



**HINCHINBROOK  
SHIRE COUNCIL**

## **DRINKING WATER QUALITY MANAGEMENT PLAN**

# **2013/2014 REPORT**

**HINCHINBROOK SHIRE COUNCIL  
SP62**

**PO BOX 366  
INGHAM QLD 4850**

**Phone: (07) 4776 4600  
Email: [council@hinchinbrook.qld.gov.au](mailto:council@hinchinbrook.qld.gov.au)**

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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 2013/ 2014 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. There have been no amendments made to the DWQMP since its implementation.


### 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 October 2014	Details and Update										
										Scheme			Proposed Preventative Measure			Actions			Target Date/s
										Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Interim	Short-term	Long-term				
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	In Progress	Funding Application was submitted on the 6 December 2012 under the Regional Development Australia Fund – Round Four Supporting Regional Infrastructure Projects. Funding application was unsuccessful. The project has now been put in the 2014/2015 to commence design and materials procurement. Funding is currently being sought for the construction phase in the 2015/2016 financial year.									
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.		In Progress	Temporary shading has not been applied as there is concern that bird life may nest in the clarifier section. Upgrades to the aerators at Halifax and Macknade WTP were completed in September 2014.  Filtration Investigation completed by GHD Pty Ltd completed in March 2014. Initially the conversion of the existing gravity sand filters to slow sand filters was recommended, but after a follow up site inspection with consultant undertaken in May 2014 it was identified that this option was not suited with the existing infrastructure, but existing system is working well.									
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	In progress, expected completion December 2014	This project is to be completed in house with no tender required. Reservoir to be sealed using stainless strips to cover open sections. Installation expected to be finalised by the end of 2014.									

1	2	3	4	6	7	8	9	Status as at October 2014	Details and Update	
Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s			
				Interim	Short-term	Long-term				
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	In progress	Aerator has been upgraded with new HDPE sheets, which have improved the pH levels. New bores are being installed and are expected to be in operation in November 2014. Depending on the water quality results from these bores will determine if a soda ash dosing system is required.
8	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.
10	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	December 2014	Contact has been made with the laboratory in Townsville on the process for taking these samples and Council has received test bottles. Testing to commence during the next wet season.
11	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 have not been implemented.
12	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	In Progress	Mapping almost completed. Council aims to have water data on Dial Before You Dig before the end of the 2014/2015 financial year.

1	2	3	4	6	7	8	9	Status as at October 2014	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	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)	Completed	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 this year.
14	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	In progress, expected completion December 2015	Implementation of the new One Council System is currently being undertaken.
15	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	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.

## 4. COMPLIANCE WITH WATER QUALITY CRITERIA FOR DRINKING WATER

### 4.1 Escherichia Coli Results for Treated & Reticulated 2013/2014

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	11	7	8	10	8	6	8	7	8	9	8	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	102	100	101	101	101	101	105	103	101	104	100	97
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%
<b>Compliance with 98% annual value</b>	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	8	6	7	7	5	5	8	5	7	7	7	4
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	85	82	83	81	81	81	85	83	82	83	82	76
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%
<b>Compliance with 98% annual value</b>	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	6	4	6	6	4	5	4	5	6	3	5	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	63	59	62	62	62	62	64	64	62	62	61	59
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%
<b>Compliance with 98% annual value</b>	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES



#### 4.2 Escherichia Coli Tests for Raw Water 2013/2014

Table 4.4 – Number Escherichia Coli Tests for Raw Water

	TOTAL	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
<b>Scheme 1 - Ingham Water Supply</b>	<b>13</b>	0	2	0	2	2	0	2	2	0	1	0	2
<b>Scheme 2 - Lower Herbert Water Supply</b>	<b>13</b>	0	2	0	1	2	0	2	2	0	2	0	2
<b>Scheme 3 - Forrest Beach Water Supply</b>	<b>7</b>	0	1	0	1	1	0	1	1	0	1	0	1

