

# **Drinking Water Quality Management Plan (DWQMP) Annual Report**

## **2017 – 2018**

### **Dumaresq-Barwon Border Rivers Commission (BRC)**

SPID: 370

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LGA covered by this plan: Southern Downs Regional Council

Water Supply Schemes covered by this plan: Glenlyon Dam drinking water scheme

## Glossary of terms

ADWG 2004	Australian Drinking Water Guidelines (2004). Published by the National Health and Medical Research Council of Australia
ADWG 2011	Australian Drinking Water Guidelines (2011). Published by the National Health and Medical Research Council of Australia
<i>E. coli</i>	<i>Escherichia coli</i> , a bacterium which is considered to indicate the presence of faecal contamination and therefore potential health risk
HACCP	Hazard Analysis and Critical Control Points certification for protecting drinking water quality
mg/L	Milligrams per litre
NTU	Nephelometric Turbidity Units
MPN/100mL	Most probable number per 100 millilitres
CFU/100mL	Colony forming units per 100 millilitres
<	Less than
>	Greater than
WTP	Water treatment plant

## Document history and status

Revision	Date	Description	By	Review	Approved
A	7/12/18	Draft for SunWater Review	Thomas Hampton (Jacobs)	Nicholas Stanton (Jacobs)	Nicholas Stanton (Jacobs)
0	13/12/18	Final	Thomas Hampton (Jacobs)	Nicholas Stanton (Jacobs)	Gordon Delaney (SunWater)

## 1. Introduction

This report documents the performance of the Border River Commission's Glenlyon Dam drinking water service with respect to water quality and performance in implementing the actions detailed in the drinking water quality management plan (DWQMP) as required under the *Water Supply (Safety and Reliability) Act 2008* (the Act). The report is for the period 1 July 2017 – 30 June 2018.

The report assists the Regulator to determine whether the approved DWQMP and any approval conditions have been complied with and provides a mechanism for providers to report publicly on their performance in managing drinking water quality.

This report has been prepared in accordance with the *Water Industry Regulatory Reform – drinking water quality management plan report factsheet* published by the Department of Energy and Water Supply, Queensland, accessible at [www.dews.qld.gov.au](http://www.dews.qld.gov.au).

## 2. Overview of Operations

The Glenlyon Dam drinking water scheme sources water from Glenlyon Dam. The dam is owned by the Department of Natural Resources and Mines and is managed by the Border Rivers Commission.

SunWater is contracted for the asset management, operation and maintenance of the dam, the associated water treatment facilities and mains reticulation system for the provision of drinking water services to four houses, a small caravan park and day visitor / recreational areas together with associated toileting services (ie, picnic area toilets).

The water treatment process comprises of a multi-barrier three step process of;

- (i) Primary media filtration and storage
- (ii) Secondary filtration with organics removal through activated carbon media; and
- (iii) Two stage disinfection with UV and dosing by sodium hypochlorite.

The water treatment process, plant and equipment are essentially manually controlled by operations staff during day-light hours, with the exception of the automation of the sodium hypochlorite pump. This automatic chlorine dosing system maintains free chlorine residual levels above 0.5 mg/L in the clear water tanks as part of the water treatment process.

The treated drinking water is stored in above ground tanks for later use on a two or three day production cycle, depending on demand for drinking water at the caravan park and picnic facilities at Glenlyon Dam. Water is disinfected before reticulation.

The daily drinking water demand is very seasonal, typically ranging from 10 to 40 kL/day, with maximum and minimum demand values of 300 and 18 kL/week.

## 3. Actions taken to implement the DWQMP

SunWater has implemented the DWQMP including setting operational limits, as defined in EM25 Water Treatment Plant Routine Inspection Checklist and EM25, Water Treatment Operations. Non-compliances with limits are investigated using SunWater's QM2 Incident reporting.

### **Progress in implementing the risk management improvement program**

Appendix A of the approved Drinking Water Quality Management Plan outlines the Improvement Plan Actions. A brief status report of the progress of these actions is included in Appendix B of this annual report.

## Revisions made to the operational monitoring program to assist in maintaining the compliance with water quality criteria<sup>1</sup> in verification monitoring.

The operational monitoring program has been reviewed; however, no revisions have been made over the past year.

Drinking water quality is tested in accordance with ADWG limits on a number of key parameters and monitored on two levels to ensure safe drinking water for consumers, these are the water characteristics and micro-biological tests. The drinking water quality tests involve routine monthly testing of micro-biology at a NATA accredited Laboratory and weekly/daily testing at the WTP Laboratory of water chemistry (aesthetics) and residual chlorine.

Three water quality sampling locations (test points) within the distribution system are utilised to provide high levels of overall confidence, guarantee and surety in the provision of safe drinking water quality to consumers.

The sampling points were selected based on providing the highest probability of finding non-compliant drinking water in order to prevent a worst case scenario for a public health incident. The three water quality sampling points are located at the water treatment plant and at the end of the reticulation mains at the clear water tank(s), Caravan Park (Office) and Haigh Cottage (kitchen tap).

