Some definitions...
A few definitions to help explain words and terms:

- **Water**: water supplied by Goulburn Valley Water – it does not include recycled or reclaimed water, greywater, stormwater or rainwater.
- **Trigger nozzle**: a nozzle controlled by:
  - a trigger which must be continuously, or locked, in the ‘on’ position by hand for water to flow; or
  - has a switch which can be turned on and off by hand, with a single movement.
  *n.b.* Older style ‘twist’ nozzles do not shut water on and off immediately, and therefore have a higher potential to waste water. They therefore do not classify as a ‘trigger nozzle’ as per the Permanent Water Saving Rules.
- **Hand-held hose**: a hose that is held by hand when used.
- **Fountain or water feature**: any (indoor or outdoor) ornamental fountain or water feature of any capacity that projects, circulates or moves water, or otherwise causes water to flow, for an aesthetic or decorative purpose.
- **Garden area**: any land upon which vegetation of any kind, including trees, other than lawn, grows or is cultivated, for other than commercial purposes.
- **Lawn area**: any land, grassed or sown with grass seed but excludes any playing surface.
- **Playing surface**: any outdoor area used or capable of being used for any organised sport or recreation.

Some definitions...
A few definitions to help explain words and terms:

- **Watering system**:
  - (a) An automatic watering system that is set to turn on and off automatically, at predetermined times, without human intervention and, in the case of use for a public lawn, garden or playing surface, is also fitted with a rain or soil moisture sensor; or
  - (b) An automatic watering system that is operated manually, rather than automatically; or
  - (c) A manual watering system.
- **Water Use Plan**: a document, in writing (or by plans), prepared to the satisfaction of Goulburn Valley Water, which governs the use of water for specified purposes, and for the specified stage of restrictions.
- **Hard surface**: includes any courtyard, decking, footpath, driveway or other external area, with a concrete, asphalt, brick, tile, bitumen, timber or similar impervious surface.
- **Construction or renovation**: construction or renovation works on any building or structure.
- **High pressure water cleaning device**: a machine which has a pump to increase the pressure of water delivered from a trigger nozzle, at a rate of no greater than nine litres per minute, forming part of the device, but does not include a hand-held hose.
Goulburn Valley Water provides urban water and wastewater services to around 130,000 residents in over 50 towns.

All customers are obliged to follow the Permanent Water Saving Rules, a series of common sense rules that ensure water is not wasted. These rules are in place on a permanent and ongoing basis.

Permanent Water Saving Rules aim to promote efficient and sensible use of water without significantly restricting customer choice and flexibility. They reflect the value that Victorians place on water, and the community view that water is a precious resource that should not be wasted.

1. Sprinklers can be used between 6pm and 10am
   The hot, dry climate of the Goulburn Valley Water Region can cause rapid evaporation. The best time to water plants and grass is when the heat is at its lowest, allowing maximum time for water absorption.

2. Garden hoses must be leak free and fitted with a trigger nozzle
   When watering outside, a trigger nozzle on every hose is one of the best ways to avoid wasting precious water. They are excellent at preventing unintentional water use. Gardens may be watered with a hand-held hose, bucket or watering can at any time.

3. Water in fountains and water features must be recirculated
   A fountain can be a beautiful and relaxing garden feature. Unfortunately, they can use a lot of water, as the water can drain away or evaporate. Installing a small fountain with a pump that recirculates water is an effective way to save water if you have a water feature at your home.

4. Public Gardens, Lawns and Playing Surfaces
   A public garden, lawn or playing surface can only be watered:
   - with a hand-held hose, bucket or watering can at any time; or
   - by means of a watering system fitted with a rain or soil moisture sensor between the hours of 6pm and 10am on any day; or
   - in accordance with an approved Water Use Plan.

5. Water should not be used to clean hard surfaces
   Cleaning areas like driveways, paths, concrete, tiles and timber decking should be done with a broom or blower. They are more effective than a hose and could save hundreds of litres a day.
   Water can only be used to clean hard surfaces:
   - where cleaning is required as a result of an accident, fire, health hazard, safety hazard or other emergency; or
   - if staining to the surface has developed and then only once a season; or
   - in the course of construction or renovation, and then only by means of a high pressured water cleaning device or if not available, a hand-held hose or bucket.