

25 September 2026

Our Ref: 5313860
File Ref: 22/CAP/09

Dear Resident

IMPORTANT NOTICE: Level 4 Water Restrictions to be Implemented During Critical Infrastructure Upgrades on Charters Towers Water Network

As part of Charters Towers Regional Council's commitment to ensuring our region's long-term water security, and to replace critical ageing infrastructure across the entire Charters Towers Water Supply Network, major milestone works on the Water for Growth Project are scheduled to commence from Tuesday, 6 October 2026.

To allow the safe execution of critical pipeline and infrastructure tie-ins, one primary reservoir (The World) will be taken offline for a period of up to 30 days resulting in storage capacity of one reservoir during this time

To safely manage the significantly reduced storage capacity and protect drinking water supply, Level 4 Water Restrictions will be in place across the Water Network for the full 30-day period.

WHAT THIS MEANS FOR YOUR HOUSEHOLD

Under **Level 4 Restrictions**, outdoor water use is prohibited and residents are encouraged to collectively reduce water consumption

Activity Category	Restriction Mandate & Exceptions
Irrigation & Sprinklers	PROHIBITED: All automatic watering systems, sprinklers, manual set-ups, and fixed micro-spray or drip systems must be shut off.
Hand-Held Watering	PROHIBITED: Watering lawns, ornamental gardens, and garden beds via hand-held hoses, watering cans, or buckets is prohibited.
Hard Surfaces	PROHIBITED: Hosing down driveways, footpaths, patios, brickwork, or paved outdoor living spaces with treated water is prohibited.
Vehicle Washing	PROHIBITED AT HOME: Washing cars, boats, or mobile equipment at residential properties is prohibited. Permitted only via commercial car washes that recycle water.
Plants	PERMITTED EXCEPTIONS: Residents may use buckets filled with indoor greywater (No Kitchen Greywater) to preserve potted plants, provided they are managed safely. As defined in the <i>Plumbing and Drainage Act 2018, Division 5 - 79</i> , the owner must ensure that: • Greywater does not cause an odour that unreasonably interferes, or is likely to unreasonably interfere with the use or enjoyment of any other premises; and • Any ponding or run-off of the greywater does not cause a danger or health risk to anyone. • Any pooling or run-off must be fully contained on the premises. If the property has a designated, council-approved "land application area" for greywater, it must be contained entirely within that area.
Animals	The filling of pet bowls, water troughs, and livestock supplies remains fully permitted for animal welfare.

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⚠ IMPORTANT INFORMATION

If water levels fall to critical levels or daily use exceeds the set operating limit, Council will need to introduce Level 5 (Critical) Water Restrictions. This includes strict limits on indoor use, such as 3-minute showers. Please help reduce demand by keeping showers short and only running full loads of laundry.

Council will continue to closely monitor the Charters Towers reservoir, with the priority to keep local water use within the required operating limits.

TRACK YOUR DAILY WATER CONSUMPTION

Property owners are strongly encouraged to log into the official MiWater Portal (www.charterstowers.aqualus.com) to monitor their household's daily consumption trends and set up automatic leak alerts.

Once these works are complete and the reservoir returned to normal operations, it is anticipated that water restrictions will be lifted and Level 0 restrictions will be reinstated. This will be dependent on water availability and environmental conditions at the time.

Thank you for your patience, cooperation, and support while these important works are undertaken as we continue to deliver transformative upgrades to our ageing water network.

For project updates, technical details, or further information on restriction rules, please visit Council's website www.charterstowers.qld.gov.au or call 07 4761 5300.

Yours sincerely



Michelle Clarke
Chief Executive Officer