As these mitigation measures reduce “high” risks to risks of “medium” or “low” public risk, SunWater believes the current verification monitoring program is adequate.

### Amendments made to the DWQMP

No amendments were made to the DWQMP between 1 July, 2017 and 30 June, 2018.

## 4. Compliance with water quality criteria for drinking water

The Glenlyon Dam drinking water scheme operates under SunWater’s standards EM25 and AM28 for Water Treatment Plants and Town Water Schemes. Under the *Water Supply (Safety and Reliability) Act 2008* the Dumaresq-Barwon Border Rivers Commission (BRC) (the entity responsible for Glenlyon Dam) is defined as a large water service provider.

The drinking water quality control parameters were developed from recommendations outlined in ADWG (2011). Table 4 (a): Drinking Water Quality Control Measures below shows the key parameters for operator testing and water quality acceptance. These parameters are tested at the WTP Laboratory for the three different water quality sampling points.

**Table 4 (a): Drinking Water Quality Control Parameters**

Parameter	Monitoring Frequency	Acceptable Limits
Residual chlorine (free)	Every 3 – 4 days	> 0.5 mg/L after 30 mins
Total chlorine	Every 3 – 4 days	< 5 mg/L
Raw Water pH	Every 3 – 4 days	N/A
Raw Water Turbidity	Every 3 – 4 days	N/A
Treated Water pH	Every 3 – 4 days	6.5 – 8.5
Treated Water Turbidity	Every 3 – 4 days	< 1 NTU

Micro-biological control testing is also required to ensure compliance with ADWG as well as the standards in the Public Health Regulation 2005. The parameters and frequency of the monitoring is shown below in Table 4 (b): Micro-biological control.

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<sup>1</sup> Refer to *Water Quality and Reporting Guideline for a Drinking Water Service* for the water quality criteria for drinking water.

**Table 4 (b): Micro-biological Control**

Parameter	Monitoring Frequency	Acceptable Limits
E.Coli	Monthly	<1 CFU
Total Coliforms	Monthly	N/A – significant changes will be investigated
Total Plate Count	Monthly	N/A – significant changes will be investigated

A summary of compliance with water quality criteria is included in Appendix A. This includes the following information:

- parameter
- unit of measure
- total number of samples collected
- number of samples that did not meet the water quality criteria
- maximum concentration or count

The water quality results over the 2017/18 financial year met the recommended values in the ADWG.

## 5. Notifications to the Regulator under sections 102 and 102A of the Act

No notification to the regulator under sections 102 and 102A of the Act was made between 1 July 2017 and 30 June 2018.

All micro-biological testing this financial year revealed that there were no instances where *Escherichia coli* (*E. Coli*) exceeded the acceptable limit of <1 CFU/100ml.

### **Non-compliances with the water quality criteria and corrective and preventive actions undertaken**

As outlined above in the reporting period there were no instances that required notification to the Regulator under sections 102 or 102A of the Act.

### **Prescribed incidents or Events reported to the Regulator and corrective and preventive actions undertaken.**

Between 1 July 2017 and 30 June 2018, there were no instances that required notification to the Regulator under sections 102 or 102A of the Act.

## 6. Customer complaints related to water quality

SunWater is required to report on the number of complaints, general details of complaints, and the responses undertaken.

Throughout the 2017/18 reporting period no complaints about water quality were received.

During 2017/18 reporting period, there were no suspected or confirmed cases of illness arising from the water supply system.

## 7. Findings and recommendations of the DWQMP auditor

The DWQMP was audited as per the requirements of the decision notice and this was completed in August 2017.

The DWQMP was audited against:

- Drinking Water Quality Management Plan Review and Audit Guideline (DEWS 2013)
- ISO19011:2014 – Guidelines for Auditing Management Systems
- Chapter 2 Infrastructure and service, Part 4 Service provider obligations, Division 2 Audit reports and reviews, Clauses 108 to 109 of the Act

The auditor found that SunWater:

- Has demonstrated an acceptable level of compliance with the regular audit imposed by the *Water Supply (Safety and Reliability) Act 2008* during the audit period;
- Is generally implementing its DWQMP effectively and managing risks to drinking water quality and public health; and,
- Was found to have reasonable processes for managing drinking water incidents and progressing the risk management improvement plan.

The audit concluded that SunWater:

- Provided accurate monitoring and performance data to the regulator;
- Generally implemented the DWQMP to manage risks to public health; and,
- Generally maintained the relevance of the DWQMP.

The summary of compliance is shown in table 5 below.

Compliance Code		Number of Findings
Compliant	Compliant	40
Compliant with Opportunity for Improvement	OFI	15
Minor Non-Compliant	Minor	0
Major Non-Compliant	Major	0
Critical Non-Compliant	Critical	0
Total		55

## 8. Outcome of the review of the DWQMP and how issues raised have been addressed

After the completion of the third-party audit SunWater undertook an internal review of the DWQMP, which was provided to the regulator. This plan includes actions based on the opportunities for improvement which were raised by the audit. As this review was undertaken in the 2017-18 reporting year and the actions are ongoing a complete list of these and their progress will be included in detail in the 2017-18 annual report.

