

Permanent Water Saving Rules

The Victorian Government's Permanent Water Saving Rules are recommended to be used at all times when no other water restrictions are in place. Key rules include:



RESIDENTIAL AND COMMERCIAL GARDENS AND LAWNS

Can be watered using a watering system, between 6pm and 10am. Can be watered with a hand-held hose fitted with a trigger nozzle, bucket or watering can at any time.



VEHICLE WASHING - including car, boat, motorbike and other vehicles

Can be cleaned at any time, but only if using a hand-held hose with a trigger nozzle, a high pressure water cleaning device, a watering can or a bucket.



HARD SURFACES - including driveways, paths, timber and concrete decking or building facades

Can only be cleaned if it is required as a result of an accident, fire, health or safety hazard or other emergency, using a high pressure cleaning unit, hose fitted with a trigger nozzle or bucket.



FOUNTAINS AND WATER FEATURES

Can only be used if they recirculate the water.

Permanent Water Saving Rules and Water Restrictions do not apply to tank, bore or grey water.

More information

For more detailed information about Permanent Water Saving Rules and Water Restrictions go to the home page of East Gippsland Water's website egwater.vic.gov.au and click on 'Current Water Restrictions' or scan the QR Code. Alternatively, you can visit us at our Bairnsdale Office or call Customer Support on 1800 671 841.



Contact details

Customer Service Centre:
133 Macleod St, Bairnsdale VIC 3875
Postal: PO Box 52, Bairnsdale VIC 3875
Phone: **1800 671 841**
(8.30am-5.00pm, Monday to Friday)
1300 134 202
(24-Hour Emergencies, Service Difficulties and Faults)
Email: egw@egwater.vic.gov.au
Website: egwater.vic.gov.au
Telephone Interpreter Service (TIS): 13 14 50
Telephone Typewriter Service (TTY): 1800 555 677



Summary of Water Restrictions

(Including Permanent Water Saving Rules)



During periods of dry weather conditions, there may be a requirement to implement Water Restrictions across the East Gippsland region.

Water restrictions have an immediate benefit in helping to preserve water supplies. Constraints are introduced on how customers can use water and they generally only apply to outdoor water use.

During any stage of water restriction, water can be used at any time for human health requirements, stock and animal health requirements, firefighting and the safety (not cleaning) of vehicles and equipment.

Water Restrictions

These are introduced when it is clear that the supply of water is depleting at a rate that cannot keep pace with customer demand, this could be due to low stream flows and ongoing drought conditions. Restrictions range from 1 (Alert) to 2 (Critical). The impacts of water restrictions:

