

Tips for households

- **Have enough drinking water on hand**

Fill up water bottles and jugs before the water outage begins to ensure you have enough drinking water, at least 2 litres per person per day and fill up water bowls for your pets. Hot weather or activities may increase your water intake needs.

- **Keep cool**

Evaporative air conditioners cannot be used during a water outage. Consider other ways to stay cool including fans.

- **Washing your hands**

Use hand sanitiser.

- **Cooking and preparing meals**

Plan ahead and fill pots, containers and your sink with enough water to use for cooking. Consider preparing meals that do not require water use. Consider using environmentally friendly disposable plates, bowls, cups and cutlery for meals. Fill up your kettle and coffee machine with water.

- **Cleaning**

Use wipes for general cleaning instead of soap and water. Do your laundry and dishes in advance.

- **Toilet**

The toilet requires water to run. When the water is off, usually there is enough water for one full flush or two half flushes. Consider keeping a bucket of water by the toilet for flushing or use pool water.

- **Water using appliances**

Please make sure any water using appliances, including the hot water system, are switched off before the planned work. Other appliances include the dishwasher, sprinklers and washing machine.

Advice for businesses

- **Trading hours**

If water is critical to running your business, consider aligning your trading hours with the planned outage or performing maintenance work.

- **Turning off water using appliances or machinery**

Consider turning off any water using appliances such as washing machine, electric hot water system, dishwashers, coffee machines etc. If your business runs machinery that relies on water, find out if these are still safe to operate during the outage or if you can use your back up water tank if you have one.

Customers with special needs

You may depend on running water for your in-home treatment. If you require additional water for your in-home medical treatment during supply interruptions, please make sure you have enough backup supply or make alternate arrangements. You may also require a carer to help you around your home when water is not easily available. We encourage you plan ahead and contact a family member or carer to assist you with your special needs.

What to expect during a water outage

We provide the closest possible estimate for when your water will be impacted and aim to minimise the amount of time residents are without water. It is normal to sometimes experience low water pressure and/or discoloured water while we perform fixes and works.

- **Don't run water using appliances during an outage**

Appliances that typically need water to run include evaporative air conditioners, dishwashers and washing machines. If you have an electric hot water system, we also recommend you turn off its power supply.

- **Commercial machinery and appliances**

For businesses that rely on machinery needing water to operate, we advise that you turn them off during a water supply interruption. If you have a backup water tank, you may be able to use this to run your appliances. Be sure to check the capacity of your water tank and whether it'll meet your water supply needs for the period of the outage.

After a water outage

In some instances, your water may appear milky after a water interruption. This is caused by small air bubbles in the pipes. If you have discoloured water, we recommend water from the closest tap to the water meter is run for a few minutes or until your water runs clear to release any air. Should water remain dirty more than 10 minutes after, please report to council on 1300 308 461 as we may need to investigate further.