

# PROCEDURE

## WATER RESTRICTIONS

### APPROVALS

<b>PROCEDURE NUMBER</b>	WW-PRO-105	<b>DOC. ID</b>	4768837
<b>DATE EFFECTIVE</b>	25 August 2021		
<b>PROCEDURE OWNER:</b>	Water and Waste		
<b>APPROVED BY THE DIRECTOR</b>	Director Water and Waste		
<b>ENDORSED BY</b>	Resolution No. 7466		
<b>POLICY REFERENCE NUMBER</b>	STAT-POL-033		

## AIM

This procedure defines how Isaac Regional Council (Council) will implement, declare and enforce water restrictions to control the demand of raw and potable water in the Isaac region.

## SCOPE

This procedure applies to all customers and properties which access raw and/or potable water via Council's water supply system.

## ROLES & RESPONSIBILITIES

### Chief Executive Officer

The Chief Executive Officer as a delegate of Council is responsible for exercising water restriction powers in accordance with Council's Water Restrictions Policy and under the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

To enable effective implementation of this procedure, the CEO shall:

- Actively support the implementation of this procedure;
- Ensure compliance with this procedure; and
- Consider applications for exemption from water restrictions.

### ELT/Managers/Supervisors

- Ensure that they are familiar with this procedure; and
- Ensure that their employees are familiar with this procedure and have adequate training to perform their duties.

### All staff

Council employees are responsible for understanding their role in implementing this Procedure.

## DEFINITIONS

TERM	MEANING
Council	Isaac Regional Council
ELT	Shall mean Executive Leadership Team comprising the Chief Executive Officer and Council Directors.
Exemption	Shall mean permission approved by Council in writing and accepted by an applicant that modifies or waives an imposed water restriction.
Exemption permit	Shall mean a document that contains details of the exemption. An exemption permit must be displayed in a prominent position on the property and will contain 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.

## PROCEDURE

### DECLARATION OF WATER RESTRICTIONS

Subject to the provisions of the *Water Supply (Safety and Reliability) Act 2008* and the Council's Water Restrictions Policy, Council will implement water restrictions when the trigger for each water supply scheme is reached in accordance with the Water Restriction Trigger Levels Guideline. The declaration of water restrictions will be made at levels specified in the Water Restriction Conditions Guideline. The Water Restriction Conditions Guideline outlines the activities which are allowable and also prohibited during each level of water restrictions from Level 1 to Level 4.

### PUBLICATION OF WATER RESTRICTIONS

The publication of water restrictions will be targeted towards the affected township and will, at a minimum, include the following methods for each level of restrictions:

LEVEL OF WATER RESTRICTIONS	PUBLIC NOTICE DISTRIBUTION
<b>LEVEL 1</b>	<ul style="list-style-type: none"><li>• Council's website and Facebook page.</li><li>• Council facilities (i.e. customer service centres, libraries, notice boards).</li><li>• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.</li><li>• Individual reminder letter posted to properties alleged to be in breach of restrictions.</li></ul>
<b>LEVEL 2</b>	<ul style="list-style-type: none"><li>• Council's website and Facebook page.</li><li>• Council facilities (i.e. customer service centres, libraries, notice boards).</li><li>• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.</li><li>• Individual reminder letter posted to properties alleged to be in breach of restrictions.</li><li>• Letterbox drop.</li><li>• Township publications if available (i.e. Clermont Rag).</li></ul>
<b>LEVEL 3</b>	<ul style="list-style-type: none"><li>• Council's website and Facebook page including a Facebook 'push'.</li><li>• Council facilities (i.e. customer service centres, libraries, notice boards).</li><li>• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.</li><li>• Individual reminder letter posted to properties alleged to be in breach of restrictions.</li></ul>

	<ul style="list-style-type: none"><li>• Letterbox drop.</li><li>• Township publications if available (i.e. Clermont Rag).</li></ul>
<b>LEVEL 4</b>	<ul style="list-style-type: none"><li>• Council's website and Facebook page including a Facebook 'push'.</li><li>• Council facilities (i.e. customer service centres, libraries, notice boards).</li><li>• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.</li><li>• Individual reminder letter posted to properties alleged to be in breach of restrictions.</li><li>• Letterbox drop.</li><li>• Township publications if available (i.e. Clermont Rag).</li></ul>

Each public notice will specify the region to which the water restrictions apply, the level of restrictions, the date of commencement and contact details for further information.

Water restrictions remain in effect unless otherwise substituted or revoked by a subsequent declaration or published notice.

## BREACHES OF WATER RESTRICTIONS

As per Section 43(5) of the *Water Supply (Safety and Reliability) Act 2008*, it is an offence to contravene an imposed water restriction. Alleged breaches of enforced water restrictions will be investigated and actioned as per Council's Community Education and Compliance Policy.

## EXEMPTIONS

Where an exemption or amendment to imposed water restrictions is sought, applicants shall apply for each individual property or circumstance. A separate application is required for residential and commercial properties versus mobile water tankers utilising Council's various potable and raw water truck fill points (standpipes).

To apply for an exemption, residents and businesses are required to complete and submit an Application for Exemption for Mobile Water Tanker to take Water Out of Standpipes in Water Restrictions Form and/or an Application for Exemption Residential and Commercial Users in Water Restrictions Form as per the instructions on the form.

Applications may be:

- Approved unconditionally;
- Approved subject to certain conditions; or
- Declined.

Exemption applications will only be considered where reasonable grounds have been presented with regard to social, health, environmental and economic impacts.

Approval, if granted, will be in writing, will note the conditions applicable during the exemption and will take effect as of the date of such approval.

Approval will only be applicable to the current level of restriction (Level 1 to Level 4) and will cease upon a specified end date or when the current level of restriction is escalated to a higher level, whichever comes first. If, however, approval is granted at a higher level and the restrictions level is lowered, the exemption will remain current, i.e., if the exemption is approved during Level 3 Water Restrictions and the restrictions are lowered to Level 1 Water Restrictions, the exemption will remain current.

Approvals may be modified or withdrawn at any time Council deems appropriate. If an extension is required under normal circumstances an additional application must be submitted.

Approved exemptions will be issued with an Exemption Permit. 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.

## REFERENCES AND RELATED DOCUMENTS

- *Water Supply (Safety and Reliability) Act 2008*
- *State Penalties Enforcement Act 1999*

## DOCUMENT ID/NAME

ID	NAME
STAT-POL-033	Water Restrictions Policy
WW-FRM-137	Application for Exemption Residential and Commercial Users in Water Restrictions Form
WW-FRM-126	Application for Exemption for Mobile Water Tankers to take Water out of Standpipes in Water Restrictions Form
WW-GDS-200	Water Restriction Condition Guideline
WW-MISC-097	Water Restriction Trigger Levels Guideline
WW-GDS-201	Water Conservation Measures Guideline
WW-GDS-190	Water Restrictions Internal Guideline
PECS-POL-113	Community Education and Compliance Policy