	Stage 1 – Alert	Stage 2 - Save	Stage 3 – Just Enough	Stage 4 - Critical
Residential lawns and garden areas	<ul style="list-style-type: none">✔ Watering on *alternate days between 6am-10am and 6pm-10pm using a watering system✔ Watering at any time using a bucket, watering can or hand-held hose fitted with a trigger nozzle.	<ul style="list-style-type: none">✗ No watering of lawn areas at any time✔ Watering of garden areas on *alternate days between 6am-8am and 6pm-8pm using a watering system✔ Watering at any time using a bucket, watering can or hand-held hose fitted with a trigger nozzle.	<ul style="list-style-type: none">✗ No watering of lawn areas at any time✔ Watering of garden areas on *alternate days between 6am- 8am using a dripper watering system, bucket, watering can or hand-held hose fitted with a trigger nozzle.	<ul style="list-style-type: none">✗ No watering of these areas at any time.
Ponds, lakes, fountains and water features	<ul style="list-style-type: none">✔ You can fill and operate a fountain or water feature as long as it recirculates water.	<ul style="list-style-type: none">✗ Water cannot be used to fill or top up a fountain, water feature or new or existing pond or lake✔ Except where it sustains aquatic fauna or bird life, and is in accordance with an EGW approved Water Use Plan**.	<ul style="list-style-type: none">✗ Water cannot be used to fill or top up a fountain, water feature, or new or existing pond or lake✔ Except where it sustains aquatic fauna or bird life, and is in accordance with an EGW approved Water Use Plan**.	<ul style="list-style-type: none">✗ Water cannot be used to fill or top up a fountain, water feature, or new or existing pond or lake✔ Except where it sustains aquatic fauna or bird life, and is in accordance with an EGW approved Water Use Plan**.
Residential swimming pools and spas	<ul style="list-style-type: none">✔ New or existing pool or spa with a capacity of up to 2,000 litres can be filled by means of a hand-held hose fitted with a trigger nozzle, bucket, watering can or an automatic water top up device✔ New or existing pool or spa with a capacity greater than 2,000 litres can be filled in accordance with an EGW approved Water Use Plan**✔ A mobile spa can be filled or topped up in accordance with an EGW approved Water Use Plan**✗ Hose-connected water toys cannot be used at any time.	<ul style="list-style-type: none">✔ New or existing pool or spa with a capacity of up to 2,000 litres can be filled by means of a hand-held hose fitted with a trigger nozzle, bucket, watering can or an automatic water top up device✔ New or existing pool or spa with a capacity greater than 2,000 litres can be filled in accordance with an EGW approved Water Use Plan**✔ Pool or spa top ups can occur by means of:<ul style="list-style-type: none">• A hand-held hose fitted with a trigger nozzle, bucket or watering can on alternate days*, between 6am-8am, and between 6pm-8pm• An automatic water top up device at any time• In accordance with an EGW approved Water Use Plan**✔ A mobile spa can be filled or topped up in accordance with an EGW approved Water Use Plan**	<ul style="list-style-type: none">✗ Water cannot be used to fill a new or existing pool or spa of any capacity.✔ Water can only be used to top up an existing pool or spa of any capacity by means of:<ul style="list-style-type: none">• A hand-held hose fitted with a trigger nozzle, bucket or watering can on alternate days*, between 6am-8am• An automatic water top up device at any time• In accordance with an EGW approved Water Use Plan**✗ Water cannot be used to fill or top up a mobile spa at any time✗ Hose-connected water toys cannot be used at any time.	<ul style="list-style-type: none">✗ Water cannot be used to fill a new or existing pool or spa of any capacity✔ An existing pool or spa can be topped up in accordance with an EGW approved Water Use Plan** and only by means of a bucket or watering can✗ Water cannot be used to fill or top up a mobile spa at any time✗ Hose-connected water toys cannot be used at any time.
Tanks and dams	<ul style="list-style-type: none">✔ Water can only be used to fill or top up a dam or tank if it is to be used for one or more of the following purposes:<ul style="list-style-type: none">• Firefighting, stock watering or other public health purposes• Domestic purposes inside a dwelling by means of a hand-held hose fitted with a trigger nozzle under Stage 1 restrictions• In accordance with an East Gippsland Water approved Water Use Plan**.	<ul style="list-style-type: none">✔ Water can only be used to fill or top up a dam or tank if it is to be used for one or more of the following purposes:<ul style="list-style-type: none">• Firefighting, stock watering or other public health purposes• Domestic purposes inside a dwelling by means of a hand-held hose fitted with a trigger nozzle under Stage 2 restrictions• In accordance with an East Gippsland Water approved Water Use Plan**.	<ul style="list-style-type: none">✔ Water can only be used to fill or top up a dam or tank if it is to be used for one or more of the following purposes:<ul style="list-style-type: none">• Firefighting, stock watering or other public health purposes• Domestic purposes inside a dwelling by means of a hand-held hose fitted with a trigger nozzle under Stage 3 restrictions• In accordance with an East Gippsland Water approved Water Use Plan**.	<ul style="list-style-type: none">✔ Water can only be used to fill or top up a dam or tank if it is to be used for one or more of the following purposes:<ul style="list-style-type: none">• Firefighting, stock watering or other public health purposes• Domestic purposes inside a dwelling by means of a hand-held hose fitted with a trigger nozzle under Stage 4 restrictions• In accordance with an East Gippsland Water approved Water Use Plan**.
