

RESIDENTIAL WATER RESTRICTION PROTOCOL

The restrictions and prohibitions set out in this part apply to the use of the Public Water Supply at Residential Premises. Residential Premises means premises used principally as a place of residence and includes a dwelling, flat, hotel, motel, hostel, boarding house, camping ground, or retirement village (as defined in section 6 Retirement Villages Act 2003).

THESE ACTIVITIES ARE ALWAYS PERMITTED, EVEN WHEN RESTRICTIONS ARE IN PLACE, BUT PLEASE CONSERVE WATER WHEREVER POSSIBLE.



Water for human public health purposes including drinking and sanitation (laundry, cleaning and showering/bathing)



Water for fire-fighting purposes



Water for health and safety purposes

	PHASE A Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE B Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE C Restrictions in effect on all water use. Water conservation is essential.	PHASE D Restrictions in effect on all water use. Water conservation is essential.	PHASE E Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety, firefighting and livestock* purposes.	PHASE F Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety and firefighting purposes.
POOLS, SPAS, WATER FEATURES AND WATER PLAY ACTIVITIES	Filling a pool, spa or water feature is prohibited. Topping up a pool, spa or water feature is permitted. Using water for water play activities is permitted.	Filling and topping up a pool, spa or water feature is prohibited. Using water for water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	All water use prohibited except for human drinking water, sanitation, medical, health and safety and firefighting purposes. Water supply only from nominated key supply points. Use of water for livestock purposes is prohibited.
OUTDOOR WASHING (vehicle washing, outdoor surfaces and windows)	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	All outdoor washing activities prohibited, except where cleaning is required for health and safety reasons, or other emergency.	
GRASS AREA AND LAWNS	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	
AMENITY PLANTING (flower beds, planters, shrubs, trees)	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper), or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering prohibited.	Watering prohibited.	
PRODUCTIVE GARDENS (fruits and vegetables for domestic use)	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a bucket only.	Watering prohibited.	



BUSINESS WATER RESTRICTION PROTOCOL

The restrictions and prohibitions set out in this part apply to the use of the Public Water Supply at Business Premises. Business Premises means Premises used principally for any profession, trade, manufacture or undertaking carried on for gain or reward, but excludes Public / Institutional Premises.¹

THESE ACTIVITIES ARE ALWAYS PERMITTED, EVEN WHEN RESTRICTIONS ARE IN PLACE, BUT PLEASE CONSERVE WATER WHEREVER POSSIBLE.



Water for human public health purposes including drinking and sanitation (laundry, cleaning and showering/bathing)



Water for fire-fighting purposes



Water for health and safety purposes

	PHASE A Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE B Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE C Restrictions in effect on all water use. Water conservation is essential.	PHASE D Restrictions in effect on all water use. Water conservation is essential.	PHASE E Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety, firefighting and livestock ⁴ purposes.	PHASE F Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety and firefighting purposes.
ALL BUSINESS ACTIVITIES	Conserve water wherever possible.	Conserve water wherever possible.	Reduce usage by 10% – 30% of the baseline as notified by Council. ^{2,3}	Reduce usage by 31% – 50% of the baseline as notified by Council. ^{2,3}	All water use prohibited except for human drinking water, sanitation, medical, health and safety, firefighting, and livestock ⁴ purposes.	All water use prohibited except for human drinking water, sanitation, medical, health and safety and firefighting purposes. Water supply only from nominated key supply points. Use of water for livestock ⁴ purposes is prohibited.
OUTDOOR WASHING (vehicle washing, outdoor surfaces and windows)	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	All outdoor washing activities prohibited, except where cleaning is required for health and safety reasons, or other emergency.	
GRASS AREA AND LAWNS	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	
AMENITY PLANTING (flower beds, planters, shrubs, trees)	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper), or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering prohibited.	Watering prohibited.	
POOLS, SPAS, WATER FEATURES AND WATER PLAY ACTIVITIES⁵	Filling a pool, spa or water feature is prohibited. Topping up a pool, spa or water feature is permitted. Using water for water play activities is permitted.	Filling and topping up a pool, spa or water feature is prohibited. Using water for water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	All water use for pools, spas, water features and water play activities is prohibited.	

- Business premises includes the Richmond Aquatic Centre and premises used principally for a farming, agricultural or horticultural business.
- When water restrictions are in force under this phase, the restrictions and prohibitions on water use applicable during this phase are in addition to the obligation to reduce use of the Public Water Supply by the percentage specified for 'all business activities'. Savings that are made through compliance with the restrictions and prohibitions applicable during this phase will count towards, and may exceed, the required percentage savings. Regardless of the water savings made due to restrictions and prohibitions applicable during this phase, users may need to reduce their water use in other areas in order to achieve the required percentage savings.
- The Council may exempt the owner or occupier of any new business from the requirement to reduce water usage at a Business Premises by the percentage specified if the owner or occupier of the new business has applied in writing for the exemption and the Council is satisfied that the new business has not previously operated from that Business Premises. Any such exemption granted by the Council shall be in writing and shall expire on the Expiry Date. Where the Council issues a water invoice to the exemption holder on a monthly basis the Expiry Date is the date of the twelfth water invoice issued by the Council in respect of the new Business Premises. For all other exemption holders the Expiry Date is the date of the second water invoice issued by the Council to the exemption holder in respect of the new Business Premises. An exemption granted under this clause shall not exempt any Person from the obligation to comply with the other restrictions or prohibitions on water use at the Business Premises, which are set out above.
- Livestock means cattle, sheep, horses, swine, alpacas, llamas, goats, deer, poultry, bees, fish, rabbits and other animals kept on the premises for business purposes.
- When Phase A, B, C, or D water restrictions are in force, the Richmond Aquatic Centre is exempt from the restrictions and prohibitions on use of water for pools, spas, water features and water play activities in this table.
- The Council may grant an exemption upon application to comply with restrictions outlined during Phase A,B,C,D and E for water used for animal welfare purposes.



