



Community Announcement

25 February update @ 7.45pm

Unplanned water outage at Skennars Head

Ballina Shire Council has now installed and tested a new temporary water main to supply water to Skennars Head. This back up water supply still has lower than normal pressure and residents are urged to minimise use to bathing, cooking and drinking. During peak periods, Council will continue to supply water through water tankers to improve water pressure and supply to properties in higher areas.

Over the past 24 hours Council has supplied over 350,000 litres into the Skennars Head area via tankers to help with emergency supply. We acknowledge, this water has not reached all properties due to pressure and flow constraints. Council crews have also been working to distribute bottled water to households in immediate need.

Ballina Shire Council's Water Section will continue to investigate the cause of this water outage and work on a solution first thing Wednesday morning. 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 also deployed its drone to survey the area this afternoon.

Residents needing to access showers are still welcome to use the hot and cold showers at the Ballina Indoor Sports Centre located on Cherry Street, Ballina. 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.

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

Ballina Shire Council is continuing to consult with Holy Family Catholic Primary School, Xavier Catholic College and St Anne's Long Day Care Centre. Parents and students 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** 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.

Authorised By	Bridget Walker Manager – Water and Wastewater	Media Spokesperson	Bridget Walker Manager – Water and Wastewater 1300 864 444
Distribution	Local media		