

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

As of Monday, 6th of January 2020 water will be distributed by Council staff at Foodworks Uralla.

The opening hours will be:

Monday to Friday from 8am to 4pm

Saturday from 8am to Midday

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

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 happens when I arrive at Foodworks Uralla?

Residents will be able to drive through the back area of Foodworks and water will be distributed in a similar fashion to over the Christmas and New Year period.

Why are the hours being reduced?

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 are over bottled water will be distributed by Council staff to give our willing volunteers a rest.

I am unable to collect water during the opening hours?

We encourage residents to take advantage of the weekday early start and Saturday opening times to get enough water to last around a week.

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 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.

I'm a visitor to the town, what should I do?

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

What about the elderly and senior citizens?

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?

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

Can my pets and stock drink the town water supply?

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

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. Arsenic occurs naturally in our environment.

Is the water ok for washing dishes?

It is recommended that bottled water be used for drinking, food preparation, making ice, cleaning teeth and gargling. You can be assured that the town water is still safe to use for hand washing, showering, bathing, washing clothes, in the garden, consumed by pets and washing your dishes.

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.