

# water talk

## LAUNCH OF OUR NEW WATER WEBSITE

In the lead up to World Water Day on Tuesday 22 March, Ballina Shire Council celebrated the launch of our new water website.

With the click of a mouse, visitors now have instant access to a treasure trove of information about Council's water services including connections and innovative new programs.

Our new website has been designed to promote information about the way water is used and managed in our community.

Information is organised and arranged around areas of visitor interest to make their navigation through the site clear and simple.

The website aims to provide information that is relevant for all community members, including local organisations and businesses.

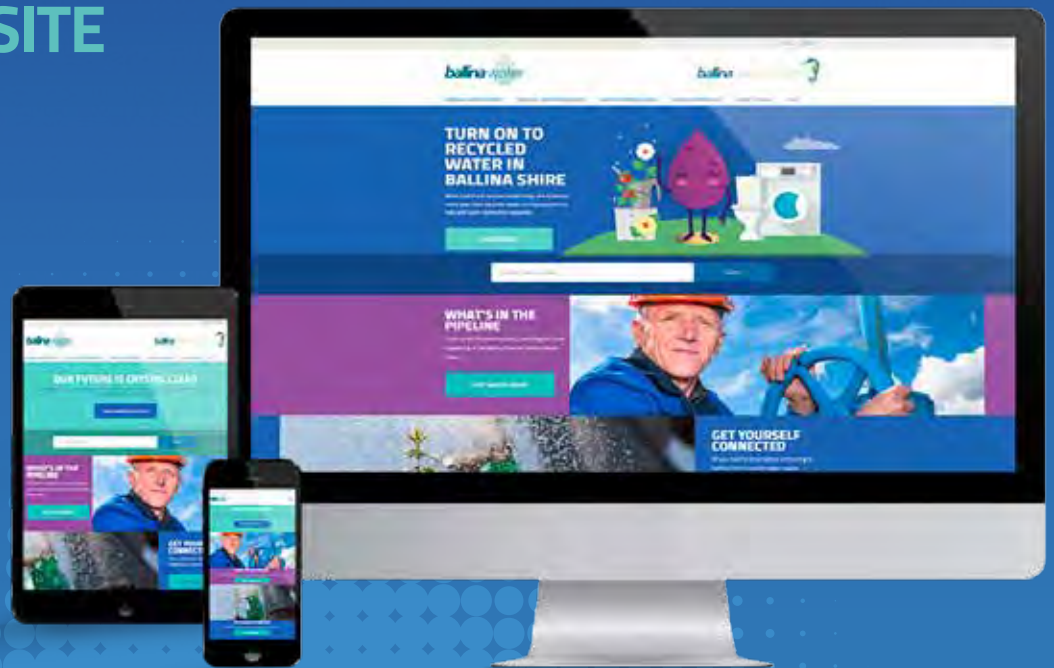
That's why there's also a Frequently Asked Questions section to make searching for answers easier.

Highlights include web pages dedicated to Council's Recycled Water, Stormwater, Wastewater and Urban Water Cycle initiatives.

The launch of the website is timely, as it improves access to information about recycled water services, due to be delivered to new estates in Lennox Head in July.

This improvement to assessing information about Council's water services is not only cost effective, but it also means more community members will be able to understand, support and participate in our innovative water programs.

Please visit our new website at [ballinawater.com.au](http://ballinawater.com.au)



**In July 2016 recycled water will start at Lennox Head and will roll out across Ballina Shire.**

**learn more at [ballinawater.com.au](http://ballinawater.com.au)**

## GROUND-BREAKING RECYCLED WATER SERVICE TO COMMENCE AT LENNOX HEAD

A groundbreaking recycled water service is set to commence for the Ballina Shire, starting at Lennox Head in July 2016.

Almost 80 new houses at Lennox Head will begin receiving recycled water for household uses in July, in what Ballina Shire Council believes is a first for regional NSW.

Ballina Shire Council will supply both recycled and drinking water to the properties through a dual reticulated water system.

Ballina Shire Council's Water and Wastewater Manager, Tim Mackney, said the Council was at the forefront of recycled water technology in regional NSW.

"We are in the extraordinary position of saying that Ballina Shire Council will soon have the biggest recycled water service in regional NSW," Mr Mackney said.

"In the first phase of the program, 77 houses in Lennox Head are set to benefit from the delivery of dual recycled and drinking water services in July.

"From there, we will roll-out the program to more than 600 new households in Ballina and Cumbalum. They will have recycled water on tap for uses such as washing clothes, flushing toilets and watering the garden."

Mr Mackney said the Shire's water services were adapting to the growth in demand and the need to ensure a sustainable water supply for future generations.

"The delivery of recycled water for local household uses is going to really change the way we think about water," he said.

"We are not just going to think about using water for household purposes but recycling it to ensure sustainable water supplies for future generations.

"What this really means is that more water will be preserved for essential uses such as drinking, cooking and bathing."

