

Hunter Water - Update on Water Restrictions as at 16 January 2020

Water Restrictions




We're currently in Level 1 water restrictions, but if dry conditions continue Level 2 water restrictions will commence on 20 January 2020.

As a region we're experiencing the lowest water levels in our dams in over two decades. Water restrictions apply to everyone in the Lower Hunter and reducing our water consumption now will help us save water for our future supply. Changing a little can save a lot!

Level 1 water restrictions apply to all properties connected to Hunter Water's water supply network in the areas of Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens, Dungog and small parts of Singleton. [View a map of our area of operations](#)

A Quick Guide to Level 1 Water Restrictions

Level 1 water restrictions are simple actions to help save water every day.

Restriction level	Home and business	Major and large business customers
	<ul style="list-style-type: none">• Outdoor watering before 10am or after 4pm with a trigger nozzle• All hoses must have a trigger nozzle• No hosing of hard surfaces such as concrete, paths and driveways• Wash your vehicle using a trigger nozzle• No sprinklers	<ul style="list-style-type: none">• Major customers implement Water Efficiency Management Plans• Large customers prepare Water Efficiency Management Plans

Level 2 Water Restrictions





We're currently in Level 1 water restrictions, but if dry conditions continue Level 2 water restrictions will commence on 20 January 2020.

What changes come into effect when Level 2 water restrictions apply?

Restriction level	Home and business	All business customers
	<ul style="list-style-type: none"> Outdoor watering reduced to every second day for up to 15 minutes Vehicles and buildings bucket wash only 4 minute maximum shower 	<ul style="list-style-type: none"> Large customers implement Water Efficiency Management Plans All customers prepare Water Efficiency Management Plans

What's Allowed Under Level 2 Water Restrictions?

Activity	What can you do?	What can't you do?
Watering lawns and gardens 	You can: <ul style="list-style-type: none"> Water lawns and gardens by hand held hose fitted with a trigger nozzle, bucket or watering can before 10am and after 4pm every second day* for up to 15 minutes. 	You can't: <ul style="list-style-type: none"> Use sprinklers or irrigation systems at any time Leave hoses or taps running unattended Water lawns and gardens every day
Cleaning external hard surfaces (paths, driveways & concrete) 	You can <ul style="list-style-type: none"> Spot clean for safety, health or emergency reasons with a hose fitted with trigger nozzle or with high pressure cleaning equipment 	You can't <ul style="list-style-type: none"> Use a hose for general cleaning of hard surfaces such as paths, driveways and paved areas Leave hoses and taps running unattended
Washing vehicles and buildings 	You can <ul style="list-style-type: none"> Wash vehicles and buildings using a bucket at any time. Tip: wash your car on your lawn and your grass will benefit	You can't <ul style="list-style-type: none"> Wash vehicles and buildings using a hose.
Washing boats	You can <ul style="list-style-type: none"> Undertake necessary cleaning for maintenance of water craft, their bilges and motors. Read our FAQ below. 	

<p>Filling private pools and spas</p> 	<p>You can</p> <ul style="list-style-type: none"> ■ Top up existing pools if using a trigger nozzle or device that can be turned off instantly ■ Fill a new or renovated pool or spa over 3,000 litres capacity by obtaining a permit and using an approved pool cover. Apply for a permit to fill a pool 	<p>You can't</p> <ul style="list-style-type: none"> ■ Top up an existing pool without using a hose fitted with a trigger nozzle or device that can be turned off instantly ■ Leave an unattended hose running in a pool ■ Fill a new or renovated pool or spa over 3,000 litres capacity unless you have a permit and an approved pool cover. Apply for a permit to fill a pool
<p>Filling or topping up tanks and dams</p>	<p>You can</p> <ul style="list-style-type: none"> ■ Fill up a tank or dam if primarily used for internal domestic consumption and connected with a direct connection to the domestic plumbing ■ Use rainwater collected and stored in your tank and dam for any purpose (we encourage everyone to use all water wisely) <p>Please note: when in doubt about the source of the water in your tank please abide by water restrictions</p>	<p>You can't</p> <ul style="list-style-type: none"> ■ Fill or top up a tank or dam using water sourced from Hunter Water that is not being used for internal domestic consumption
<p>Internal use</p> 	<p>You can</p> <ul style="list-style-type: none"> ■ Have a maximum four minute shower ■ Help water saving efforts by repairing internal leaks as quickly as possible, such as dripping taps or leaking toilets <p>Tip: Fixing a leaking toilet can save you between 10 to 260 litres a day.</p>	<p>You can't</p> <ul style="list-style-type: none"> ■ Be wasteful with water in the bathroom

* What does watering every second day mean?

- If your street number is even (e.g. 12 Smith Street) you can water on even dates of the month (e.g. 2nd, 4th, 6th February).
- If your street number is odd (e.g. 27 Smith Street) you can water on the odd dates of the month (e.g. 3rd, 5th, 7th February).

What's Excluded From Water Restrictions?