Vehicles	<ul style="list-style-type: none">✔ Can only be cleaned with water if it is by means of:<ul style="list-style-type: none">• A high-pressure water cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle• A commercial car wash.	<ul style="list-style-type: none">✔ Can only be cleaned with water if it is by means of:<ul style="list-style-type: none">• A high-pressure water cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle• A commercial car wash.	<ul style="list-style-type: none">✔ Can only be cleaned with water if it is by means of:<ul style="list-style-type: none">• A bucket or watering can and necessary:<ul style="list-style-type: none">- For health and safety reasons- to clean vehicle windows, mirrors, lights and registration plates- to spot-remove corrosive substances• A commercial car wash.	<ul style="list-style-type: none">✔ Can only be cleaned with water if it is by means of:<ul style="list-style-type: none">• A bucket or watering can and necessary:<ul style="list-style-type: none">- For health and safety reasons- to clean vehicle windows, mirrors, lights and registration plates- to spot-remove corrosive substances• A commercial car wash.
Boat motors	<ul style="list-style-type: none">✔ Water can only be used to flush the inboard or outboard motor of a boat if:<ul style="list-style-type: none">• A suitable receptacle filled by a hand-held hose fitted with a trigger nozzle is used• A flushing device connected to a hose is used and the tap is turned off immediately after flushing is complete.	<ul style="list-style-type: none">✔ Water can only be used to flush the inboard or outboard motor of a boat if:<ul style="list-style-type: none">• A suitable receptacle filled by a hand-held hose fitted with a trigger nozzle is used• A flushing device connected to a hose is used and the tap is turned off immediately after flushing is complete.	<ul style="list-style-type: none">✔ Water can only be used to flush the inboard or outboard motor of a boat if:<ul style="list-style-type: none">• A suitable receptacle filled by a hand-held hose fitted with a trigger nozzle is used• A flushing device connected to a hose is used and the tap is turned off immediately after flushing is complete.	<ul style="list-style-type: none">✔ Water can only be used to flush the inboard or outboard motor of a boat if:<ul style="list-style-type: none">• A suitable receptacle filled by a hand-held hose fitted with a trigger nozzle is used• A flushing device connected to a hose is used and the tap is turned off immediately after flushing is complete.
Hard surfaces	<ul style="list-style-type: none">✔ Water can only be used on hard surfaces (such as driveways, paths, concrete tiles, timber decking) or building facades (including windows), if it is for:<ul style="list-style-type: none">• Construction/renovation work• Cleaning required as a result of an accident, fire, health hazard, safety hazard or other emergency.✔ In these instances, only a high-pressure cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle may be used.	<ul style="list-style-type: none">✔ Water can only be used on hard surfaces (such as driveways, paths, concrete tiles, timber decking) or building facades (including windows), if it is for:<ul style="list-style-type: none">• Construction/renovation work• Cleaning required as a result of an accident, fire, health hazard, safety hazard or other emergency.✔ In these instances, only a high-pressure cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle may be used.	<ul style="list-style-type: none">✔ Water can only be used on hard surfaces (such as driveways, paths, concrete tiles, timber decking) or building facades (including windows), if it is for:<ul style="list-style-type: none">• Construction/renovation work• Cleaning required as a result of an accident, fire, health hazard, safety hazard or other emergency.✔ In these instances, only a high-pressure cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle may be used.	<ul style="list-style-type: none">✔ Water can only be used on hard surfaces (such as driveways, paths, concrete tiles, timber decking) or building facades (including windows), if it is for:<ul style="list-style-type: none">• Construction/renovation work• Cleaning required as a result of an accident, fire, health hazard, safety hazard or other emergency.✔ In these instances, only a high-pressure cleaning device, bucket, watering can or hand-held hose fitted with a trigger nozzle may be used.

* Alternate days means odd-numbered properties can water on odd-numbered days of the month. Even-numbered properties and those with no number can water on even-numbered days of the month. All properties can water on the 31st day of the month.
** Under certain conditions East Gippsland Water can grant exemptions from the Permanent Water Saving Rules and water restrictions. To request a permanent or temporary exemption, please visit <https://www.egwater.vic.gov.au/water-restrictions/> and complete the exemption form.