



**HINCHINBROOK
SHIRE COUNCIL**

DRINKING WATER QUALITY MANAGEMENT PLAN

2017/2018 REPORT

**HINCHINBROOK SHIRE COUNCIL
SP62**

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1. GLOSSARY OF TERMS

ADWG	Australian Drinking Water Guidelines (2011). Published by the National Health and Medical Research Council of Australia.
DWQMP	Drinking Water Quality Management Plan
E. coli	Escherichia coli, a bacterium which is considered to indicate the presence of faecal contamination and therefore potential health risk.
mg/L	Milligrams per litre
NTU	Nephelometric Turbidity Units
RMIP	Risk Management Improvement Program, which was developed in the Drinking Water Quality Management Plan.
<	Less than
>	Greater than

2. INTRODUCTION

The Water Supply (Safety and Reliability) Act 2008 requires water service providers in Queensland to provide a Drinking Water Quality Management Plan Report for each financial year from when the Drinking Water Quality Management Plan (DWQMP) was implemented.

This report documents the performance of Hinchinbrook Shire Council's drinking water service with respect to water quality and performance in implementing the actions detailed in the DWQMP for the 2017/2018 financial year. 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.

The Report details the following information:

- Document actions taken by the service provider to implement the DWQMP.
 - Summarise any amendments that have been made to the DWQMP.
 - Describe which actions in the Risk Management Improvement Program (RMIP) were completed, currently in progress or deferred.
 - Discuss if the actual verification monitoring undertaken met the monitoring program described in the DWQMP.
- Details of compliance with water quality criteria for drinking water.
 - Summary of results for the verification monitoring for the drinking water service.
 - Detail the months, if any, where the annual value for E. coli was not achieved for the service.
 - Comments on where the water quality results met the recommended values in the Australian Drinking Water Guidelines, E. coli and fluoride standards.
- Details information given to the Regulator under sections 102 and 102A of the Act.
 - Summary of each incident reported to the Regulator and describe the corrective and preventive actions undertaken.
- Summary of any water quality complaints received and the responses that were undertaken.
- Details of the findings and any recommendations of audit reports given to the Regulator.
- Outcome of any review and how the service provider has addressed any matters raised in the review.

3. IMPLEMENTATION OF THE DWQMP

3.1 Amendments to Council's DWQMP

Hinchinbrook Shire Council's DWQMP was approved on the 25 March 2013 by the Department of Energy and Water Supply. Hinchinbrook Shire Council undertook a Review of their DWQMP on the 23 March 2018, which resulted in some amendments. Revision E of Council's DWQMP was issued on 14 May 2018.

3.2 Risk Management Improvement Program

Hinchinbrook Shire Council's DWQMP includes a Risk Management Improvement Program (RMIP), which aim is to manage any unacceptable residual risks identified by the hazard/risk assessment and improve parts of the Plan where deficiencies in information did not allow the criteria to be completely and accurately addressed.

The RMIP identified 15 areas where Council could implement changes to manage identified hazards/risk and uncertainties. The program outlines interim, short-term and long-term actions for Council to implement to manage the identified hazards/risk and uncertainties.

The following table is an excerpt from the RMIP table in Council's DWQMP and addresses the actions in the RMIP that have been completed, currently in progress or have been deferred.

Table 3.1 – Summary of Items completed, in progress or deferred from RMIP

Denotes that it is a copy from the RMIP in HSC's DWQMP

	1	2	3	4	6	7	8	9	Status as at 30 June 2018	Details and Update
	Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s		
					Interim	Short-term	Long-term			
1	All	River and Groundwater Systems	Inadequate well or bore head protection	~ Improve borehead construction under the borehead replacement program	Investigate upgrade of Halifax Bores as first priority. Halifax has a total of 5 bores, but not all are used due to low pump rates and the possibility of saline intrusion. Cyclone Yasi has also damage fencing and there is currently a power supply issue to some bores.	Commence upgrade of Halifax Bores, if required seal and abandon unused bore.	Complete an inspection report for all bores (Macknade, Forrest Beach, Halifax and Como Road) and complete a works program for required maintenance.	2017	100% complete and operational	Complete
2	All	River and Groundwater Systems	Industrial chemical waste discharge contaminating groundwater &/or surface water	~ No control over private enterprise. ~ Continue to monitor chemical levels in raw water supplies.	Investigate private enterprises within the district that could affect drinking water quality and the possible risks that they present. Those identified will be posing a direct risk to council's drinking water supply.		Continue with existing chemical monitoring and identify any significant changes.	Ongoing	Ongoing	Standard Water Analysis taken from each WTP every month.
4	3 (Forrest Beach)	Groundwater	High iron levels in groundwater	~ Current proposal for funding in place to connect the Forrest Beach Water Supply to Scheme 1 & 2 which will allow a back up water supply if groundwater quality is not suitable for consumption. ~ Looking at new filtration systems	Submit application for funding assistance to the government.	Advertise a tender for the works to be completed. If works can be done internally prepare quote.	Construction phase. Finalise project.	Funding dependant	Completed	Water main has been commissioned from Ingham to Forrest Beach. Upgrades have also been completed on the aerator and sedimentation channels (clarifier).

