

Where can I find the latest updates on the bottled water alert?

Please follow Uralla Shire Council on [Facebook](#) and visit our website here <https://www.uralla.nsw.gov.au/Home> for all updates regarding the bottled water alert. Local media are also contacted to help us spread the latest information in print, television and radio.

This Frequently Asked Questions document is updated regularly and if you have any further concerns or questions not answered here please don't hesitate to contact us on 02 6778 6300 during business hours or email us on council@uralla.nsw.gov.au.

What do I need to use bottled water for?

Bottled water should only be used for drinking, food preparation, making ice, cleaning teeth, and gargling.

Uralla town water is still safe to use for all hand washing, showering and bathing as well as dish washing, washing clothes and all domestic purposes. It is also safe to give to pets and stock.

Where can I collect my free bottled water during the bottled water alert?

Water is being distributed by volunteers and Council staff at the back of Foodworks Uralla.

Opening hours are:

Monday to Friday from 8am to 6pm

Saturday from 8am to Middyay

Uralla Shire Council residents will also be able to collect bottled water from Invergowrie Store during business opening hours.

Can I still volunteer?

The amazing volunteers helping to distribute water behind Foodworks Uralla are still doing a fantastic job and we would like to once again thank them for working with Council staff to distribute water so tirelessly.

If you would like to help out please put your name down on the roster at the collection area - any time you can spare helps!

Why have the hours been reduced since Christmas?

To offer the community flexibility and the best possible access over the busy Christmas and New Year period local businesses and volunteers did a fantastic job at distributing water. This also gave Council staff the opportunity to continue work to resolve the town water supply problem and in the delivery of water to Bundarra.

Now that the Christmas and New Year period is over bottled water will be distributed by Council staff and willing volunteers.

I am unable to collect water during the opening hours?

We encourage residents to take advantage of the weekday early start and late closing time as well as the Saturday morning opening time to collect enough water to last around a week.

Where can I recycle the empty bottles?

Bulk 10-15 litre water containers can now be recycled at the FoodWorks Uralla water distribution station with residents being encouraged to drop off their empty containers when they arrive to collect further water supplies as needed.

Other smaller, eligible bottles can be taken to a Return and Earn Collection Point. There is now a collection point at the Trader Store Uralla between the hours of between the hours of 2pm and 4.30pm every Monday to Friday and 9am to 12pm each Saturday. You find can further information on the Return and Earn website here www.returnandearn.org.au/how-it-works/containers/.

Further information on [recycling your bottles on the Council website here](#).

Why am I being asked for proof of identification?

To ensure we can supply enough water to the community only Uralla Shire Council residents are able to collect free bottled water.

What if I'm a visitor to Uralla Shire?

Please enjoy your stay in Uralla Shire! There are many fantastic local businesses to explore and plenty of delicious food and drink to enjoy from one of our local cafes and attractions. For further information please visit our website or the Uralla Shire Visitor Information Centre when you arrive.

If you are staying overnight, accommodation providers are distributing bottled water to their guests for drinking, teeth cleaning and food preparation. However if you have any questions or concerns at all please do call us on 6778 6300 and we would be more than happy to answer your questions.

We would love to welcome you to Uralla Shire soon!

What type of bottled water will there be?

Residents will be able to collect enough water to last them for the week with 10 litre bottles being distributed. 600ml bottles will still be available for the elderly and those with additional support needs.

How is the water trucked and is there enough?

Water is being trucked in from both Sydney and Brisbane with suppliers ensuring sufficient water availability. Plans are in place to have sufficient water available for the next two weeks and to continue with distribution as needed.

How is the water being paid for?

The NSW State Government is currently providing the funding for Uralla Shire to have bottled water during the bottled water alert.

Can my pets and stock drink the town water supply?

We have been advised that the town water supply is safe to supply to pets and stock.

How have we ensured elderly and those with additional support needs have adequate supplies of bottled water?

Local organisations such as the Neighbourhood Centre, Meals on Wheels and TCS have been contacted several times to ensure members of our community have access to bottled water.

Other businesses including real estate agents, taxi service, preschools have also been contacted in an aim to cover the elderly and those with additional support needs who cannot access the bottled water.

We encourage all residents to check on their neighbours, especially the elderly and those with additional support needs, to ensure they have access to adequate bottled water supply for drinking and food preparation purposes.

If you know of or have any concerns for friends, family or neighbours that may not be able to access the bottled water available please don't hesitate to contact Council on 6778 6300 so we can ensure they are provided for by our volunteers, organisations and staff.

When will the bottled water alert end that is how long will this be going on for?

Our focus is on the safety of the community and the bottled water alert will remain in effect until we are satisfied with consistent results that the town water supply meets Australian Drinking Water Guidelines. Unfortunately we cannot tell you an exact time frame however the best case scenario is things will be back to normal soon but residents do need to be prepared that efforts to reduce the arsenic levels could take some weeks.

Why is there arsenic in the water?

This is still being investigated by Council but the most likely cause is the dwindling water level in Kentucky Dam resulting in higher than usual concentrations of arsenic going through the treatment plant. We are also investigating other sources of arsenic within the dam's catchment.

Is the water ok for washing dishes?

Uralla town water is still safe to use for all hand washing, showering and bathing as well as dish washing, washing clothes and all domestic purposes. It is also safe to give to pets and stock.

I live outside of the town of Uralla, what access to bottled water do I have?

Uralla Shire residents all have access to free bottled water distributed at Foodworks Uralla and Invergowrie. We recommend that residents pick up enough water to last for a weeks' worth of usage remembering that bottled water should only be used for drinking, food preparation, making ice, cleaning teeth, and gargling.

I have a water tank which has recently been filled, what do I do?

Rural residents can be assured that any town water supply is safe to use for hand washing, showering, bathing, washing clothes, in the garden, consumed by pets and washing your dishes. It is recommended as a precautionary measure that bottled water be used for drinking, food preparation, making ice, cleaning teeth and gargling.

Council will investigate the potential testing of tank water storages, any further information and updates will be shared on [social media](#) and the [Uralla Shire Council](#) website page.