTIONS**

| PURPOSE                                     | LEVEL 1<br>(Minor)  | LEVEL 2<br>(Medium)   | LEVEL 3<br>(High)  | LEVEL 4<br>(Critical)   |
|---|---|---|--|---|
|   | <p><b>Public:</b></p> <ul style="list-style-type: none"> <li>New and existing swimming pools and spas must only be filled or topped up to their minimum operating level</li> </ul>  | <p><b>Public:</b></p> <ul style="list-style-type: none"> <li>New and existing swimming pools and spas must only be filled or topped up to their minimum operating level</li> </ul>  | <p>pools and spas must not be filled except by way of exemption from Mackay Regional Council</p> <ul style="list-style-type: none"> <li>Portable wading pools must not be filled or topped up</li> </ul> <p><b>Public:</b></p> <ul style="list-style-type: none"> <li>Existing swimming pools and spas must only be topped up to their minimum operating level</li> <li>New and existing swimming pools and spas must not be filled except by way of exemption from Mackay Regional Council</li> </ul> | <ul style="list-style-type: none"> <li>Portable wading pools must not be filled or topped up</li> </ul>                                       |
| <b>Ponds, fountains and water ornaments</b> | <ul style="list-style-type: none"> <li>New and existing ponds, fountains and water ornaments must only be filled or topped up to their minimum operating level</li> <li>Fountains and water ornaments must not operate unless they recycle the water contained</li> </ul> | <ul style="list-style-type: none"> <li>New and existing ponds, fountains and water ornaments must only be filled or topped up to their minimum operating level</li> <li>Fountains and water ornaments must not operate unless they recycle the water contained</li> </ul> | <ul style="list-style-type: none"> <li>Existing ponds, fountains and water ornaments must only be topped up to their minimum operating level if they sustain fish or bird life</li> <li>New ponds, fountains and water ornaments must not be filled except by way of exemption from Mackay Regional Council</li> <li>Fountains and water ornaments must not operate unless they recycle the water contained</li> </ul>   | <ul style="list-style-type: none"> <li>Ponds, fountains and water ornaments must not operate unless they sustain fish or bird life</li> </ul> |
| <b>Water toys / facilities</b>              | <ul style="list-style-type: none"> <li>Water toys / facilities may be used provided they are operated in an efficient way to ensure that water is not</li> </ul>  | <ul style="list-style-type: none"> <li>Water toys / facilities may be used provided they are operated in an efficient way to ensure that water is not</li> </ul>  | <ul style="list-style-type: none"> <li>Water toys / facilities must not be used except by way of exemption from Mackay Regional Council</li> </ul>   | <ul style="list-style-type: none"> <li>Water toys / facilities must not be used</li> </ul>  |