	1	2	3	4	6	7	8	9	Status as at 30 June 2018	Details and Update
	Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s		
					Interim	Short-term	Long-term			
5	All	WTP	Open filtration system causing growth of cyanobacteria	~ Testing during hot months of the year ~ Improvements to the aeration and filtration system	Provide temporary shading.	Issue Expression of Interest for consultants to investigate council's existing water treatment plants and what would be required for there upgrade.	Depending on results from consultants report, budget for upgrades to commence.		100% complete and operational	Complete
6	3 (Forrest Beach)	Reservoir	Rainwater ponding on reservoir roof	~ Investigate costs into sealing roof	Prepare specification for require work. Complete cost estimate.WTP Operator to check condition of reservoir roof and conduct any remedial works that can be completed to reduce risk of contamination from ponding rainwater.	Advertise a tender for the works to be completed. If works can be done internally prepare quote.	Construction phase. Finalise project.	December 2013	Complete	Complete
7	2	WTP	Chemical Dosing Failure - Soda Ash	~ A pH test is always conducted prior to dosing with soda ash.	Investigate existing options and equipment.	Prepare site for installation.	Install and commission chemical dosing equipment.	June 2014	Complete	New aerators installed, which altered the pH which eliminated the need for soda ash dosing.
8	1	River and Groundwater Systems	High Turbidity in river water	~ Installation of turbidity meter	Set control points and critical limits to be monitored.	Purchase and installation of turbidity meter.	Monitor turbidity in supply. If control points exceeded then river system is to shut off with use to only recommence when turbidity has reached an acceptable level.	December 2017	Completed	Identified in DWQMP Audit completed on 28 April 2017. Completed

1	2	3	4	6	7	8	9	Status as at 30 June 2018	Details and Update
Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s		
				Interim	Short-term	Long-term			
9	1	River and Groundwater Systems	Protozoa Control	~	Determine appropriate process and control points for testing of Protozoa.	Continual testing for protozoa. If protozoa are found, the relevant health authority to be advised and necessary measure put in place.	June 2019	Completed	Identified in DWQMP Audit completed on 28 April 2017.
10	1	WTP	Increase storage capacity	~ Current proposal for funding in place to construct new bore at Como Rd along with upgrading the Depot WTP, which will allow a secure water supply if river water quality is not suitable for consumption.	Submit application for funding assistance to the government.	Advertise a tender for the works to be completed.	Construction phase. Finalise project.	Funding Dependent	In Progress GHD is finalising designs with project completion expected to be 29 January 2019. 45% funding has been allocated to this project as part of the Building Our Regions Program.
11	All	River and Groundwater Systems	Contamination from Septic tanks & Sewer Mains (breakages, etc)	~ Undertake testing monthly for the presence of E. Coli in raw water and monitor the data to identify any peaks associated with high rainfall, etc.	E. Coli testing in river and bore sources. Conduct during dry and wet seasons.	Investigate laboratory results.	Depending on results, further investigations may need to take place to find the source of bacteria into raw source. Some bacteria is to be expected.	Commence first round of testing early 2013	Completed and Implemented E. Coli testing in river and bore sources commenced in August 2012 and have currently being tested at least once per month.
12	All	Groundwater	Discharge from urban stormwater during rainfall events	~ Terrain currently completing a study on the effects of pesticides to the catchments water supply. Results expected in a 2 year timeframe. ~ Improve borehead construction under the borehead replacement program	As per Item 1 (borehead construction)	As per Item 1 (borehead construction)	As per Item 1 (borehead construction)	As per Item 1 (borehead construction)	100% complete and operational Complete

