



Water Carriers – User Guideline



This fact sheet is designed as a guide only for residents buying water from a water carrier.

Water Carriers delivering drinking water must comply with the *Food Act 2006* and hold the relevant Council approvals.

Before ordering a load

Check that the water carrier business is licensed with Council before ordering. When ordering a load, ask where the water will come from. All water carriers are required to obtain water from an approved source, such as a Council standpipe which supplies water from a treated water supply.

Before a load of water arrives

Clean out any sediment in your tank with any remaining water as this will be stirred up upon filling and may give the water an unpleasant taste or odour.

Be aware that scrubbing the sides of your tank may add an unpleasant taste or odour to the water.

Upon arrival of the load

Check the tanker has the permit number and a "DRINKING WATER ONLY" sign clearly marked on the tank. If you have any doubts about the water, ask for a sample before accepting the load. The water should be clear, however, it may taste of chlorine if it has come from a treated supply. If the water is not clear and has a taste other than chlorine, do not accept the load.

After receiving the load

If the water has developed an undesirable taste, this may be due to the mixing of sediment, sludge and algae from within your tank. If possible, allow the water to settle for 24-48 hours before using for drinking. Any taste of chlorine should disappear after a couple of days in a well-ventilated tank.

However, from time to time due to the organic material in your tank, the reaction with this organic matter (including anaerobic bacteria from the bottom of the tank) and chlorine can produce by-products, such as iodine, chloramines, trihalomethanes, ammonia and hydrogen sulphide which cause a very unpleasant taste and odour. You may even notice this odour while you are showering.

You may have received a number of loads from a water carrier in the past and this problem did not occur. This is because it is dependent on the organic content and algae in your tank.

To reduce this highly-unpleasant taste and odour, you can try the following:

Clean roof, gutters and tank

Some tank cleaning companies can vacuum out the sludge with minimum water loss, then filter and disinfect your water.

Aeration of the tank water

Ensure gauze is free from debris to allow aeration, or use a bubbler.

Installing a filtration system

Dual filter systems are more successful than single filters in reducing odour and improving taste. Changing filters regularly helps reduce the filters being a source of bacterial contamination.

Boiling drinking water

Boil drinking water to reduce pathogenic organisms that may be present from organic matter in the tank.



Improving the water quality

A regular cleaning program for the roof, gutters and tanks will help reduce the organic load and bacterial contamination of the water supply. The installation of "first flush" devices are recommended to divert the first run-off from the roof into the tank after a long dry period. The first water washed from the roof contains higher levels of contaminants from dust, leaves, bird droppings etc and is best diverted away from the water tank. Filters can also assist in reducing sediment and organic matter provided they are well-maintained and replaced regularly. Water can be further treated to destroy bacterial contamination through boiling, ultra-violet treatment, chlorination or ozone.

Water sampling service

You may wish to have your water sampled should you be concerned with its quality. Refer to the Yellow Pages or Internet for businesses offering this service on the Fraser Coast.


Where can I get more information?

For further information in regard to the operation of a Water Carrier can be obtained by contacting Council via -

- Visiting Council's Customer Service Centres;
- Telephone - 1300 79 49 29 during normal business hours; or
- Emailing - enquiry@frasercoast.qld.gov.au

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