There are basic exclusions from restrictions activity:

- Recycled water (however, please use water wisely)
- Greywater (water from sinks, showers, washing machines etc.)
- Rainwater (provided the tank/dam is not topped from, or switched to, the drinking water supply)
- Bore water
- Water used for firefighting, testing and related activities.

Frequently Asked Questions

<p>What's changing from level 1 to level 2 restrictions?</p>	<p>The main changes are:</p> <ul style="list-style-type: none"> ■ Outdoor watering before 10am and after 4pm will only be permitted every second day for up to 15 minutes. Which day is your watering day? If your street number is even (e.g. 12 Smith Street) you can water on even dates of the month. If your street number is odd (e.g. 27 Smith Street) you can water on the odd dates. ■ Showers will be limited to 4 minutes ■ You will only be able to wash vehicles and buildings using a bucket (not a hose fitted with a trigger nozzle or high-pressure cleaning equipment as is allowed under level 1 restrictions).
<p>Why are we moving to Level 2 water restrictions?</p>	<p>Water restrictions are being tightened as our dam levels are fast approaching 50% due to the impacts of drought in our area. Reducing our water consumption now will help us save water for our future supply.</p>
<p>When do they apply?</p>	<p>Level 2 water restrictions will be introduced on 20 January 2020.</p>
<p>Who do Level 2 water restrictions apply to?</p>	<p>Water restrictions apply to all water users who use drinking water sourced from Hunter Water, including residents, business and government in Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens, Dungog and some parts of Singleton. View our area of operations map</p>
<p>If we have lots of rain will Level 2 water restrictions still apply?</p>	<p>Level 2 water restrictions will remain in place until our water storages have recovered above 60%. But remember, just because it's raining around you doesn't mean it's raining in our catchment areas.</p>
<p>How do level 2 restrictions affect business customers?</p>	<p>The restrictions are the same for all customers, including business customers. In addition, major customers will continue to implement their Water Efficiency Management Plans (WEMP) under level 2 restrictions. Large customers will need to implement their WEMPs and customers who use <10ML will need to prepare a WEMP via an online checklist.</p>
<p>Can I wash my boat?</p>	<p>During Level 2 water restrictions you can:</p> <ul style="list-style-type: none"> ■ flush inboard or outboard boat engines by means of a hose fitted with an appropriate flushing device; ■ clean bilges or essential safety components on boat trailers, including wheels and brakes using a hose fitted with a trigger nozzle or high-pressure water cleaning equipment; ■ rinse vessels immediately after being used in salt water, to a maximum of 10 minutes per vessel using a hand-held hose with trigger nozzle or pressure cleaning equipment; ■ fill fixed water tanks in vessels using a hand-held hose. Unattended filling of water tanks is not permitted;
<p>I already have an exemption from level 1 restrictions. Does this apply for level 2?</p>	<p>No, however Hunter Water's customer team will contact customers who have a level 1 exemption to update the conditions. Until you're contacted, your Level 1 water restriction exemption will carry over to Level 2.</p>
<p>How will Level 2 water restrictions be enforced?</p>	<p>Hunter Water will respond to reports of alleged breaches of level 2 water restrictions and will follow up with customers when repeated reports have been received.</p>
<p>Will there be fines?</p>	<p>Yes, fines may apply after breaches of level 2 water restrictions have been confirmed. \$220 for individuals and sole traders and \$550 for businesses.</p>

About Level 2 water restrictions

Why are we introducing Level 2 water restrictions?

Answer

Water restrictions are being tightened as our dam levels are fast approaching 50% due to the impacts of drought in our area. Reducing our water consumption now will help us save water for our future supply.

What will be the new restrictions under Level 2?

Answer

Level 2 water restrictions are an extension of the existing Level 1 restrictions and continue to focus primarily on outdoor water use, with the exception of 4-minute showers.

They are summarised as:

All hoses must have a trigger nozzle

Outdoor watering permitted every second day before 10am and after 4pm recommended for up to 15 minutes per day (odd property number = odd date of the month, even property number = even date of the month). Outdoor watering applies to hand watering with a trigger nozzle and drip irrigation systems

Wash vehicles and buildings with a bucket only

Repair dripping taps and leaking toilets as quickly as possible

No sprinklers

No hosing of hard surfaces, except for health and safety reasons

Limit showers to 4 minutes

How do I know which day I can water my garden and lawn?

Answer

If your street number is even (eg. 12 Smith Street), you can water on even dates of the month. If your street number is odd (eg. 27 Smith Street), you can water on odd dates.

Can I apply for a level 2 exemption now?

Exemptions

Are there any Level 1 water restrictions exemptions for homes?

Answer

Residential customers who are unable to comply with the Level 1 restrictions are required to apply for an exemption for any sprinkler use, outdoor watering between 10am and 4pm and/or using a hose without a trigger nozzle.

[Apply for an exemption](#)

If I am unable to use a trigger nozzle can I use a twist nozzle?

Answer

A trigger nozzle is preferred. A twist nozzle is only acceptable in cases where evidence of a physical limitation can be provided.

[Apply for an exemption](#)