	1	2	3	4	6	7	8	9	Status as at 30 June 2018	Details and Update
	Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s		
					Interim	Short-term	Long-term			
13	All	WTP	Formation of disinfection by- products	~ Enforce testing on a yearly basis.	Commence testing on yearly basis. Depending on results further action may need to be taken, but this will need to be assessed when further information is available.	As per interim.	As per interim.	Commence first round of testing early 2013	Deffered	Testing for disinfection by-products has commenced. Regular testing to commence in January 2019.
14	All	Operational & Maintenance Procedures	N.A.	N.A.	Work in conjunction with council surveyor to collate existing data and determine areas where data is missing.	Assign asset numbers and produce drawings that can be distributed to staff.	Final dataset of mapped assets, including a full list of assets with unique numbering which will work in conjunction with council's asset management system.	Jul-13	In Progress	Operation and Maintenance Procedures have been developed, but not finalised. Council's asset management plans have been finalised with operational procedures to be updated.
15	All	Mapping of Water Assets	N.A.	N.A.	Collate existing data and determine areas where data is missing.	Begin collating and putting together data.	Final dataset of mapped assets.	December 2012	Complete	Complete and available on Dial Before You Dig.
16	All	Staff Training	N.A.	N.A.	Commence training for Water Treatment Assistants. Certificate II or III in Water and Waste Water Treatment.	Provide assistance to staff undertaking Certificate II or III.	Have sufficient staff who have completed the required training as per national requirements. Continue to provide any training that would be beneficial to the day-to-day operations.	July 2014 (based on a two year completion)	Ongoing	Council has implemented a program for Water Treatment Plant Assistants to undertake the Certificate II in Water Treatment. Three Water Treatment Plant Assistants successfully completed the program in 17/18. 2 operator assistants completed their certificate III in Water Operations in 2018 and 1 is undertaking the course in 2019.

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	1	2	3	4	6	7	8	9	Status as at 30 June 2018	Details and Update
	Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s		
					Interim	Short-term	Long-term			
17	All	Customer Complaint Performance	N.A.	N.A.			Council upgrading the Financial System which will include a new component to handle customer complaints. It will be a major upgrade to the system and it will include easier access to data, eg. Response times.	December 2014	July 2018	Council has implemented a new customer request system that incorporates all customer requests within Council in line with the customer service charter.
18	All	Historical Data Database	N.A.	N.A.	Discuss with council staff that are familiar with creating databases and work out an approach to creating the database.	Gather all water quality data into the format required and create database.	Have a fully functional database.	December 2014	In Progress	Complete Existing Database in Excel has been improved to provide some reporting functions. Further upgrades to the database are required as further information on reporting is available.
19	All	Drinking Water Policy	N.A.	N.A.	Prepare draft Drinking Water Policy.	Conduct a meeting with relevant parties to discuss policy and make notes on areas for improvements.	Finalise policy and get Council to endorse.	June 2019	In Progress	Identified in DWQMP Audit completed on 28 April 2017.
20	All	SCADA Alarm Procedure	N.A.	N.A.	Prepare templates for procedure. Collate any relevant data that could be of use.	Conduct a meeting between relevant tasks to discuss the template that has been produced and make notes on areas for improvements. Conduct site inspections and take photos to include in the procedure.	Create a final Procedure and begin the implementation process. Procedures are to be uploaded to the Council's intranet and distributed to all staff members.	June 2019	In Progress	Identified in DWQMP Audit completed on 28 April 2017.
21	All	Hydraulic Model	N.A.	N.A.		Council to procure consultant to construct Hydraulic Model of Council's water network.	Maintain and update as required.	June 2016	Completed	Completed

4. COMPLIANCE WITH WATER QUALITY CRITERIA FOR DRINKING WATER

4.1 Escherichia Coli Results for Treated & Reticulated 2017/2018

Table 4.1 – Escherichia Coli Results for Scheme 1 Treated & Reticulated Water

Scheme1 Ingham Water Supply												
Month	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
No. of samples collected	8	7	7	6	10	4	10	8	7	8	12	7
No. of samples collected in which E. coli 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	83	83	84	85	87	87	89	90	90	90	93	94
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