**SCHEDULE 1 – WATER RESTRICTIONS**

| PURPOSE                     | LEVEL 1<br>(Minor)   | LEVEL 2<br>(Medium)  | LEVEL 3<br>(High)  | LEVEL 4<br>(Critical)  |
|-----------------------------|--|--|--|--|
|                             | excessively wasted.  | excessively wasted.<br>• Water must be recirculated through the equipment.   |  |  |
| <b>Dams and tanks</b>       | <ul style="list-style-type: none"> <li>• Dams and water storage tanks greater than 100,000 litres must not be filled or topped up except by way of exemption from Mackay Regional Council</li> <li>• Water storage tanks providing water for fire fighting, public health or stock water purposes may be used to the extent necessary to reasonably provide such purposes</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded, however use must comply with all other water restrictions</li> </ul> | <ul style="list-style-type: none"> <li>• Dams and water storage tanks greater than 100,000 litres must not be filled or topped up except by way of exemption from Mackay Regional Council</li> <li>• Water storage tanks providing water for fire fighting, public health or stock water purposes may be used to the extent necessary to reasonably provide such purposes</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded, however use must comply with all other water restrictions</li> </ul> | <ul style="list-style-type: none"> <li>• Dams and water storage tanks must not be filled or topped up except by way of exemption from Mackay Regional Council</li> <li>• Water storage tanks providing water for fire fighting, public health or stock water purposes may be used to the extent necessary to reasonably provide such purposes</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded, however use must comply with all other water restrictions</li> </ul> | <ul style="list-style-type: none"> <li>• Dams and water storage tanks must not be filled or topped up except by way of exemption from Mackay Regional Council</li> <li>• Water storage tanks providing water for fire fighting, public health or stock water purposes may be used to the extent necessary to reasonably provide such purposes</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded, however use must comply with all other water restrictions</li> </ul> |
| <b>Mobile water tankers</b> | <ul style="list-style-type: none"> <li>• Mobile water tankers, other than tankers directly used for fire fighting purposes, must not be filled with water from the water supply system except:               <ul style="list-style-type: none"> <li>– By means of a metered standpipe issued by Mackay Regional Council for the specific time period for domestic purposes</li> <li>– By means of Mackay Regional Council tankers filled Monday to Friday at council depots from</li> </ul> </li> </ul>                              | <ul style="list-style-type: none"> <li>• Mobile water tankers, other than tankers directly used for fire fighting purposes, must not be filled with water from the water supply system except:               <ul style="list-style-type: none"> <li>– By means of a metered standpipe issued by Mackay Regional Council for the specific time period for domestic purposes</li> <li>– By means of Mackay Regional Council tankers filled Monday to Friday at council depots from</li> </ul> </li> </ul>                              | <ul style="list-style-type: none"> <li>• Mobile water tankers, other than tankers directly used for fire fighting purposes, must not be filled with water from the water supply system except:               <ul style="list-style-type: none"> <li>– By means of a metered standpipe issued by Mackay Regional Council for the specific time period for domestic purposes (excluding outdoor water use)</li> <li>– By means of Mackay Regional Council tankers</li> </ul> </li> </ul>                   | <ul style="list-style-type: none"> <li>• Mobile water tankers, other than tankers directly used for fire fighting purposes, must not be filled with water from the water supply system except:               <ul style="list-style-type: none"> <li>– By means of a metered standpipe issued by Mackay Regional Council for the specific time period for domestic purposes (excluding outdoor water use)</li> <li>– By means of Mackay Regional Council tankers</li> </ul> </li> </ul>                   |

## SCHEDULE 1 – WATER RESTRICTIONS

| PURPOSE                   | LEVEL 1<br>(Minor)  | LEVEL 2<br>(Medium)  | LEVEL 3<br>(High)  | LEVEL 4<br>(Critical)  |
|---------------------------|---|--|--|--|
|                           | <p>designated metered connection points for public streets and parks</p> <ul style="list-style-type: none"> <li>- Any other purpose is by way of exemption from Mackay Regional Council and by means of a metered standpipe issued for the specific time period and designated area</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded; however must comply with all other conservation measures</li> </ul>   | <p>designated metered connection points</p> <ul style="list-style-type: none"> <li>- Any other purpose is by way of exemption from Mackay Regional Council and by means of a metered standpipe issued for the specific time period and designated area</li> <li>• Water for dust suppression is not permitted</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded; however must comply with all other conservation measures</li> </ul>  | <p>filled Monday to Friday at council depots from designated metered connection points</p> <ul style="list-style-type: none"> <li>- Any other purpose is by way of exemption from Mackay Regional Council and by means of a metered standpipe issued for the specific time period and designated area</li> <li>• Water for dust suppression is not permitted</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded; however must comply with all other conservation measures</li> </ul> | <p>filled Monday to Friday at council depots from designated metered connection points</p> <ul style="list-style-type: none"> <li>- Any other purpose is by way of exemption from Mackay Regional Council and by means of a metered standpipe issued for the specific time period and designated area</li> <li>• Water for dust suppression is not permitted</li> <li>• Tank filling in designated ‘tank replenishment scheme’ areas are excluded; however must comply with all other conservation measures</li> </ul> |
| <b>Vehicles and boats</b> | <ul style="list-style-type: none"> <li>• Water may be used to clean vehicles and boats by means of: <ul style="list-style-type: none"> <li>- A hand-held trigger or twist nozzle to initially wet or rinse after washing</li> <li>- High-pressure low-volume water blaster</li> <li>- Watering can or bucket</li> <li>- Commercial car wash facility</li> </ul> </li> <li>• Vehicles and boats must be washed on grassed areas where possible</li> <li>• Out-board motors may be flushed clean after use</li> </ul> | <ul style="list-style-type: none"> <li>• Water may be used to clean vehicles and boats by means of: <ul style="list-style-type: none"> <li>- A hand-held trigger or twist nozzle to initially wet or rinse after washing</li> <li>- Watering can or bucket</li> <li>- Commercial car wash facility that recycles at least 50% of the water used</li> </ul> </li> <li>• Vehicles and boats must be washed on grassed areas where possible</li> <li>• Out-board motors may be flushed clean after use</li> </ul> | <ul style="list-style-type: none"> <li>• Water may be used to clean vehicles and boats by means of: <ul style="list-style-type: none"> <li>- Watering can or bucket</li> <li>- Commercial car wash facility that recycles at least 50% of the water used</li> </ul> </li> <li>• Vehicles and boats must be washed on grassed areas where possible</li> <li>• Out-board motors may be flushed clean after use</li> </ul>  | <ul style="list-style-type: none"> <li>• Water must not be used to clean vehicles or boats except where required for public health and safety reasons or where permanent damage may occur if not rinsed with fresh water (e.g. flushing out-board motors)</li> </ul>   |