## Appendix A – Summary of compliance with water quality criteria

The results from the verification monitoring program have been compared against the levels of the water quality criteria specified by the Regulator in the *Water Quality and Reporting Guideline for a Drinking Water Service*.

The reported statistics do not include results derived from repeat samples, or from emergency or investigative samples undertaken in response to an elevated result.

The verification monitoring program was carried out as stated in the DWQMP

**Table 1 - Verification monitoring results Glenlyon Dam Water Scheme.**

Parameter	Units	Frequency of sampling	Total No. samples collected	No. of samples in which parameter was detected	No. of samples exceeding water quality criteria	Min	Max	Average (Mean)	DWQMP Limit	Laboratory name
Treated water pH		Every 2-3 days	418	418	0	6.7	7.8	7.48	6.5-8.5	Glenlyon Dam WTP Laboratory
Treated water turbidity	NTU	Every 2-3 days	418	418	0	0.31	1.38	0.74	<5 NTU	Glenlyon Dam WTP Laboratory
Residual chlorine (free)	mg/L	Every 2-3 days	418	418	0	0.52	4.4	1.46	>0.5mg/L after 30 mins	Glenlyon Dam WTP Laboratory
Treated water total chlorine	mg/L	Every 2-3 days	418	418	0	0.77	5	1.91	<5 mg/L	Glenlyon Dam WTP Laboratory
E.coli	Cfu/100ml	Monthly	24	0	0	0	0	0.00	<1 cfu/100ml	Laboratory Services Toowoomba

**Note: Samples from different locations of each site were combined for reporting.**

Table 2 (a) - Reticulation *E. coli* verification monitoring 2017

Drinking water scheme: Glenlyon Dam Drinking Water Scheme

Year	2017											
Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
No. of samples collected	2	2	2	2	2	2	2	2	2	2	2	2
No. of samples collected in which <i>E. coli</i> is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	32	32	32	32	32	32	32	32	32	28	24	24
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0
% of samples that comply	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES											

**CALCULATE PERCENTAGE USING A TWELVE (12) MONTH 'ROLLING' ANNUAL VALUE**

The *Public Health Regulation 2005* (the regulation) requires that 98 per cent of samples taken in a 12 month period should contain no *E. Coli*. This requirement is referred to as the 'annual value' in Schedule 3A of the regulation.

This requirement comes into effect once you have 12 months data and should be assessed every month based on the previous 12 months data (so that it is a 'rolling' assessment).

Table 3 (b) - Reticulation *E. coli* verification monitoring 2017

Drinking water scheme: Glenlyon Dam Drinking Water Scheme

Year	2018											
Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
No. of samples collected	2	2	2	2	2	2						
No. of samples collected in which <i>E. coli</i> is detected (i.e. a failure)	0	0	0	0	0	0						
No. of samples collected in previous 12 month period	24	24	24	24	24	24	22	20	18	16	14	12
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0
% of samples that comply	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES											

**CALCULATE PERCENTAGE USING A TWELVE (12) MONTH 'ROLLING' ANNUAL VALUE**

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This requirement comes into effect once you have 12 months data and should be assessed every month based on the previous 12 months data (so that it is a 'rolling' assessment).

## Appendix B – Implementation of the DWQMP Risk Management Improvement Program

**Table 4 – Progress against the risk management improvement program in the approved DWQMP (2015-2018)**

Item No.	HACCP Control Area	Hazard / Event	Recommendation / Preventative Measure	Target date/s	Status as at 30 June 2018	(If implementing these actions will take longer than anticipated, please provide detail, as it may affect the approved DWQMP)
<b>2015 – 2018 DWQMP</b>						
1	Operator / Management Training	<ol style="list-style-type: none"> <li>1. Non-compliant or poor water quality &amp; odours / bad tastes from microbiological build up.</li> <li>2. Knowledge / technical expertise lost when operators / staff transition.</li> </ol>	Ensure all technical support, supervisory staff & WTP operators have attained certificate 3 standards. Conduct refresher training every 2 years. Increase the frequency of NATA drinking water quality testing	Ongoing	Training completed in 2016, conducted by specialist water consultant	SunWater to complete operator training every two years.
2	WTP – Storage Tanks Reticulation System	Bacteria ( <i>E. coli</i> )	Investigate costs & benefits implementing routine Colitag ( <i>E. coli</i> ) testing of tanks, distribution mains and customer test points. This was re-addressed as it was understood that this kit can provide a presumptive <i>E. coli</i> detection faster than the microbiological testing.	FY 15/16	Closed	Colitag testing has been internally investigated and deemed to be unnecessary.
3	Operating Manual	<i>E. coli</i> , Coliforms & HPC	Undertake a review of the operating manual to ensure consistency with standard WTP practices (i.e. chlorination & backwashing). Conduct workshops and risk assessments every 2 to 4 years as part of the RCM approach to managing TWS assets and operations	FY 15/16	Closed (but reviews will remain ongoing)	O&M documentation, namely work instructions were again reviewed and substantially updated during the 2017/18 reporting period.