### 4.3 Water Quality Data 2013/2014 – Scheme 1 Ingham Water Supply

Table 4.5 – Water Quality Data with Drinking Water Quality Criteria 2013/2014 – 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
<b>Raw Water</b>							
Nitrate	mg/L	2	1	0	<0.5	13	6.5
Sulphate	mg/L	2	2	0	1.4	4.2	2.80
Fluoride	mg/L	2	1	0	<0.05	0.1	0.05
pH (Lab)	-	2	2	1	6.23	7.13	6.68
Turbidity	NTU	2	1	0	<1	2	1.00
Aluminium	mg/L	2	0	0	<0.05	<0.05	<0.05
Boron	mg/L	2	0	0	<0.02	<0.02	<0.02
Copper	mg/L	2	0	0	<0.03	<0.03	<0.03
Iron	mg/L	2	1	0	<0.01	0.04	0.02
Manganese	mg/L	2	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	2	0	0	<0.01	<0.01	<0.01
<b>Treated Water</b>							
Nitrate	mg/L	14	14	0	1	17	8.88
Sulphate	mg/L	14	14	0	0.42	5.6	3.32
Fluoride	mg/L	14	14	0	0.08	0.65	0.45
pH (Lab)	-	14	14	0	6.61	8.12	7.37
Turbidity	NTU	12	5	0	<1	2	0.58
Aluminium	mg/L	14	0	0	<0.05	<0.05	<0.05
Boron	mg/L	14	6	0	<0.02	0.02	0.0
Copper	mg/L	14	0	0	<0.03	<0.03	<0.03
Iron	mg/L	14	3	0	<0.01	0.04	0.0
Manganese	mg/L	14	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	14	9	0	<0.01	0.03	0.01
<b>Reticulated Water</b>							
Nitrate	mg/L	17	17	0	2	14	9.8
Sulphate	mg/L	23	23	0	1.3	4.6	3.71
Fluoride	mg/L	23	21	0	<0.05	0.55	0.30
pH (Lab)	-	23	23	1	6.49	7.87	7.20
Turbidity	NTU	23	11	1	0.1	5	1
Aluminium	mg/L	23	1	0	<0.005	0.014	0.0
Boron	mg/L	23	5	0	0.001	0.021	0.017
Copper	mg/L	23	6	0	0.011	0.1	0.029
Iron	mg/L	23	9	0	0.007	0.04	0.013
Manganese	mg/L	23	0	0	<0.001	0.004	0.0
Zinc	mg/L	17	17	0	<0.005	0.08	0.02
Pesticides/Herbicides Summary*	ug/L	3	0	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 2013/2014 – Scheme 2 Lower Herbert Water Supply

Table 4.6 – Water Quality Data with Drinking Water Quality Criteria 2013/2014 – 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
<b>Raw Water</b>							
Nitrate	mg/L	2	2	0	8.8	9	8.90
Sulphate	mg/L	2	2	0	7.4	9.3	8.35
Fluoride	mg/L	2	0	0	<0.05	<0.05	<0.05
pH (Lab)	-	2	2	0	6.22	6.45	6.34
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	0.02	0.03	0.025
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	2	0	0.01	0.04	0.025
Zinc	mg/L	2	0	0	<0.01	<0.01	<0.01
<b>Treated Water</b>							
Nitrate	mg/L	18	18	0	7.9	12	9.15
Sulphate	mg/L	18	18	0	7	9.7	8.66
Fluoride	mg/L	18	18	0	0.4	0.72	0.58
pH (Lab)	-	18	18	0	6.71	7.63	7.16
Turbidity	NTU	15	5	1	<1	5	0.64
Aluminium	mg/L	18	0	0	<0.05	<0.05	<0.05
Boron	mg/L	18	18	0	0.02	0.03	0.02
Copper	mg/L	18	7	0	0.03	0.04	0.03
Iron	mg/L	18	3	0	0.01	0.03	0.011
Manganese	mg/L	18	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	18	16	0	0.02	0.07	0.03
<b>Reticulated Water</b>							
Nitrate	mg/L	7	7	0	1.7	12	7.1
Sulphate	mg/L	7	7	0	1.6	9.5	6.63
Fluoride	mg/L	7	6	0	<0.05	0.57	0.35
pH (Lab)	-	7	7	0	7.02	8.2	7.42
Turbidity	NTU	7	4	0	<1	4	1.14
Aluminium	mg/L	7	0	0	<0.05	<0.05	<0.05
Boron	mg/L	7	7	0	0.02	0.02	0.02
Copper	mg/L	7	0	0	<0.03	<0.03	<0.03
Iron	mg/L	7	4	0	<0.01	0.02	0.0
Manganese	mg/L	7	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	7	3	0	<0.01	0.01	0.0
Pesticides/Herbicides Summary*	ug/L	1	0	0			

