



HPRM record number: 17/25066

20 March 2017

## To the resident

Dear Sir/Madam

### Whitemark - water supply update

We are writing to update you on the status of treated water supplies in Whitemark.

Late last year we received communication from Flinders Council highlighting potential water supply issues that could occur during the summer months.

TasWater commissioned the new water treatment (WTP) plant at Whitemark and, taking note of Council's concerns, proceeded to investigate and monitor the water supply levels.

Those levels are currently extremely low due to a dry summer and an increase in household water usage.

One of the features of the Whitemark WTP is that due to the increased filtration levels required for the location, the plant uses more water than other plants to wash the filters. This is essential to meet the requirements of the Australian Drinking Water Guidelines (ADWG) and provide safe drinking water for the community.

We have also identified a number of leaks in the network system that are contributing to existing water supply issues.

Staff are currently working on a range of measures to ensure that water supply is maintained while we investigate longer-term options to bolster supply to residents and visitors on Flinders Island.

**Those measures include the introduction of Stage 2 water restrictions for Whitemark. These restrictions will come into effect on Wednesday, 22 March and will remain until June, but may be removed earlier if inflows and storage levels allow.**

Stage 2 restrictions are designed to reduce non-essential use of water by approximately 50 per cent of average consumption. The restrictions will impact mainly on the watering of gardens and sporting ovals and while they allow for the use of water each day, it is limited to certain times.

Hosing of paving, concrete and other hard surfaces is banned except for construction, health and safety purposes or in the event of an emergency.

Please feel free to visit [www.taswater.com.au](http://www.taswater.com.au) or call TasWater on 13 6992 for more information.

# STAGE TWO

This stage is designed to reduce non-essential use of water by approximately 50 per cent of average consumption. Non-essential residential and commercial use is limited to alternate days and watering of lawns is banned.

## Residential, public and commercial gardens and lawns

Garden watering is restricted to allocated days, which will be advised by TasWater in your letter, during the following times:

- Manual watering systems can only be used between the hours of 6am and 8am and between the hours of 8pm and 10pm.
- Automatic watering systems can only be used between the hours of midnight and 4am.
- Handheld hoses with a trigger nozzle, buckets or watering cans may be used at any time.

Watering of lawns is banned at all times.

## Sporting grounds

Watering of sports grounds is restricted to allocated days during the following times:

- Manual watering systems can only be used between the hours of 6am and 8am and between the hours of 8pm and 10pm.
- Automatic watering systems can only be used between the hours of midnight and 4am.
- Handheld hoses with a trigger nozzle, buckets or watering cans may be used at any time.

## Paving, concrete and other hard surfaces

Hosing is banned except for construction, health and safety purposes or in an emergency.

## Vehicles

Vehicles can be washed at home using a high pressure cleaning device, a bucket or at a water efficient commercial car wash at any time or day.

A handheld hose fitted with a trigger nozzle cannot be used for pre-rinsing and rinsing at home.

## Residential or commercial pools or spas

To fill or top up a new or existing pool or spa with a capacity of 2,000 litres or less, a handheld hose fitted with a trigger nozzle, a watering can or bucket can be used.

Pools and spas of greater than 2,000 litres capacity may only be filled with approval from TasWater.

## Do you need more information?

Please contact TasWater's friendly Customer Service team.

P: 13 6992

E: [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

Additional information, including how to apply for an exemption from the water restriction, can be found at [www.taswater.com.au](http://www.taswater.com.au)