

Drinking Water Quality Management

Purpose

This policy provides Riverina Water County Council's (Riverina Water) commitment to the sustainable management and supply of safe, high quality drinking water.

The policy provides a basis for:

- 1) the management and operation of Riverina Water's water supply activities involving sourcing water, water treatment processes, water storages, pumping and distribution systems,
- 2) promotion and awareness of its employees and contractors to be responsible for understanding, implementing and continuously improving council's activities and management systems associated with drinking water quality
- 3) demonstrating compliance with NSW Public Health Act 2010 and the Public Health Regulation 2012 that requires drinking water suppliers (such as local government water utilities) to develop and adhere to a 'quality assurance program' (or drinking water management system) from 1 September 2014.

Policy Statement

Riverina Water is committed to providing safe, high quality drinking water, which consistently meets or exceeds the 2011 Australian Drinking Water Guidelines (ADWG), consumer and other regulatory requirements.

Riverina Water will implement and maintain a drinking water management system (DWMS) consistent with the *Australian Water Guidelines* to effectively manage the risks to drinking water quality, and to meet its governance requirements under NSW Health Act 2010.

Scope

This policy covers potable water produced and managed by Riverina Water, through its water supply assets and facilities up to and including the customers' meter.

Note: Potable water supplied by Riverina Water and into private assets (i.e. past the customers' meter is the responsibility of the property owner).

Riverina Water's Drinking Water Management System (DWMS) has been developed to meet current water quality governance requirements, and supersedes Council's previous water quality management system, namely its Hazard Analysis and Critical Control Points (HACCP) system originally introduced in 2006.

The Public Health Act 2010 requires all drinking water suppliers to implement a [quality assurance program for the safe supply of drinking water](#) from 1 September 2014.

Stakeholders associated with this policy include:

- Riverina Water's Board Members
- State Government Regulators:
 - NSW Health,
 - NSW Department of Planning, Industry and Environment (DoPIE)
 - NSW Office of Local Government
- Constituent local government councils as defined under Riverina Water's Proclamation, consisting of:
 - Wagga Wagga City Council
 - Lockhart Shire Council
 - Federation Council
 - Greater Hume Council
- Riverina Water's customers and consumers
- Riverina Water's employees and contractors

Definitions

ADWG	Australian Drinking Water Guidelines (2011)
CCP	Critical Control Point: A CCP is an activity, procedure or process that is critical to control a water quality hazard. CCPs must be monitored regularly, ideally continuously, to ensure the effectiveness of barriers.
DWMS	Drinking Water Management System
HACCP	Hazard Analysis Critical Control Point
OCP	Operational Control Point: An OCP is an activity, procedure or process that supports CCPs to control a water quality hazard(s). OCPs are also generally not critical to health and more related to water physical properties and aesthetics.
PHU	Public Health Unit

Principles

To achieve its drinking water quality commitment, and in partnership with stakeholders and relevant agencies, Riverina Water will:

- Manage water quality at all points along the delivery network from the source water to the consumer's tap, by using a risk-based approach in which potential risks to water quality are to be identified and made explicit and managed to minimise any threat to drinking water quality.
- Integrate the needs and expectations of our consumers, stakeholders, regulators and employees into our planning.
- Retain regular monitoring of the quality of drinking water and effective reporting mechanisms to provide relevant and timely information and promote confidence in the water supply and its management to consumers.
- Maintain an appropriate contingency planning and incident response capability.
- Ensure that employees and contractors involved in the supply and treatment of drinking water are appropriately trained and understand their responsibility for ensuring that water quality is protected.
- Participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and efficient operation of water supply schemes.
- Align our water quality systems and processes with the DWMS's framework's proactive and multibarrier approach with industry's best practice in water quality management.
- Proactively seek and contribute to our industry's best practice for drinking water quality management and practices
- Continually improve our management practices by assessing performance against corporate commitments, state-government-based performance indicators and stakeholder expectations.

Policy Implementation

Riverina Water will support this Policy by:

- Maintaining Council's Drinking Water Quality Management System (DWMS).
- Assessing risks, and if necessary, test for indicator organisms, pathogens, cyanobacteria, pesticides, disinfection by-products, per- and poly-fluoroalkyl

substances (PFAS), other organic compounds and radiological contamination as outlined in the NSW Drinking Water Monitoring Program

- Implementing appropriate operations and management procedures for water supply.
- Conducting regular Water Quality Committee Meetings as described in DWMS, Section 14.2
- Reporting on the supply of safe drinking water to NSW Health and NSW Department of Planning Industry and Environment
- Actively engaging with key stakeholders (customers and regulators) and industry peak organisations including the NSW Water Directorate
- Ensuring relevancy and currency of appropriate water quality training to employees
- Promoting awareness of employee's responsibilities and accountabilities with regards to water quality
- DWMS to be reviewed annually and a report provided to NSW Local Public Health Unit (PHU)

Non Compliance

Non-compliance with Acts, Regulations and Standards, Guidelines and Procedures associated with Riverina Water's drinking water management programmes may lead to:

- 1) NSW Health's direct intervention into Riverina Water's management and water supply operations
- 2) Affect safety to Riverina Water's customers and the general public
- 3) May be considered a breach under the Code of Conduct and as such, any suspected or known non-compliance will be reported to the CEO.

References

- NSW Public Health Act 2010:
<https://www.legislation.nsw.gov.au/#/view/act/2010/127/full>

- NSW Public Health Regulation 2012:
<https://www.legislation.nsw.gov.au/#/view/regulation/2012/311/sch3>
- Riverina Water's Drinking Water Management System (DWMS): <G:\DWMS Documents\DWMS Plan\DWQMP Riverina Feb 2019.pdf>
- NSW Health Guidelines for Drinking Water Management Systems (2013):
<https://www.health.nsw.gov.au/environment/water/Pages/NSW-guidelines-for-drinking-water-management-systems.aspx>
- NSW Health Critical Control Points for Drinking Water Management Systems (December 2018):
<https://www.health.nsw.gov.au/environment/water/Documents/ccps-for-dwms.pdf>
- NSW Health Drinking Water Website:
<https://www.health.nsw.gov.au/environment/water/Pages/drinking-water.aspx>
- NSW Drinking Water Monitoring Program (2005, updated October 2011):
<https://www.health.nsw.gov.au/environment/water/Pages/NSW-drinking-water-monitoring-program.aspx>
- NSW Health Drinking Water Management Review and Audit (Fact Sheet) January 2017: <https://www.health.nsw.gov.au/environment/water/Documents/dwms-review-and-audit.pdf>

Policy number	2.07
Responsible area	Engineering
Approved by	Riverina Water Board – Res 22/196
Approval date	14 Dec 2022
Legislation or related strategy	NSW Public Health Act 2010 NSW Public Health Regulation 2012 Australian Drinking Water Guidelines (2011), NHMRC
Documents associated with this policy	Riverina Water Drinking Water Management System (DWMS)
Policy history	Vers 1 - 16 Dec 2020 – Res 20/127 Previously Internal Policy IP2.7 – Drinking Water Quality management
Review schedule	This policy will be reviewed every four years (or once per Board term)

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

END OF POLICY STATEMENT