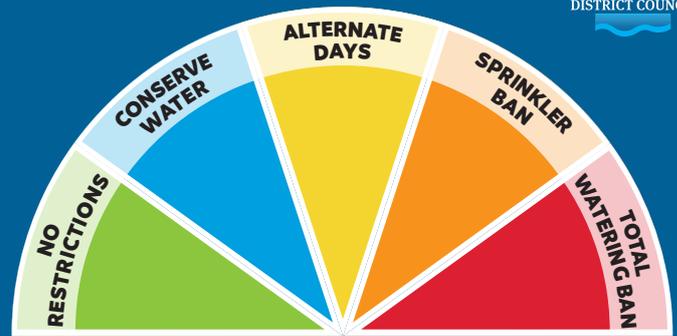


WATER RESTRICTIONS FREQUENTLY ASKED QUESTIONS

Summers in the Coromandel can often be dry, and with high visitor numbers that means sometimes we need water restrictions to make sure everybody has enough.



Who is affected by water restrictions?

All private consumers on Thames-Coromandel District Council's water supplies must comply with water restrictions set by Council. Water from private bores is not subject to these restrictions.

Are the restrictions mandatory?

Yes. The restrictions are mandatory.

Our Council's Water Supply Bylaw 2019 Sections 10.2 and 11.3 apply: tcdc.govt.nz/watersupplybylaw.

Are there any activities that are exempt from restrictions?

All applications are considered on a case by case basis.

What is considered wasting water?

Wasting water should not occur at any time of the year regardless of whether water restrictions are in force. It is an offence to waste water or not comply with water restrictions.

Wasting water includes:

- Permitting an irrigation system to run during a rainstorm with run-off
- Permitting water to pool or run-off any lawn or garden
- Allowing a tap or hose to run unnecessarily
- Damage or deterioration of any water-using appliance that results in water wastage
- Operating a fountain or pond without re-circulating water
- Directing water onto a paved surface, including driveways, sidewalks, or roadways during irrigation
- Washing any vehicle or the outside of a building with the use of a hose not equipped with a shut-off nozzle
- Use of flowing water instead of dry sweeping to remove loose debris from hard surfaces
- Not repairing leaking water pipes/fittings in a timely manner

Restriction levels

- **Level 1 - No Restrictions:** No official restrictions on water use, but water is a precious resource. Please be mindful of water use regardless.
- **Level 2 - Conserve Water:** Residents and holidaymakers are asked to keep using water carefully to ensure our supply continues.
- **Level 3 - Alternate Days:** Hoses, sprinklers and garden irrigation systems can only be used on alternate days. If your address is an even number you can use your hose on even numbered days, and vice versa for odd numbered houses.
- **Level 4 - Hand-held hoses only:** A total ban on the use of all sprinkler, unattended hoses and garden irrigation systems. Hand-held hoses can be used on alternate days: If your address is an even number you can use your hose on even numbered days, and vice versa for odd numbered houses.
- **Level 5 - Watering ban:** Hand-held hoses, unattended hoses sprinkler, unattended hoses and garden irrigation systems are not permitted at any time. This includes a ban on watering lawns and gardens, washing cars, boats, houses, and decks, filling paddling pools and playing under sprinklers. Essential watering of plants, such as vegetable gardens using a hand-held watering can is permitted.

Can I use water to fill garden ponds?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

Can I use water to fill my swimming pool?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

Can I use water to fill a children's paddling pool?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

Can I use a water slide (or slippery slide) for children during the day?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

Can I wash my vehicle or boat?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

Can I wash outdoor surfaces or the exterior of my building? Can I use a water blaster?

Yes in Levels 1, 2 and 3, subject to the restrictions for that level.

My neighbour is not using water in accordance with the restriction. How do I report this matter?

If you know your neighbour, you could make them aware of the water restriction that applies. Otherwise, report the case directly to our Council at telephone number (07) 868 0200 and our staff will attend to it.

How does TCDC enforce water restrictions?

Our Council's policy is to provide education, information and warning notices to encourage compliance with the water restrictions. However, the Local Government Act 2002 and our Water Supply Bylaw allow for enforcement through prosecution and restriction of the water supply to a property.

What are the penalties faced when a person contravenes the water restriction in force?

The water supply to a property may be restricted through a device that provides a very limited supply. A conviction under the Local Government Act 2002 for water wastage could result in a fine not exceeding \$5,000.

Is TCDC required to issue an official warning to me before penalising me for violating the water restriction in force?

Our Council's policy is to provide education, information, and warning notices to encourage compliance with water restrictions. An official warning will be provided before a water supply restriction device is installed and before enforcement action is taken.

I am paying my rates, why can't I water my lawn whenever I want – Why do we have restrictions?

Restrictions are imposed to reduce water demand and encourage conservation by users. Our water supplies are only allowed to take water from sources according to limits set by Resource Consents (which Waikato Regional Council issues and regulates). During summer, our sources may run low and in extreme weather conditions our water supplies approach the limit for water abstraction.

Do restrictions apply to using rainwater that I've collected and stored?

No, restrictions do not apply to collected rainwater. However, this water must be on an entirely separate system to the public supply.

Why do we have water restrictions during the holidays?

The short answer is that if we do not restrict water usage, we may run out of water for household use.

We are limited in the amount of water we can supply by two factors:

- The production capacity of our water treatment plants
- The conditions of our resource consents from Waikato Regional Council

Can I use water if it is part of my business?

We ask that you contact our Council first regarding this.

However, if the use of the water is an integral part of the business it is generally permitted

Are you going to pay for my garden if it dies?

No, our Council is not responsible for private gardens, shrubs, trees or lawns.

Why doesn't TCDC have enough storage?

Council provides the level of storage required to efficiently operate the water supplies. The cost of providing the volume of storage to get through the peak period with no restrictions would be impractical and cost prohibitive.

Are farmers covered by the water restrictions?

Some of our Council's water supplies cater to stock water requirements. Stock water supply is through troughs which are not subject to restrictions. These rural water supplies are subject to the same restrictions for all other uses as urban supplies.

Our Council does not provide water for irrigation and horticultural purposes. When restrictions are imposed on public water supplies, irrigation restrictions for farmers usually occur at the same time.

TOP 5 SMART WATER CONSERVATION TIPS

EVERY DROP COUNTS



Wait to do full loads of dishes and clothes.



Don't run water when brushing your teeth



For cool drinking water – leave some in the fridge rather than running the tap.



Apply the 'step test' for lawns. If grass springs back, it doesn't need watering.



Use the half-flush button on your toilet