CHARTERS TOWERS
REGIONAL COUNCIL

Our Ref: 5315633
File Ref: 22/CAP/09

Dear Business Owner / Commercial Operator

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

Just confirming the impact on your business operations during the level 4 water restrictions 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 up to 30-days.

WHAT THIS MEANS FOR YOUR BUSINESS
Under **Level 4 Restrictions**, outdoor water use is prohibited and businesses are encouraged to collectively reduce water consumption. However, to protect local industry and sustain economic activity during this window, limited operational exemptions apply under strict compliance conditions.

Commercial Exemptions and Compliance Mandates

Activity Category	Restriction Mandate & Exceptions
External Cleaning	A strict no water policy is enforced for all window cleaning activities.
Motor Vehicle Dealers	Hoses used for manual vehicle cleaning must be fitted with a trigger control nozzle to preserve water.
Food Transport Vehicles	To ensure strict hygiene, food safety, and compliance standards, there are no restrictions applied to the cleaning of food transport vehicles.
Commercial Nurseries	Operators must optimise watering systems, eliminate overspray, and scale back overall water volumes where possible
Commercial Vehicle Wash Bays	May operate only if they utilise an accredited, high-efficiency water recycling system that reuses their process water.
Construction Sites and Civil Works	Must utilise non-potable or recycled bore water for dust suppression and compaction. Potable water cannot be drawn from Council lines or stand pipes.
Primary Producers	Granted limited exemptions strictly to sustain current stock viability.
Animal Care and Welfare	The filling, topping up, and cleaning of drinking water troughs or animal habitats remain permitted.

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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.

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
Business owners are strongly encouraged to log into the official MiWater Portal (www.charterstowers.aqualus.com) to monitor 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 specific restriction exemptions, emergency network faults, or operational guidance, please contact Council on 07 4761 5300 or visit www.charterstowers.qld.gov.au.

Yours sincerely

Michelle Clarke
Chief Executive Office