Table 4.2 – Escherichia Coli Results for Scheme 2 Treated & Reticulated Water

Scheme 2 Lower Herbert Water Supply												
Month	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
No. of samples collected	7	6	5	7	7	3	9	8	5	5	10	6
No. of samples collected in which E. coli 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	65	67	66	69	69	69	71	75	75	75	77	78
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

Table 4.3 – Escherichia Coli Results for Scheme 3 Treated & Reticulated Water

Scheme 3 Forrest Beach Water Supply												
Month	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
No. of samples collected	4	4	7	4	4	3	6	5	3	5	6	5
No. of samples collected in which E. coli 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	55	53	57	57	54	55	56	58	55	56	56	56
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

4.2 Escherichia Coli Tests for Raw Water 2017/2018

Table 4.4 – Number Escherichia Coli Tests for Raw Water

	TOTAL	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Scheme 1 - Ingham Water Supply	10	2	1	1	0	0	0	2	0	0	2	1	1
Scheme 2 - Lower Herbert Water Supply	6	1	1	0	0	0	0	1	0	1	1	0	0
Scheme 3 - Forrest Beach Water Supply	5	1	0	1	0	0	0	1	0	0	1	0	1

4.3 Water Quality Data 2017/2018 – Scheme 1 Ingham Water Supply

Table 4.5 –Water Quality Data with Drinking Water Quality Criteria 2017/2018 – Scheme 1 Ingham Water Supply

Parameter	Unit	Total Number of Samples Taken	Number of samples parameter was detected.	Number of samples exceeding health guideline value	Min	Max	Average
Raw Water							
Nitrate	mg/L	4	4	0	0.9	10	6.38
Sulphate	mg/L	4	4	0	1	5	4
Fluoride	mg/L	4	2	0	0.06	0.08	0.07
pH (Lab)	-	4	4	0	6.69	6.87	6.79
Turbidity	NTU	4	2	0	1	1	1
Aluminium	mg/L	4	0	0	<0.05	<0.05	<0.05
Boron	mg/L	4	0	0	<0.02	<0.02	<0.02
Copper	mg/L	4	1	0	0.05	0.05	0.05
Iron	mg/L	4	1	0	0.03	0.03	0.03
Manganese	mg/L	4	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	4	2	0	0.02	0.09	0.06
Treated Water							
Nitrate	mg/L	0	0	0	<0.5	<0.5	<0.5
Sulphate	mg/L	0	0	0	<1	<1	<1
Fluoride	mg/L	0	0	0	<0.05	<0.05	<0.05
pH (Lab)	-	0	0	0	0	0	0
Turbidity	NTU	0	0	0	<1	<1	<1
Aluminium	mg/L	0	0	0	<0.05	<0.05	<0.05
Boron	mg/L	0	0	0	<0.02	<0.02	<0.02
Copper	mg/L	0	0	0	<0.03	<0.03	<0.03
Iron	mg/L	0	0	0	<0.01	<0.01	<0.01
Manganese	mg/L	0	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	0	0	0	<0.01	<0.01	<0.01
Reticulated Water							
Nitrate	mg/L	9	9	0	4	14	11.11
Sulphate	mg/L	9	9	0	2	5	4.11
Fluoride	mg/L	9	9	0	0.05	0.1	0.07
pH (Lab)	-	9	9	0	6.89	7.85	7.35
Turbidity	NTU	9	3	0	1	4	2.00
Aluminium	mg/L	9	2	0	0.06	0.07	0.07
Boron	mg/L	9	2	0	0.03	0.03	0.03
Copper	mg/L	9	0	0	<0.03	<0.03	<0.03
Iron	mg/L	9	3	0	0.01	0.13	0.06
Manganese	mg/L	9	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	9	3	0	0.01	0.06	0.04
Pesticides/Herbicides Summary*	ug/L	0	-	-			

NOTE: All results that equalled the limit of reporting are assumed to be zero for the purpose of calculating the average value.

*Summary only has been provided. Only samples that have positive detections have been identified. All nil results (i.e. less than the limit of report) has been summarised and reported as total pesticides with zeroes entered for maximum, minimum and average concentration.