PUBLIC / INSTITUTIONAL WATER RESTRICTION PROTOCOL

The restrictions and prohibitions set out in this part apply to the use of the Public Water Supply at Public / Institutional Premises. Public / Institutional Premises means Premises used principally for the purposes of:

- a. not-for-profit organisations, whether incorporated or unincorporated;
- b. local government, central government or Departments of State;
- c. utility operators as defined in section 4 Utilities Access Act 2010;
- d. childcare centres and kindergartens, whether public or private;
- e. hospitals, whether public or private;
- f. medical and dental surgeries, and medical and other primary health care centres;
- g. educational institutions, including public and private primary, intermediate, and secondary schools, universities, polytechnics, and other tertiary institutions;
- h. public libraries, public museums, and public art galleries;
- i. police stations;
- j. fire stations;
- k. community halls and community recreation centres;
- l. public parks, sports grounds;
- m. courthouses;
- n. churches and chapels;
- o. probation and detention centres;
- p. road as defined in section 315 Local Government Act 1974, or state highway as defined in section 5 Land Transport Management Act 2003, but does not include fire hydrants.

THESE ACTIVITIES ARE ALWAYS PERMITTED, EVEN WHEN RESTRICTIONS ARE IN PLACE, BUT PLEASE CONSERVE WATER WHEREVER POSSIBLE.



Water for human public health purposes including drinking and sanitation (laundry, cleaning and showering/bathing)



Water for fire-fighting purposes



Water for health and safety purposes

	PHASE A Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE B Conserve water wherever possible for all activities. Restrictions in effect on outdoor water use.	PHASE C Restrictions in effect on all water use. Water conservation is essential.	PHASE D Restrictions in effect on all water use. Water conservation is essential.	PHASE E Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety, firefighting and livestock ⁴ purposes.	PHASE F Emergency: water use only permitted for human drinking water, sanitation, medical, health and safety and firefighting purposes.
WATER PLAY ACTIVITIES (water slides etc.)	Using water for water play activities is permitted.	Using water for water play activities is prohibited.	Using water for water play activities is prohibited.	Using water for water play activities is prohibited.	Using water for water play activities is prohibited.	All water use prohibited except for human drinking water, sanitation, medical, health and safety and firefighting purposes. Water supply only from nominated key supply points.
COUNCIL'S WATER SUPPLY MAINTENANCE ACTIVITIES (flushing hydrants and pipes)	Conserve water wherever possible.	Conserve water wherever possible.	All activities using water prohibited, except with Engineering Manager's approval.	All activities using water prohibited, except with Engineering Manager's approval.	All activities using water prohibited, except with Engineering Manager's approval.	
OUTDOOR WASHING (vehicle washing, outdoor surfaces and windows)	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Outdoor washing permitted when using a hand held hose equipped with a trigger nozzle, high pressure cleaning unit, or bucket.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	Washing vehicles permitted when using recycled grey water only. Washing outdoor surfaces is permitted for safety reasons using a bucket only.	All outdoor washing activities prohibited, except where cleaning is required for health and safety reasons, or other emergency.	
GRASS AREAS AND LAWNS (parks/reserves/cemeteries, schools and sports fields)	Watering grass or lawns is prohibited except for the watering of bowling greens, croquet greens, golf greens, grass cricket pitches and grass tennis courts.	Watering grass or lawns is prohibited except for the watering of bowling greens, croquet greens, golf greens, grass cricket pitches and grass tennis courts.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	Watering grass or lawns is prohibited.	
AMENITY PLANTING (flower beds, planters, shrubs, trees)	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper), or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering prohibited.	Watering prohibited.	
COMMUNITY FOOD GARDENS (productive gardens growing fruits and vegetables for personal/community use)	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted when using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a hand held hose equipped with a trigger nozzle, time limited watering system (automatic, spray or dripper) or a bucket.	Watering permitted on alternate days using a bucket only.	Watering prohibited.	
PUBLIC/SCHOOL POOLS (water used for the operation of community pools/spas and school pools)	Conserve water wherever possible.	Conserve water wherever possible.	Filling a pool is prohibited. Topping up is permitted.	Filling and topping up a pool is prohibited.	Filling and topping up a pool is prohibited.	



PROTOCOL NOTES

Definition of baseline for the purposes of the Business Water Restriction Protocol

- A** For each Business Premises the baseline (measured in cubic metres) in any month is the monthly mean average of the quantity of water supplied by the Council to the Business Premises calculated in accordance with section 1 below. Upon application the Council's Engineering Services Manager may agree in writing in any particular case to calculate the baseline using the statistical median rather than the mean if that better represents normal usage.

SECTION 1

Six monthly billing customers

Monthly baseline mean = (A+B+C) / 18

For the period commencing (date the bylaw is adopted) to 30 June 2023, A, B, and C are the six monthly water supply figures for each of the billing periods that included the same month in the 3 years from 1 July 2015 to 30 June 2018 respectively.

From 1 July 2023, A, B, and C are the six monthly water supply figures for each of the billing periods that included the same month in the previous 3 years respectively.

Monthly billing customers

Monthly baseline mean = (A+B+C) / 3

For the period commencing (date the bylaw is adopted) to 30 June 2023, A, B, and C are the monthly water supply figures for the same month in the three years from 1 July 2015 to 30 June 2018 respectively.

From 1 July 2023, A, B, and C are the monthly water supply figures for the same month in the previous 3 years respectively.

- B** In this definition month means a calendar month.
- C** The definition may be amended from time to time by resolution of the Council pursuant to clause 27(4) of this Bylaw.