**SCHEDULE 1 – WATER RESTRICTIONS**

| PURPOSE   | LEVEL 1<br>(Minor)  | LEVEL 2<br>(Medium)   | LEVEL 3<br>(High)   | LEVEL 4<br>(Critical)   |
|---|---|---|---|---|
| <b>Paved areas, driveways, house and window cleaning</b>                                  | <ul style="list-style-type: none"> <li>Water must not be used to clean paved areas, driveways, houses and windows, except by means of a:                             <ul style="list-style-type: none"> <li>Hand-held trigger or twist nozzle</li> <li>High-pressure low-volume water blaster</li> <li>Watering can or bucket</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>Water must not be used to clean paved areas, driveways, houses and windows, except by means of a:                             <ul style="list-style-type: none"> <li>Watering can or bucket</li> </ul> </li> </ul>   | <ul style="list-style-type: none"> <li>Water must not be used to clean paved areas, driveways, houses and windows unless cleaning is required as a result of an accident, fire, health or safety reason, construction, building or like activity, storm or other emergency</li> </ul>   | <ul style="list-style-type: none"> <li>Water must not be used to clean paved areas, driveways, houses and windows</li> </ul>  |
| <b>Commercial businesses (meat processing, animal husbandry, construction)</b>            | <ul style="list-style-type: none"> <li>Water may be used in commercial businesses provided:                             <ul style="list-style-type: none"> <li>Water is used efficiently by means of a hand-held trigger or twist hose or bucket</li> <li>Equipment that relies on a water supply for its safe and efficient operation is used so as to prevent wastage of water</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Water may be used in commercial businesses provided:                             <ul style="list-style-type: none"> <li>Water is used efficiently by means of a hand-held trigger or twist hose or bucket</li> <li>Equipment that relies on a water supply for its safe and efficient operation is used so as to prevent wastage of water</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Water may be used in commercial businesses provided:                             <ul style="list-style-type: none"> <li>Water is used efficiently by means of a hand-held trigger or twist hose or bucket</li> </ul> </li> <li>Equipment that relies on a water supply for its safe and efficient operation is used so as to prevent wastage of water</li> </ul> | <ul style="list-style-type: none"> <li>Water may be used in commercial businesses provided:                             <ul style="list-style-type: none"> <li>Water is used efficiently by means of a hand-held trigger or twist hose or bucket</li> <li>Equipment that relies on a water supply for its safe and efficient operation is used so as to prevent wastage of water</li> </ul> </li> </ul> |
| <b>Other purposes not listed except for domestic use, fire fighting and public health</b> | Water shall not be used except by way of exemption from Mackay Regional Council   | Water shall not be used except by way of exemption from Mackay Regional Council   | Water shall not be used except by way of exemption from Mackay Regional Council   | Water shall not be used except by way of exemption from Mackay Regional Council   |

## **7.0 Review of Policy**

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than two years.

## Parks and Recreation Exemptions

### **Level 1 (Minor) Exemptions**

- Nil

### **Level 2 (Medium) Exemptions**

- The following areas can be watered one day a week with manual sprinklers or irrigation systems outside the hours of 10am and 4pm:
  - Botanic Gardens
  - Jubilee Park (grass monuments only)
  - Queen's Park (grass around monuments only)
  - Mulherin Park
  - Field of Dreams
  - Nebo Road median between Lagoon Street and Bridge Road
  - Tourist Bureau
  - Civic Precinct Lawns
  - Mt Bassett, Mackay, Walkerston, Marian, Mirani and Sarina Cemeteries, garden beds and some grassed areas