4.4 Water Quality Data 2017/2018 – Scheme 2 Lower Herbert Water Supply

Table 4.6 – Water Quality Data with Drinking Water Quality Criteria 2017/2018 – Scheme 2 Lower Herbert Water Supply

Parameter	Unit	Total Number of Samples Taken	Number of samples parameter was detected.	Number of samples exceeding health guideline value	Min	Max	Average
Raw Water							
Nitrate	mg/L	2	2	0	16	18	17.00
Sulphate	mg/L	2	2	0	11	13	12.00
Fluoride	mg/L	2	1	0	0.06	0.06	0.06
pH (Lab)	-	2	2	0	6.81	6.91	6.86
Turbidity	NTU	2	2	0	1	2	1.50
Aluminium	mg/L	2	0	0	<0.05	<0.05	<0.05
Boron	mg/L	2	2	0	0.03	0.04	0.04
Copper	mg/L	2	0	0	<0.03	<0.03	<0.03
Iron	mg/L	2	0	0	<0.01	<0.01	<0.01
Manganese	mg/L	2	1	0	0.02	0.02	0.02
Zinc	mg/L	2	1	0	0.01	0.01	0.01
Treated Water							
Nitrate	mg/L	4	4	0	11	17	14.75
Sulphate	mg/L	4	4	0	4	13	9.25
Fluoride	mg/L	4	3	0	0.06	0.08	0.07
pH (Lab)	-	4	4	0	7.02	7.77	7.34
Turbidity	NTU	4	3	0	1	4	2.00
Aluminium	mg/L	4	0	0	<0.05	<0.05	<0.05
Boron	mg/L	4	3	0	0.02	0.03	0.03
Copper	mg/L	4	0	0	<0.03	<0.03	<0.03
Iron	mg/L	4	2	0	0.02	0.02	0.02
Manganese	mg/L	4	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	4	1	0	0.01	0.01	0.01
Reticulated Water							
Nitrate	mg/L	3	3	0	13	17	14.67
Sulphate	mg/L	3	3	0	7	12	10.00
Fluoride	mg/L	3	3	0	0.06	0.07	0.07
pH (Lab)	-	3	3	0	7.37	7.62	7.5
Turbidity	NTU	3	0	0	<1	<1	<1
Aluminium	mg/L	3	0	0	<0.05	<0.05	<0.05
Boron	mg/L	3	2	0	0.03	0.04	0.04
Copper	mg/L	3	0	0	<0.03	<0.03	<0.03
Iron	mg/L	3	1	0	0.03	0.03	0.03
Manganese	mg/L	3	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	3	1	0	0.05	0.05	0.05
Pesticides/Herbicides Summary*	ug/L	0	-	-			

4.5 Water Quality Data 2017/2018 – Scheme 3 Forrest Beach Water Supply

Table 4.7 –Water Quality Data with Drinking Water Quality Criteria 2017/2018 – Scheme 3 Forrest Beach Water Supply

Parameter	Unit	Total Number of Samples Taken	Number of samples parameter was detected.	Number of samples exceeding health guideline value	Min	Max	Average
Raw Water							
Nitrate	mg/L	2	2	0	1.7	2.2	1.95
Sulphate	mg/L	2	2	0	18	19	18.50
Fluoride	mg/L	2	1	0	0.7	0.7	0.70
pH (Lab)	-	2	2	0	6.75	6.84	6.80
Turbidity	NTU	2	2	1	4	12	8.00
Aluminium	mg/L	2	0	0	<0.05	<0.05	<0.05
Boron	mg/L	2	2	0	0.03	0.03	0.03
Copper	mg/L	2	0	0	<0.03	<0.03	<0.03
Iron	mg/L	2	1	0	0.01	0.01	0.01
Manganese	mg/L	2	2	0	0.04	0.05	0.05
Zinc	mg/L	2	1	0	0.02	0.02	0.02
Treated Water							
Nitrate	mg/L	1	1	0	4.3	4.3	4.30
Sulphate	mg/L	1	1	0	11	11	11.00
Fluoride	mg/L	1	1	0	0.1	0.1	0.10
pH (Lab)	-	1	1	0	7.16	7.16	7.16
Turbidity	NTU	1	0	0	<1	<1	<1
Aluminium	mg/L	1	0	0	<0.05	<0.05	<0.05
Boron	mg/L	1	1	0	0.02	0.02	0.02
Copper	mg/L	1	0	0	<0.03	<0.03	<0.03
Iron	mg/L	1	1	0	0.29	0.29	0.29
Manganese	mg/L	1	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	1	0	0	<0.01	<0.01	<0.01
Reticulated Water							
Nitrate	mg/L	2	2	0	3.4	5.7	4.55
Sulphate	mg/L	2	2	0	7	8	7.50
Fluoride	mg/L	2	2	0	0.06	0.07	0.07
pH (Lab)	-	2	2	0	7.68	8.74	8.21
Turbidity	NTU	2	2	0	1	1	1.00
Aluminium	mg/L	2	0	0	<0.05	<0.05	<0.05
Boron	mg/L	2	2	0	0.02	0.03	0.03
Copper	mg/L	2	0	0	<0.03	<0.03	<0.03
Iron	mg/L	2	2	1	0.24	52	26.12
Manganese	mg/L	2	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	2	0	0	<0.01	<0.01	<0.01
Pesticides/Herbicides Summary*	ug/L	0	-	-			

