

Low Supply Alert – FAQs

What is a Low Supply Alert?

A Low Supply Alert is a step signaling that voluntary reductions in water consumption behaviors should occur, where possible, to assist in reducing the likelihood of future restrictions being imposed.

When was the Low Supply Alert lifted?

GAWB is lifting its Low Supply Alert from 28 June 2023.

When was the Low Supply Alert declared by Gladstone Area Water Board?

GAWB declared a Low Supply Alert on 7 April 2021. Under GAWB's Drought Management Plan (DMP), a LSA is declared when modelling indicates there is five years (60 months) reliable water supply remaining in Awoonga Dam.

Has a Low Supply Alert been declared before by Gladstone Area Water Board?

Prior to issuing the Low Supply Alert on 7 April 2021, GAWB last issued a Low Supply Alert in October 2007, which was subsequently lifted in March 2008.

Why is the Low Supply Alert being lifted?

The low supply alert trigger occurs when GAWB's modeling indicates Awoonga Dam is five years (60 months) away from being unable to supply water to its customers. Queensland Government approval of the Fitzroy to Gladstone Pipeline in early 2023, connecting to the GAWB network at Yarwun, has enabled GAWB to account for inflows from quarter one 2026, and supported the lifting of the Low Supply Alert.

What does the Low Supply Alert lift mean for customers?

The lifting of the Low Supply Alert means that existing and new customers can apply for remaining unallotted water in Awoonga Dam for contracting. GAWB has developed a new Queuing Guideline, a summary of which is available on its website. Based on the application of the Queuing Guideline (Source Capacity), GAWB will be able to appropriately allot the limited remaining water source capacity to water seekers. GAWB is running an initial application and assessment process to establish a queue and to allot currently available water.

Will there be any additional water?

Awoonga Dam is the primary water source for supply to all major industrial and most domestic customers in the Gladstone region. Lifting the Low Supply Alert will make available remaining unallotted water in Awoonga Dam for contracting. As the region's only bulk water supplier, GAWB has the necessary infrastructure in place for existing customers to ensure a safe, reliable water supply.

What plan does GAWB have in place to continue supporting industries within the region?

The lifting of the Low Supply Alert and the Queuing Guideline provides an opportunity to support the economic growth and development of new and emerging industries within the region. GAWB is well prepared to manage and respond to various water supply and demand scenarios as they occur. GAWB's Drought Management Plan (DMP) aims to balance a multitude of factors such as customer demand, public health, economic impact and environment management. In alignment with its DMP, GAWB will continue to monitor the dam level, rainfall and water consumption.

How do customers apply for an allotment of water supply from Gladstone Area Water Board?

GAWB has developed a Queuing Guideline (Source Capacity). A summary of the Guideline is available on GAWB's website. Based on the application of the Queuing Guideline, GAWB will be able to appropriately allot the limited remaining water source capacity to water seekers. It will demonstrate the process GAWB will apply to determine a water seeker's position in the queue for water supply as well as set out the frequency a customer's position in the queue will be reviewed, and factors that may result in a change. GAWB is running an initial application and assessment process to establish the queue and to allot currently available water. This process is open to existing and new customers.