### **Level 3 (High) Exemptions**

- The following areas can be watered one day a week with popup sprinklers, automatic irrigation systems or a hand-held trigger or twist nozzle outside the hours of 10am and 4pm:
  - Botanic Gardens (exempt areas to be identified in consultation with Water Services)
  - Jubilee Park (grass monuments only)
  - Queen's Park (grass around monuments only)
  - Mulherin Park
  - Field of Dreams
  - Nebo Road median between Lagoon Street and Bridge Road
  - Tourist Bureau
  - Civic Precinct Lawns
  - Mt Bassett, Mackay, Walkerston, Marian, Mirani and Sarina Cemeteries, garden beds and some grassed areas
- Water trucks can water street trees only once every 6 weeks

### **Level 4 (Critical) Exemptions:**

- The following areas can be watered one day a week, for a maximum of an hour on that day, with a hand-held trigger or twist nozzle, outside the hours of 10am and 4pm
  - Botanic Gardens (exempt areas to be identified in consultation with Water Services)



# Water Restrictions Application for Exemption or Amendment Form

*All Sections Must Be Completed*

| APPLICANT DETAILS   |         |                  |
|---|---------|------------------|
| (Applicants should have the consent of the owner of the property or authorised agent prior to submitting this application ) |         |                  |
| SURNAME:  |         | GIVEN NAME(S):   |
| COMPANY NAME (if applicable):   |         |                  |
| ADDRESS:  |         |                  |
| TELEPHONE (B/H):  |         | TELEPHONE (A/H): |
| FAX:  | MOBILE: | EMAIL ADDRESS    |

| PROPERTY OWNER DETAILS                    |         |                  |
|---|---------|------------------|
| (If owner is Applicant, write "As above") |         |                  |
| SURNAME:                                  |         | GIVEN NAME(S):   |
| COMPANY NAME (if applicable):             |         |                  |
| ADDRESS:                                  |         |                  |
| TELEPHONE (BH):                           |         | TELEPHONE (A/H): |
| FAX:                                      | MOBILE: |                  |

| PROPERTY OR SITE DETAILS FOR WHICH EXEMPTION IS REQUESTED  |              |
|--|--------------|
| (If property location is same as owners address, write "As above")                                     |              |
| (If no street no. provide Lot & Registered Plan No.)   |              |
| (If various sites, provide full description of sites/areas under 'Other' or attach additional details) |              |
| STREET No:   | STREET NAME: |
| TOWN / SUBURB:   | POST CODE:   |
| LOT No.:   | RP No:       |
| OTHER:   |              |

| CATEGORY FOR EXEMPTION REQUEST |
|--------------------------------|
| (Please tick)                  |

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> PRIVATE GARDEN/LAWN            | <input type="checkbox"/> PUBLIC SWIMMING POOL/ SPA        | <input type="checkbox"/> VEHICLES AND BOATS        |
| <input type="checkbox"/> PUBLIC PARK OR GARDEN          | <input type="checkbox"/> PONDS/FOUNTAINS/ WATER ORNAMENTS | <input type="checkbox"/> HOUSE AND WINDOW CLEANING |
| <input type="checkbox"/> SPORTS GROUND/ RECREATION AREA | <input type="checkbox"/> WATER TOYS/FACILITIES            | <input type="checkbox"/> COMMERCIAL BUSINESS       |
| <input type="checkbox"/> MARKET GARDEN / NURSERY        | <input type="checkbox"/> DAMS AND TANKS                   | <input type="checkbox"/> OTHER (Specify)           |
| <input type="checkbox"/> PRIVATE SWIMMING POOL/ SPA     | <input type="checkbox"/> MOBILE WATER TANKERS             | _____  |

## APPLICATION CONSIDERATION & CONDITIONS

An Application Fee is to accompany each application for exemption. The fee is set out in the Mackay Regional Council Fees and Charges Schedule.

Exemptions will be assessed based on the provisions of Mackay Regional Council's Policy No. 040 – Water Supply Conservation, taking into consideration: -

- Prevailing weather conditions
- Water allocation available to Mackay Regional Council
- Water demand and progressive annual consumption
- The realistic needs of the customer applying for the exemption
- Any special requirements of the customer applying for the exemption
- Supporting evidence tendered in justification of the application
- That the exemption is in the public interest

Mackay Regional Council reserves the right to withdraw or further modify any approved exemption at any time.

