



# Community Announcement

**25 February update @ 3.50pm**

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## ***Unplanned water outage at Skennars Head***

**Residents needing to access showers are welcome to use the hot and cold showers at the Ballina Indoor Sports Centre located on Cherry Street. The BISC is open from 8.30am to 10pm on weekdays.**

**The Ballina Indoor Sports Centre has separate male and female showers. We've also allocated the referee showers and change rooms specifically for family use.**

Ballina Shire Council is now working towards installing a temporary water main to supply water to Skennars Head. This back up water supply will still have lower than normal pressure and residents are asked to minimise use to bathing, cooking and drinking.

Council will provide a timeframe for installation and supply as soon as possible.

Until this is connected, Council will continue to deliver water via emergency water tankers at the Southern and Northern end of Skennars Head. However, this water source is very limited and the pressure is impacted by gravity. This means some residents are receiving little to no water. To help improve the delivery of this water, Council's Water Team are moving the tankers around the Skennars Head area to help residents in both high and low areas. This emergency water is delivered through the water mains and should be accessible via residents' household taps and fittings. Again, Council is urging residents to use this water wisely and only for essential use, as it is a very limited supply.

Ballina Shire Council's Water Section will continue to investigate the cause of this water outage and working on a solution. The water main being inspected is over 2.5 kilometres in length. Another difficulty is access, as the main runs through thick vegetation and swamp areas.

Council apologises for this significant inconvenience and can assure the local Skennars Head community that we are doing everything possible to restore water supply.

Residents with young children, the elderly or infirmed who are not receiving water are asked to contact Council for assistance.

Holy Family Catholic Primary School, Xavier Catholic College and St Anne's Long Day Care Centre are closed today Tuesday 25 February, students and parents should check their school notifications for more information.

We will continue to provide updates by the local media, Council's Facebook page and at **[ballina.nsw.gov.au](http://ballina.nsw.gov.au)** once more information is available.

Here's some things to remember that will assist you during this outage:

- During any water disruption it's important to leave your taps off as the water may return at any time.

- When water returns it **may** be discoloured. This is due to sediment. Please run the tap until your water runs clear.
- Your water **may** appear milky. This is caused by small air bubbles. Don't be alarmed it is not harmful, and will settle in a short period.

If you have any enquiries in regard to this matter please contact council's Water and Wastewater Section on Council's after hours number 02 6626 6954 or 1300 864 444 during business hours.

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