

Frequently Asked Questions

Pimpama Coomera Waterfuture Master Plan

Q1. What is the Pimpama Coomera Waterfuture Master Plan?

The Pimpama Coomera Waterfuture Master Plan is a blueprint for sustainable water use in a 7,000 hectare area in and around the suburbs of Pimpama and Coomera on the Gold Coast.

It provides an integrated and sustainable solution for all elements of the urban water cycle – rainwater, stormwater, drinking water, wastewater and recycled water. Importantly, it significantly reduces the use of drinking water by introducing new water sources such as Class A+ recycled water and rainwater for appropriate uses.

It also generates a greater emphasis on protection of the environment through improved stormwater management using Water Sensitive Urban Design (WSUD).

Q2. How are the different water sources used in a typical PCWF Master Plan home?

USES FOR THE DIFFERENT WATER SOURCES IN THE PIMPAMA COOMERA REGION			
	DRINKING WATER	RAINWATER FROM TANKS	CLASS A+ RECYCLED WATER*
Kitchen	✓		
Bathroom	✓		
Toilet			✓
Laundry - sink	✓		
Laundry - washing machine		✓ (cold water tap only)	
Hot water system	✓		
Back-up supply in rainwater tanks	✓		
Outdoor taps (including irrigation systems)	optional	✓	✓ (minimum of two)

* Class A+ recycled water is the highest quality recycled water in Queensland not intended for drinking purposes.

Q3. What is Class A+ recycled water?

Recycled water can be treated to several qualities or classes depending on its intended use as defined by the Queensland Government’s Water Recycling Guidelines. Class A+ is the highest class of recycled water for non-drinking purposes in Queensland. It is highly treated through two different treatment plants with multiple process steps to meet stringent environmental and health guidelines. It is safe to use around the family home for non drinking purposes. Rigorous monitoring and testing regimes are in place to ensure the treatment plants provide consistently high quality Class A+ recycled water.

Q4. What can the Class A+ recycled water be used for?

Class A+ recycled water is supplied to dual reticulated Pimpama Coomera homes and businesses for flushing toilets, filling ornamental ponds, car washing, external cleaning, watering gardens, lawns, fruit and vegetable crops and fire fighting purposes. Fruit and vegetables should be rinsed in drinking water before consumption.

It is not appropriate for personal use such as drinking, bathing, cooking or general cleaning inside the home. Nor should it be used in pools, spas or children’s water toys. If you are uncertain whether to use Class A+ recycled water or drinking water for any purpose, use the drinking water supply.

CLASS A+ RECYCLED WATER:	
CAN BE USED FOR:	SHOULD NOT BE USED FOR:
<ul style="list-style-type: none"> ✓ Toilet flushing ✓ Gardens and lawns ✓ Filling ornamental ponds ✓ Car washing ✓ Fire fighting ✓ Construction and building purposes ✓ Dust suppression ✓ Irrigation of fruit and vegetables (should be rinsed in drinking water before consumption) ✓ External household cleaning 	<ul style="list-style-type: none"> ✗ Drinking ✗ Cooking or other kitchen purposes ✗ Personal washing such as baths, showers, bidets or hand basins ✗ Domestic evaporative coolers ✗ Clothes washing ✗ Swimming pools and spas ✗ Recreation, such as water toys and playing under sprinklers ✗ A water source for pets or livestock ✗ Filling rainwater tanks and other storages

Q5. How do I know if my house has Class A+ recycled water?

Generally, a house with purple garden taps and a purple water meter is plumbed for recycled water. If you have purple taps and meters and are unsure if you are receiving Class A+ recycled water, contact Gold Coast Water on 1300 366 692.

Q6. When will Class A+ recycled water be available?

Class A+ recycled water is now being supplied to homes and businesses. Class A+ recycled water was officially ‘turned on’ in December 2009.

Q7. How much does Class A+ recycled water cost and how am I be billed?

Class A+ recycled water has been priced at \$1.34 a kilolitre for the 2009/10 financial year, which represents a saving of around 40 percent on the current drinking water price. The price has been set annually with Council’s budget process and billed twice a year with Council’s rates notices.

Q8. How does it impact people living in the area?

All houses built in the PCWF Master Plan area after late 2005 should have additional purple pipe plumbing, purple outdoor taps and an extra water meter for Class A+ recycled water. They also have rainwater tanks connected to the cold water washing machine tap. The use of these alternative water sources is expected to save residents money on their water bills as rainwater is a free resource and recycled water is priced lower than drinking water. Class A+ recycled water is currently free from water restrictions and can be used to water lawns and gardens at anytime.

Q9. Can existing properties in the PCWF Master Plan area connect to Class A+ recycled water?

Whilst Class A+ recycled water is plumbed to all new developments in the PCWF Master Plan region, pre-existing developments will continue to use drinking water for all purposes.

Pre-existing non-residential customers in the PCWF Master Plan area may wish to connect to Class A+ recycled water mains for non-drinking purposes. Similarly dual reticulated non-residential customers may wish to apply for additional recycled water supply beyond the standard allocation (toilet flushing and minimal outdoor use). These customers can apply for connection, or additional supply, by submitting an Expression of Interest (EOI) to Gold Coast Water. More information on the EOI process is available from the Gold Coast Water website goldcoastwater.com.au/recycledwater

Gold Coast Water

Ph: 1300 366 692

Email: waterinfo@goldcoastwater.com.au

PO Box 5042 Gold Coast Mail Centre Qld 9729

Web: goldcoastwater.com.au