An application will not be considered unless the applicant is able to demonstrate and satisfy at least one of the below criteria: -

1. The exemption is essential to avoid an unduly adverse impact upon the livelihood of the customer should the designated level of water conservation be imposed and no reasonable alternative is available.
2. Exemption is necessary due to the special needs of the customer provided:
  - The proposal merely alters the hours permitted under the declared level of water conservation
  - The proposal merely alters the days permitted under the declared level of water conservation
  - The proposal would not increase the number of hours or days permitted under the declared level of water conservation
3. The exemption would avoid or minimise permanent physical damage to a building or structure owned by the customer.
4. The exemption is necessary to avoid any adverse effect on public health, wellbeing or safety.
5. The exemption is necessary to avoid serious health or safety consequences for an individual applicant.
6. The exemption is essential to avoid or minimise adverse effects resulting in permanent or irreversible damage to a public or private asset of historical, botanic or ecological significance.

The applicant must demonstrate and provide evidence that possible alternatives have been explored and no reasonable alternative is available, to the satisfaction of Mackay Regional Council.

An exemption, if approved, is not transferable to any other person or entity or location.

An exemption, if approved, is applicable only to the level of water conservation under which the approval was granted. Upon declaration of a revised level of water conservation, exemptions may be withdrawn, modified, or subject to additional conditions being imposed.

### REASON FOR EXEMPTION

Please indicate the grounds for which you believe an exemption or modification should be granted.

(Tick appropriate box)

- Clause 1 - Adverse financial impact
- Clause 2 - Special needs of the customer (altering hours or days)
- Clause 3 - Avoid or minimise permanent physical damage to a building or structure
- Clause 4 - Public health, wellbeing or safety
- Clause 5 - Serious health or safety consequences for an individual applicant
- Clause 6 - Historical, botanic or ecological significant



**REASONS**

Please explain the circumstances or specify the reasons for making the application

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**DATE**

Please specify the commencement date and timeframe required for the exemption

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**EVIDENCE**

Please attach evidence supporting other options have been explored and no reasonable alternative exists.

|                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Evidence attached (NB: Failure to provide evidence may result in the Application not being considered) |
|--------------------------|--|

**APPLICANT DECLARATION**

If this exemption is granted, I hereby:

- Authorise Mackay Regional Council to publicly disclose any relevant details of the exemption (excludes private personal details);
- Agree to adhere to all the specified conditions of any such exemption and the requirements under Mackay Regional Council's Policy No. MWW17 – Water Supply Conservation;
- Permit appropriate and reasonable access to the property / site to enable Mackay Regional Council to assess adherence to any exemption conditions;
- Acknowledge that any violation of the terms of the exemption will result in immediate voiding of the exemption and no further application will be considered;
- Acknowledge that this exemption is only applicable to the level of water conservation measures current as at the date of the exemption approval, and Mackay Regional Council may withdraw, modify or additional conditions upon declaration of a revised level.

\_\_\_\_\_  
*Signature of Applicant*\_\_\_\_\_  
*Company Title (if applicable)*\_\_\_\_\_  
*Date***PRIVACY DISCLAIMER**

*Mackay Regional Council is collecting your personal information in order to process your application. This information will only be disclosed to any other third party with your written authorisation or as we are required to by law.*

**OFFICE USE ONLY**

On receipt, please forward to Water and Waste Services, Business Services program for processing.

***Please ensure the following actions are completed:***

**WATER RESTRICTIONS  
APPLICATION FOR EXEMPTION OR AMENDMENT CHECKLIST****PROPERTY OWNER DETAILS**

|                               |                |
|-------------------------------|----------------|
| SURNAME:                      | GIVEN NAME(S): |
| COMPANY NAME (if applicable): |                |
| ADDRESS:                      |                |

**EXEMPTION DETAILS**

|  |                   |
|--|-------------------|
| EXEMPTION APPROVED: <input type="checkbox"/> YES <input type="checkbox"/> No |                   |
| CATEGORY:  |                   |
| EXEMPTION DURATION:  | DATES: / / TO / / |
| SPECIAL CONDITIONS: <input type="checkbox"/> YES <input type="checkbox"/> No |                   |
| DETAILS:   |                   |

| CHECKLIST  | DATE | INITIAL |
|--|------|---------|
| <input type="checkbox"/> Enter Application into Water Restriction Exemption Register | / /  |         |
| <input type="checkbox"/> Produce standard letter and permit                          | / /  |         |
| <input type="checkbox"/> Advise applicant by means of standard letter and permit     | / /  |         |
| <input type="checkbox"/> Register letter and permit in ECM                           | / /  |         |
| <input type="checkbox"/> File Application  | / /  |         |

**APPLICATION COMPLETED**

|            |           |
|------------|-----------|
| SIGNATURE: | DATE: / / |
|------------|-----------|