



# Living near dams, water treatment plants and pipelines



## WATER IS A PRECIOUS RESOURCE

In South East Queensland, we live in a climate of extremes. And part of living here means being ready to adapt our water use in times of drought and flood. It is important we develop good water habits so we have enough to meet future demand. There are simple things you can do around home, school and work to be water efficient.

- Avoid watering the garden in the heat of the day and use a good mulch
- Check for concealed leaks on your property
- Wash your car on the lawn
- Take shorter showers
- Do full loads in the washing machine and dishwasher.

## ABOUT SEQWATER

Seqwater provides a safe, affordable and reliable bulk drinking water supply for more than three million people across South East Queensland, and supplies water for irrigation to about 1,200 rural customers. We also provide essential flood mitigation services and manage popular recreational areas at our lakes, visited by about 2.7 million people on average each year. We are one of Australia's largest water businesses, with operations extending from the New South Wales border to the base of the Toowoomba ranges and north to Noosa.

## FOR MORE INFORMATION

For more information about living near our water infrastructure, visit [seqwater.com.au](http://seqwater.com.au)

## CONTACT US

- e [communications@seqwater.com.au](mailto:communications@seqwater.com.au)
- w [seqwater.com.au](http://seqwater.com.au)
- p 1300 737 928
- f [facebook.com/seqwater](https://www.facebook.com/seqwater)
- t @seqwater

# Living near treatment plants, pump stations and reservoirs

We manage 36 water treatment plants, 22 pump stations and 18 bulk water reservoirs to make your water safe for drinking before it reaches your tap.

Water treatment plants produce drinking water by treating raw water from dams, waterways or the ocean. Pump stations help move water from one point to another. Reservoirs are used to supply treated water to local water retailers and councils, who then deliver it to homes, businesses and industry.

From time to time, you may see us working to repair and improve this water infrastructure in your community. To find out about work in your local area, visit [seqwater.com.au/what-were-doing](http://seqwater.com.au/what-were-doing)

## KEEPING YOUR WATER SAFE

Our neighbours play an important role in keeping bulk water supplies safe and secure by helping us to prevent crime in and around our plants, pump stations and reservoirs. If you see any suspicious behaviour, please call Crime Stoppers on **1800 333 000** or if it is an emergency, call Triple Zero (000).

## EMERGENCIES

We have plans and procedures in place to cover all types of emergencies at our water treatment plants, pump stations and reservoirs. Our priority is to keep our workers and the communities we operate in safe. Our workers are trained in what to do in an emergency and we will work closely with emergency services if a situation does arise.

During the water treatment process, a number of different chemicals are used to treat the raw water. The types and quantities of chemicals at water treatment plants vary depending on a range of factors, including raw water quality. Chemicals such as chlorine are used at some of our plants. We have strict procedures for chemical use and safety. In the unlikely event of a chemical-related incident, emergency services will instruct you to:

- Go inside immediately
- Close all windows and doors
- Switch off air-conditioners and exhaust fans
- Tune into your local radio station and wait for further instructions from emergency services.

For more information about what to do in an emergency, visit [qfes.qld.gov.au](http://qfes.qld.gov.au)

# Living near dams

Seqwater manages 26 dams, 44 weirs and 2 bore fields across South East Queensland. The primary purpose of our dams is water supply, however many of them also provide shared recreation opportunities on, in and around the lakes.

## HEALTHY CATCHMENTS

Looking after the health of our catchments is vital to ensuring a safe water supply. Water treatment begins at the source and we take a whole-of-catchment approach to water quality, including vegetation, erosion, weed, fire and pest management programs in and around our dams and other water sources.

We all have a part to play in keeping our waterways healthy. You can help by putting rubbish in the bins provided and cleaning boats and other equipment before entering new waters.

## BUFFER ZONES

A buffer zone is the area of land immediately surrounding a dam. These areas help reduce sediment and contaminant run-off into the dam close to the water treatment point. Some activities, like vegetation clearing and grazing livestock, aren't permitted in buffer zones without Seqwater's approval.

