

## Uralla Bottled Water Alert – Frequently Asked Questions

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

Please follow Uralla Shire Council on [facebook](#) and visit our website at [www.uralla.nsw.gov.au](http://www.uralla.nsw.gov.au) for all updates regarding the bottled water alert. Local media are contacted as required to help us spread the latest information in print, television and radio.

If you have any additional concerns or queries not answered here, please contact us on (02) 6778 6300 during business hours or email us at [council@uralla.nsw.gov.au](mailto: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.

### Is the town water safe 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 other domestic purposes.

### Can my pets and stock drink the town water supply?

Uralla town water is 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 behind Foodworks Uralla.

#### Opening hours are:

Monday to Friday from 8am to 6pm

Saturday from 8am to Midday

Residents are kindly requested to:

1. Follow all Council staff directions when collecting bottled water.
2. Open your car door/boot and staff will load the bottled water into your car.
3. Observe social distancing practices.

Uralla Shire residents can also collect bottled water from the Invergowrie Store during normal business hours.

### Who can collect bottled water? What if I'm a rural resident?

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

### Why am I being asked for proof of identification?

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

### What kind of bottled water is available?

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.

### **Where can I recycle the empty bottles?**

In addition to kerbside collection recycling services, bulk 10-15 litre water containers can be recycled at the FoodWorks Uralla water distribution station with residents encouraged to drop off empty containers when they collect further water supplies as needed. Due to social distancing measures currently in place, residents must handle their own containers and place empty containers in the recycling collection bins.

### **How has Council ensured everyone in the community has access to bottled water?**

Council has liaised with various community organisations as well as businesses to ensure all members of our community have access to bottled water, including the elderly and those with additional support needs.

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 anyone who 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 staff, volunteers, and community support organisations.

### **My water tank was filled prior to the bottled water alert, what do I do?**

Council is now able to procure testing for rainwater tank owners who may have received arsenic affected water prior to the Do Not Drink alert being issued. Please visit the [Council website](#) to see full instructions of the steps owners should take to have their tankwater tested.

### **When will the bottled water alert end?**

Council anticipates the 'Do Not Drink' alert to be lifted in April 2020. 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. Updates to the Water Treatment Plant have commenced and once complete, further testing will be required to ensure arsenic has been sufficiently removed from the town water supply during the treatment process.

### **Now that Kentucky Creek Dam is full, why is Uralla still on water restrictions?**

Uralla will remain on Level 5 water restrictions regardless of the supply at Kentucky Creek Dam until the treatment capacity of the process modifications is proven. Residents are still permitted to wash their cars and use water in their gardens from 6pm to 7pm daily (5pm to 6pm following daylight savings.)

### **How is the arsenic going to be removed?**

In conjunction with treatment specialists from the Department of Planning, Industry and Environment – Water, Council has now commenced the improvements to the Uralla Treatment Plant. The upgrade plan involves replacing the sand in the treatment plant's filtration system with Granular Activated Carbon filter media to remove the inorganic arsenic compounds and pre-dosing the raw water entering the plant with ferric chloride to remove the organic arsenic compounds. This approach uses the existing sand filters at the water treatment plant. Council will not be installing the bank of Granular Activated Carbon filters originally considered. Please visit the [Water Quality Analysis](#) page on the Council website for further information.

### **If the Kentucky Creek Dam is full, has the arsenic in the water been diluted? Can the alert be lifted?**

The bottled water alert will be lifted when test results show the arsenic levels in the town water supply are consistently within the Australian Drinking Water Guidelines to Council's and the state authority's satisfaction.

### **Who is paying for the bottled water alert?**

The NSW State Government has advised it will provide 100% of the funding for Uralla Shire to have bottled water until the bottled water alert is lifted.

The State Government has also confirmed that the cost of 90% of the upgrades required to the Water Treatment Plant to remove the arsenic to acceptable levels will be provided by the State to Uralla Shire Council.