#### 4.5 Water Quality Data 2013/2014 – Scheme 3 Forrest Beach Water Supply

Table 4.7 – Water Quality Data with Drinking Water Quality Criteria 2013/2014 – 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
<b>Raw Water</b>							
Nitrate	mg/L	1	1	0	1.3	1.3	1.30
Sulphate	mg/L	1	1	0	11.1	11.1	11.10
Fluoride	mg/L	1	0	0	<0.05	<0.05	<0.05
pH (Lab)	-	1	1	0	6.89	6.89	6.89
Turbidity	NTU	1	1	1	7	7	7
Aluminium	mg/L	1	0	0	<0.05	<0.05	<0.05
Boron	mg/L	1	1	0	0.03	0.03	0.03
Copper	mg/L	1	0	0	<0.03	<0.03	<0.03
Iron	mg/L	1	1	0	0.18	0.18	0.18
Manganese	mg/L	1	1	0	0.01	0.01	0.01
Zinc	mg/L	1	0	0	<0.01	<0.01	<0.01
<b>Treated Water</b>							
Nitrate	mg/L	7	7	0	1	2.4	1.61
Sulphate	mg/L	7	6	0	0	16.4	11.96
Fluoride	mg/L	7	7	0	0.1	0.82	0.61
pH (Lab)	-	7	7	0	7.21	7.82	7.55
Turbidity	NTU	6	6	1	1	8	2.83
Aluminium	mg/L	7	0	0	<0.05	<0.05	<0.05
Boron	mg/L	7	7	0	0.03	0.03	0.03
Copper	mg/L	7	0	0	<0.03	<0.03	<0.03
Iron	mg/L	7	7	0	0.04	0.28	0.12
Manganese	mg/L	7	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	7	1	0	<0.01	0.03	0.0
<b>Reticulated Water</b>							
Nitrate	mg/L	4	4	0	0.8	1.8	1.175
Sulphate	mg/L	4	4	0	9.7	13.9	12.6
Fluoride	mg/L	4	4	0	0.06	0.63	0.4125
pH (Lab)	-	4	4	0	7.25	7.8	7.625
Turbidity	NTU	4	4	0	2	4	2.75
Aluminium	mg/L	4	0	0	<0.05	<0.05	<0.05
Boron	mg/L	4	4	0	0.03	0.03	0.03
Copper	mg/L	4	0	0	<0.03	<0.03	<0.03
Iron	mg/L	4	4	0	0.09	0.28	0.20
Manganese	mg/L	4	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	4	0	0	<0.01	<0.01	<0.01
Pesticides/Herbicides Summary*	ug/L	1	0	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 2013/2014 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 there were no 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 2013/2014 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
Low Pressure	23	23	100.0%
Dirty Water	34	34	100.0%
<b>TOTALS:</b>	<b>57</b>	<b>57</b>	

## **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 is required to be conducted by 25 March 2017, and is required to be completed every four (4) years from that date.

Hinchinbrook Shire Council has currently not conducted any audits of the Drinking Water Quality Management Plan.

## **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 first review of Hinchinbrook Shire Council's Drinking Water Quality Management Plan must be conducted by 25 March 2015. Further reviews are required to be completed every two years from that date.

Hinchinbrook Shire Council intends on commencing the review of the Drinking Water Quality Management Plan early in 2015 and to be finalised in March 2015.