



**SOUTH BURNETT**  
REGIONAL COUNCIL

# Water Standpipes

This factsheet provides general information regarding Water Standpipes available to purchase water from within the South Burnett region.

## Where Are The Water Standpipes Located?

Council has water standpipes in the following locations:

- Brisbane Street, Nanango
- Bowman Road, Blackbutt
- Scott Street, Benarkin
- corner of Starr Street & Hivesville Road, Hivesville (non-potable)

## What is the Purpose of the Water Standpipes?

The water standpipes were installed to provide an alternative access to water in time of need for household domestic use, when residents' who rely on tank water have limited supply. The Standpipes allow residents' the opportunity to transport their own water as needed, without the requirement to pay a private water carter if they wish.

## How is Water Standpipe Consumption Managed?

Currently, there are no restrictions placed on how much water can be taken from a standpipe, and residents' using standpipe water are not subject to water restrictions. Water standpipe consumption is primarily managed through pricing to encourage responsible use.

## How Do I Purchase Water?

Each water standpipe has instructions on how to use them displayed on site. Payment can be made through a credit or debit card only and the card must have a 'chip'.

## Common Issues

- Council's water standpipes rely on the internet in order for the card reader to work. If the internet is down, the card reader will show an error;

- the card reader may have issues reading your card, please ensure the card has a 'chip' and you aren't swiping too fast or slow. If possible, try a different card;
- if water has not been dispersed from the standpipe, it is sometimes due to the water standpipe timing out. You will need to start again.

## I Have Been Charged But No Water Was Dispersed?

The water standpipes will do a pre-authorisation on the card to ensure there is funds available. This will appear as if the money is on 'hold' in your account. If the water is not dispersed, the money will be released into your account within 7-10 business days. Please call Council if you have issues with the money not being released after this time.

## How Do I Report A Problem?

If you have any issues using Council's water standpipes or you notice any damage or vandalism to the water standpipes please report to Council on 07 4189 9100.

Council's Water & Wastewater Department are responsible for repairing and maintaining the water standpipes, however, the card reader and electricals require the manufacturer to repair due to security issues with card readers.

## Further Information?

- ✉ South Burnett Regional Council  
PO Box 336  
KINGAROY QLD 4610  
(07) 4189 9100
- @ [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au)
- 👤 Visit a Customer Service Centre



For further information contact Council's Water & Wastewater Department via email [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au) or call **1300 789 279** or **07 4189 9100**.  
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