

## Shoalhaven water transfers frequently asked questions

### What are water transfers?

Water transfers are part of our interconnected water supply system in Greater Sydney. This means water can be drawn from where it is available and transferred to where it is needed most.

### Why are water transfers needed now?

The current drought in greater Sydney, including the Illawarra, is one of the worst ever seen. Dam levels have dropped from 90% to below 50% in about 2 years. The Tallowa Dam was built in 1976 in a place that could capture more rainfall for the greater Sydney water system. To access this extra supply, water is pumped from a set level and taken to another part of the water system. Water transfers play a vital role in ensuring water security at times when it is needed most.

### How much water will be transferred?

The quantity of water to be transferred will vary depending on rainfall and inflows in the Shoalhaven. The most recent round of pumping commenced in April 2018 and has already supplied greater Sydney with close to 40 billion litres of water.

### Will this impact my access to water?

No, access to water in the Shoalhaven Water Source is determined by the volume of water flowing in the river and not by the volume of water in the dam.

### Will the transfers affect environmental flows?

Environmental flows are not impacted by water transfers. This is because releases from the dam are based on inflows, rather than the amount of water in the dam.

### When will the transfers finish?

The transfers will automatically stop if the greater Sydney dam levels rise to 75% or if Tallowa Dam is drawn down to three metres below full supply level.

### What else is being done to ensure adequate water supply?

The NSW Government is taking a number of steps to meet our current need. We brought forward level 1 water restrictions, we started the Sydney Desalination Plant, we are fixing issues with leakage and we are investing heavily in water efficiency, including through a \$6 million boost to the [WaterFix](#) program. We have also begun preliminary planning for the expansion of the Sydney Desalination Plant. This allows us to investigate future expansion if needed to address extreme water shortages.

### What can I do to help?

Since around 75% of our water use is indoors, this is the area where we can make the biggest difference. Waiting for full loads of laundry or dishes reduce the number of loads we need to run. Using a dual flush toilet and water efficient showerhead can save you the most water. The WaterFix program that funds water efficient taps and showerheads is in full swing. You can learn more and call out for a free appointment today. Learn more at:

<https://www.sydneywater.com.au/SW/your-home/helping-you-save-water/waterfix-residential/index.htm>.

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