

## Appendix H29: Requirements of Demand Management Plans for Municipal and Community Water Supplies

1. A water demand management plan for each water source shall be prepared which contains the following information:
2. Total population in the service area and number of people supplied by the water supply scheme
3. Number and percentage of customer connections and types (residential , commercial, industrial, Council, agricultural and other) with meters and without meters
4. Water rates charging policy and pricing for water supply including frequency of meter reading
5. An assessment of the overall water demand (most recent year) including total annual production, average daily demand, peak daily demand and monthly totals across each water use category as well as a water use per resident calculation
6. Identification of the 20 largest commercial/industrial users with annual and seasonal demands
7. Identification of seasonal water supply shortages – duration, frequency, severity, water quality issues and any known causes
8. Key economic drivers over the next 5-10 years
9. Any other relevant factors (eg climate change effects)
10. An outline of the water efficiency options being implemented including:
  - a) Metering/pricing
  - b) Information and education
  - c) Water-saving technologies and practices
  - d) Regulations and planning controls
  - e) Financial incentives
  - f) Recycling/reuse
  - g) Pressure management
  - h) Leak/loss detection and repair
  - i) Unauthorised use checking
  - j) Council use
  - k) Any other non revenue water used or lost
11. An outline of any new options for water efficiency proposed
12. An implementation plan and schedule
13. The potential reduction benefits from planned measures including how these will be monitored and evaluated and timeframes expected
14. How water shortages will be addressed including
  - a) Trigger points
  - b) Water restriction stages
  - c) Any other actions
  - d) Monitoring and enforcement
15. Communication strategy