

Permanent Water Saving Plan

Frequently asked questions for residential customers

What is a "high pressure water cleaning device"?

A high pressure water cleaner is an electric or petrol powered device that connects to a hose and forces water out at high pressure for more effective cleaning.

The rate of delivery must be 9 litres per minute or less.

Can I use my hose / watering can / bucket?

Yes. You can water your garden or lawn, or wash your car, with a watering can or bucket at any time, any day, without restriction.

You can also use a hose, provided it is fitted with a trigger nozzle and does not leak.

I have a water feature. Can I use it?

Yes, if it re-circulates water (almost all of them do).

You can top it up if it gets low.

I want to wash my car. What are my options?

Very few restrictions apply to washing your car. You can:

- take it to a commercial carwash
- wash it yourself using a high pressure water cleaner
- wash it yourself using a hose fitted with a trigger nozzle
- wash it yourself using a bucket or watering can.

Are we still under water restrictions? When will they end?

Yes and no.

The Permanent Water Saving Plan is a set of commonsense rules to save water. These rules do restrict water use, so can be thought of as a simple form of restrictions. The Plan is also enforceable under law.

However, unlike staged (numbered) water restrictions, the Permanent Water Saving Plan is in place every day of the year.

I have a rainwater tank. What restrictions apply to the water in it?

The Permanent Water Saving Plan applies only to reticulated drinking water.

There are no restrictions on water use from rainwater tanks.

I have a greywater diverter from my washing machine. What restrictions apply?

No restrictions apply to greywater (or recycled water).

Why can I only water at night / early morning?

Watering late in the evening and early in the morning is the most effective time to water. Evaporation is low, and water is much more likely to get to plant roots. Watering in the middle of the day is inefficient.

Can I hose down my driveway / footpath / deck?

Yes, if you need to clean up after an accident, fire, or construction work; or for health or safety reasons.

You can also wash-down hard surfaces once a year to prevent or remove staining.

For instance, you **can** use a high pressure water cleaner or a hose (fitted with a trigger nozzle) to:

- remove slippery mud from your footpath
- remove a fresh paint stain from your driveway
- clean up after construction work.

You **can not** use a hose to:

- clean up leaves from your footpath
- wash dirt off your driveway
- clean dust off your deck

Can I use a hose to wash my windows?

Yes, there are no restrictions on washing windows.

What if I break the rules? Are there fines?

We have authorised water officers that follow up on suspected breaches.

If you breach the rules, we may give you an official warning, an on-the-spot-fine or may seek to prosecute you (depending on the severity of the breach).

The Permanent Water Saving Plan is enforced under the Water Act. .

What if I see someone else doing the wrong thing?

If you witness a breach of the Permanent Water Savings Plan, you can contact us with the details. An authorised water officer will investigate and follow up.