## FIRE AND PEST MANAGEMENT

Our fire and pest management programs aim to protect life, property and the environment in our catchments. These programs involve a range of activities, including planned burns, firebreak maintenance, and feral animal baiting. We work closely with other agencies to share resources and together address the risks to the community on our land. It's important we work with our neighbours on fire and pest management.

## WEED MANAGEMENT

Aquatic weeds like Water Hyacinth, Salvinia and Cabomba are very invasive and out-compete local plants. Weeds can reproduce from even the smallest of fragments or seeds and trying to control them is time-consuming and costly. Weed seeds can be carried from place to place on everything from boots to boats. Major weed infestations can start this way.

Everyone can help to prevent weeds from spreading. Seqwater runs weed management programs across the region in consultation with catchment care groups and nearby landholders to help protect the environment and improve water quality.

**We can all get involved in keeping our catchment areas safe and healthy. Give us a call on 1300 737 928 to learn more about our catchment care programs.**

## PLAY IT SAFE

About 2.7 million people visit our lakes and parks every year to enjoy activities such as swimming, boating, camping and fishing. While your safety is important to us, it is your responsibility. Our rangers regularly patrol lakes, parks and recreation areas, but they can't be everywhere to help you. Plan ahead and play it safe when visiting our lakes. For more information, visit [seqwater.com.au/playitsafe](http://seqwater.com.au/playitsafe)

## DAM RELEASE NOTIFICATION SERVICE

If you live or work downstream of one of Seqwater's dams, you may want to subscribe to our free dam release notification service. This service provides subscribers with updates by email, text message to mobile phone or recorded message to landline when un-gated dams are spilling or releases are being made from our gated dams. You can subscribe at [seqwater.com.au/dam-release-information-service](http://seqwater.com.au/dam-release-information-service)

## SEQWATER APP

Our public safety app combines dam release notifications, dam levels information, recreation, safety, lake closure updates and weather alerts. You can download it from the App or Google Play stores.

## EMERGENCY ACTION PLANS

Many of our dams are located in or near communities, so it is important our neighbours and people downstream know what to do in the unlikely event of an emergency. Each of our dams has an emergency action plan (EAP) in place to enable us to respond quickly to potential incidents in partnership with emergency services and local councils. Through targeted intervention, we can prevent an incident from becoming an emergency. EAPs also ensure appropriate and effective warnings can be given, if needed.

Emergency services have a range of ways to warn the community about severe weather and other emergencies that require preparation and action at a household level. For help with preparing an emergency kit and evacuation plan, visit [getready.qld.gov.au/be-prepared](http://getready.qld.gov.au/be-prepared)

# Living near pipelines

The SEQ Water Grid consists of more than 600 kilometres of pipeline and supplies more than 300,000 megalitres of drinking water a year – that's enough to fill The Gabba Stadium nearly 570 times.

The grid allows us to move water around the region – from Noosa in the north to Coolangatta in the south. It transports bulk water from water treatment plants to distribution networks owned and operated by local water retailers and councils.

## PROTECTING INFRASTRUCTURE

Water pipelines are located within roadways or easements, on private or state-owned land, in railway corridors and across water courses. If you live near pipelines, you may have noticed sign posts in the ground close to where they are buried.

Easements help protect bulk water infrastructure from damage and interference. An easement allows us to access land that is not ours to repair and improve pipelines and associated infrastructure.

Damaging or interfering with bulk water infrastructure may impact essential water services to you, your neighbours or the local community. If you are planning to work over or near a pipeline, you may need approval from Seqwater. To find out more, email [consents@seqwater.com.au](mailto:consents@seqwater.com.au)

## MAINTAINING INFRASTRUCTURE

From time to time, you may see us working on roads, footpaths, parks and properties. We will notify you if we think work might impact you. To find out about work in your local area, visit [www.seqwater.com.au/what-were-doing](http://www.seqwater.com.au/what-were-doing)

## LEAKS AND FAULTS

We work closely with your water retailer to respond to leaks and faults across the supply network. If you have spotted a leak in your area, please contact your water retailer, or if you know the leak is from our bulk water infrastructure, give us a call on **1300 737 928**.