5. DRINKING WATER QUALITY INCIDENTS

5.1 Notice of Noncompliance with Water Quality Criteria

Under Section 102 in the Water Supply (Safety and Reliability) Act 2008 the drinking water service provider must, unless the provider has a reasonable excuse, immediately inform the regulator if the service provider becomes aware that the quality of water supplied from the provider's drinking water service does not comply with the water quality criteria relating to the service.

In the 2017/2018 financial year, Hinchinbrook Shire Council had no instances where the water supplied from Council's drinking water service did not comply with the water quality criteria, therefore no were Notices of Noncompliance submitted to the regulator.

5.2 Notice of Prescribed Incident

Under Section 102A in the Water Supply (Safety and Reliability) Act 2008 if the drinking water service provider becomes aware that a prescribed incident has happened in relation to the provider's service, they must, unless the provider has a reasonable excuse, immediately inform the regulator of the prescribed incident.

In the 2017/2018 financial year, Hinchinbrook Shire Council had no prescribed incidents, therefore there was no incidents reported to the regulator.

6. WATER QUALITY COMPLAINTS

Hinchinbrook Shire Council has a Water and Sewerage Request System that allows direct logging of works requests to the Manager of Water and Sewerage for actioning and provides a basis for storing, checking the status of and reporting of all works request activities.

All approved maintenance work generated from the Request system, are prioritised and scheduled for completion. Once the request works has been completed, the person who had requested the works is contacted and informed about the works completed.

If the person who requested the works is not satisfied with the Council's response to the request, further contact can be made to Council with their concerns, which are then dealt with in accordance with Council's Complaints Procedure.

There are specified response timeframes, depending on the type and nature of the request.

Table 6.1 – Water Quality Complaints

Category	Request Lodged	Action Completed	Percentage Completed
Dirty Water	16	16	100%
Low Water Pressure	10	10	100%

7. DWQMP AUDIT REPORT

Under Section 99 of the Water Supply (Safety and Reliability) Act 2008, regular audits of the approved Drinking Water Quality Management Plan are required. The first regular audit of the Hinchinbrook Shire Council's Drinking Water Quality Management Plan was conducted by 20th and 21st March 2017, and is required to be completed every four (4) years from that date.

Hinchinbrook Shire Council demonstrated a high level of compliance with the regular audit during the audit period. The overall summary of compliance for Hinchinbrook Shire Council can be seen in table 7.1 below. Eleven (11) requirements were audited within the audit areas.

Table 8.1: Compliance Summary

Compliance Codes		Number of Findings
Compliant	C	8
Minor Non-Compliant	N	2
Major Non-Compliant	M	1

The audit concluded that HSC:

- Provided accurate monitoring and performance data to the regulator
- Generally implemented its DWQMP
- Would benefit from reviewing the relevance of the plan, as the plan does not adequately address protozoa risk in the Herbert River raw water source.

8. DWQMP REVIEW

Under Sections 99 and 105 of the Water Supply (Safety and Reliability) Act 2008, regular reviews of the approved Drinking Water Quality Management Plan are required. The last review of Hinchinbrook Shire Council's Drinking Water Quality Management Plan was finalised on 23 March 2018. The next review of Hinchinbrook Shire Council's Drinking Water Quality Management Plan is required to be conducted by 25 March 2020. Further reviews are required to be completed every two years from that date.