Mr Mackney thanked everyone who had made the revolutionary project possible, with selected agricultural properties, sports fields and commercial premises in the Shire already trialling the dual reticulation system.

**Please visit Ballina Shire Council's new website at [ballinawater.com.au](http://ballinawater.com.au) for more information about the way water is managed in our community.**

**Open spaces and sporting fields already receiving recycled water**

- 1 Coastal Grove Estate**
- 2 Aspects Estate**
- 3 Elevation Estate**
- 4 North Angels Estate**

## NEW ESTATES TO RECEIVE RECYCLED WATER



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# YOUR GUIDE TO RECYCLED WATER

With recycled water services to begin for the Ballina Shire in July 2016, we've put together some answers to frequently asked questions.

Purple pipelines and taps have already been installed at households set to receive recycled water that distinguish recycled water from drinking water.

## You CAN use the Shire's recycled water for:

- ✓ toilet flushing
- ✓ cold water clothes washing tap
- ✓ garden irrigation and ornamental ponds
- ✓ washing cars, bikes, boats
- ✓ watering and washing pets
- ✓ irrigating sports fields and crops.

## You CANNOT use the Shire's recycled water for:

- ✗ drinking
- ✗ cooking or other kitchen purposes
- ✗ baths, showers, hand basins or personal washing
- ✗ swimming pools
- ✗ rainwater tanks.



## FREQUENTLY ASKED QUESTIONS

### What are the charges to use recycled water?

Recycled water is supplied at only 80 per cent of the usual water rate, making it an economical choice. The current fees and charges schedule can be viewed on Ballina's Fees and Charges at **ballina.nsw.gov.au**

### Is it safe to use parks and golf courses that have been irrigated with recycled water?

Yes, the high standard treatment process makes the recycled water safe for irrigation not only for public open spaces such as parks and sporting grounds, but also for irrigating food crops, pasture and fodder for stock (excluding pigs) and crops such as flowers and turfs.

### Is recycled water safe for my pets to drink?

Yes it is safe for pets such as dogs and cats. Just change the water regularly as you would with any water you provide for pets.

### How is recycled water tested for quality?

The Ballina and Lennox Head Water Recycling Facilities both produce high quality recycled water that goes through a number of treatment processes in accordance with the Environmental Protection Authority, the NSW Office of

Water and the Department of Health Guidelines. Both facilities have 24 hour online monitoring equipment which monitor pH, electrical conductivity (salinity), turbidity (filter accuracy), chlorine residual, Ultra Violet (UV) intensity and temperature. The facilities will automatically shut down, if any of these elements fall below standards

### Can I drink recycled water?

Recycled water is highly treated and suitable for a range of uses. It is not recommended for some uses such as drinking, bathing and cooking but should you accidentally use recycled water in this way, it is unlikely you will fall ill. It is recommended however that you seek medical advice and inform Ballina Shire Council.

### Why can't I fill my swimming pool or spa with recycled water?

Bathing, swimming and cooking are not recommended by regulators as accepted uses of recycled water.

### Is it safe for children to come into direct contact with recycled water?

Yes, it is safe for children to come into direct contact with the recycled water, however, water toys and playing under sprinklers is not considered acceptable as children can swallow water during these activities.

Find out more at Ballina Shire Council's new dedicated water website at [ballinawater.com.au](http://ballinawater.com.au) or contact the Recycled Water Officer on (02) 6686 4444.



Recycled water is:

- ✓ crystal clean and safe
- ✓ cheaper to use
- ✓ available 24/7 and in drought.



## Become a Hydrant Hero

**Don't let an unusable fire hydrant delay firefighters from saving lives and property in your street! Check your nearest hydrant is clearly marked, well maintained and ready for use.**

Ballina Shire Council carries out maintenance on some 3000 fire hydrants across the Shire.

With that many hydrants, maintenance is a bit like painting the Sydney Harbour Bridge where by the time Council's crew finishes the last hydrant it's time to start at the beginning again. It can take up to two years before crews revisit the same hydrant again.

In a fire emergency, knowing the location of and having unobstructed access to a water supply is critical to saving lives and property. Precious minutes can be lost in an emergency if firefighters are hindered by hidden or obstructed hydrants, particularly at night.

There have been numerous incidents throughout NSW where firefighters have been unable to access the nearest hydrant in an emergency due to it being poorly marked, obstructed by parked cars, mud or debris, overgrown vegetation or garden beds built over the hydrant. This can result in critical time lost. Don't let this happen in your street.

Become a Hydrant Hero in your street in just three simple steps:

- 1. Find your closest water hydrant - identify and locate hydrants.**
- 2. Clear around the hydrant and ensure it is clearly marked and accessible.**
- 3. If maintenance or marking is required, report it to your local fire station or Ballina Shire Council.**

Note you should not attempt to access or maintain any hydrant where it is unsafe to do so.

*If you have any concerns regarding the condition or visibility of your nearest hydrant, please contact Ballina Shire Council's Water Section on (02) 6686 4444.*



learn more at  
**ballinawater.com.au**