



**HINCHINBROOK
SHIRE COUNCIL**

DRINKING WATER QUALITY MANAGEMENT PLAN

2014/2015 REPORT

**HINCHINBROOK SHIRE COUNCIL
SP62**

**PO BOX 366
INGHAM QLD 4850**

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

CONTENTS

1. GLOSSARY OF TERMS.....	2
2. INTRODUCTION	3
3. IMPLEMENTATION OF THE DWQMP	3
3.1 Amendments to Council's DWQMP	3
3.2 Risk Management Improvement Program	3
4. COMPLIANCE WITH WATER QUALITY CRITERIA FOR DRINKING WATER.....	8
4.1 Escherichia Coli Results for Treated & Reticulated 2014/2015	8
4.2 Escherichia Coli Tests for Raw Water 2014/2015	9
4.3 Water Quality Data 2014/2015 – Scheme 1 Ingham Water Supply	10
4.4 Water Quality Data 2014/2015 – Scheme 2 Lower Herbert Water Supply	11
4.5 Water Quality Data 2014/2015 – Scheme 3 Forrest Beach Water Supply	12
5. DRINKING WATER QUALITY INCIDENTS	13
5.1 Notice of Noncompliance with Water Quality Criteria	13
5.2 Notice of Prescribed Incident.....	13
6. WATER QUALITY COMPLAINTS	13
7. DWQMP AUDIT REPORT	14
8. DWQMP REVIEW	14
9. APPENDIX A – NOTICE OF NONCOMPLIANCE.....	15

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 2014/ 2015 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 25 March 2015, which resulted in some amendments. Revision D of Council's DWQMP was issued on 7 May 2015.


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 January 2015	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	50% complete	Macknade and Halifax Bores completed. Forrest Beach and Como Road Borefield currently being investigated with construction of new bores starting in February 2016.							
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	In Progress – completion expected in March 2016	The water main has been installed from Ingham to the WTP. Finalising the project with full completion expected by March 2016.							

1	2	3	4	6	7	8	9	Status as at January 2015	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.	In Progress	Full refurbishment of the clarifier at Forrest Beach to be undertaken in February/March 2016 to enhance treatment processes.	
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	
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	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.

1	2	3	4	6	7	8	9	Status as at January 2015	Details and Update	
Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s			
				Interim	Short-term	Long-term				
9	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)	50% complete	Macknade and Halifax Bores completed. Forrest Beach and Como Road Borefield currently being investigated with construction of new bores starting in February 2016.
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	Deffered	Testing for disinfection by-products have not been done. Council to investigate further in the 15-16 financial year.
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 not finalised. This is to be completed as part of the review of Council's Asset Management Plans.
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	Complete	Complete and available on Dial Before You Dig.
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.

1	2	3	4	6	7	8	9	Status as at January 2015	Details and Update	
Scheme	Scheme Component/ Sub-component	Hazard/ Hazardous Event	Proposed Preventative Measure	Actions			Target Date/s			
				Interim	Short-term	Long-term				
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	December 2016	Council is still undertaking the implementation of the new financial system which include the new customer request system.
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 2014/2015

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	13	5	10	8	4	7	11	6	6	9	10
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	94	100	97	97	97	95	94	98	96	93	94	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%
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	11	8	5	9	6	3	6	6	5	4	6	9
No. of samples collected in which E. coli is detected (i.e. a failure)	1	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	79	81	79	81	82	80	78	79	77	74	73	78
No. of failures for previous 12 month period	1	1	1	1	1	1	1	1	1	1	1	1
% of samples that comply	98.7%	98.8%	98.7%	98.8%	98.8%	98.8%	98.7%	98.7%	98.7%	98.6%	98.6%	98.7%
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	5	6	2	7	5	2	6	4	5	6	4	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	58	60	56	57	58	55	57	56	55	58	57	58
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 2014/2015

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	15	2	0	2	1	1	1	1	1	1	2	2	1
Scheme 2 - Lower Herbert Water Supply	14	2	1	2	0	2	1	1	2	1	0	1	1
Scheme 3 - Forrest Beach Water Supply	8	1	1	1	0	1	0	1	1	0	1	1	0

4.3 Water Quality Data 2014/2015 – Scheme 1 Ingham Water Supply

Table 4.5 – Water Quality Data with Drinking Water Quality Criteria 2014/2015 – 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	1	1	0	15	15	15
Sulphate	mg/L	1	1	0	2	2	2
Fluoride	mg/L	1	0	0	<0.05	<0.05	<0.05
pH (Lab)	-	1	1	0	6.39	6.39	6.39
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	1	0	0.09	0.09	0.09
Iron	mg/L	1	0	0	<0.01	<0.01	<0.01
Manganese	mg/L	1	1	0	0.01	0.01	0.01
Zinc	mg/L	1	1	0	0.31	0.31	0.31
Treated Water							
Nitrate	mg/L	21	21	0	0.9	17	8.1
Sulphate	mg/L	21	21	0	1.3	4.6	3.07
Fluoride	mg/L	21	20	0	<0.05	0.72	0.49
pH (Lab)	-	21	21	0	6.39	7.78	7.15
Turbidity	NTU	21	10	1	<1	6	1.04
Aluminium	mg/L	21	0	0	<0.05	<0.05	<0.05
Boron	mg/L	21	13	0	<0.02	0.02	<0.02
Copper	mg/L	21	2	0	<0.03	0.04	<0.03
Iron	mg/L	21	10	0	<0.01	0.03	<0.01
Manganese	mg/L	21	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	21	19	0	<0.01	0.03	0.017
Reticulated Water							
Nitrate	mg/L	0	0	0	-	-	-
Sulphate	mg/L	0	0	0	-	-	-
Fluoride	mg/L	0	0	0	-	-	-
pH (Lab)	-	0	0	0	-	-	-
Turbidity	NTU	0	0	0	-	-	-
Aluminium	mg/L	0	0	0	-	-	-
Boron	mg/L	0	0	0	-	-	-
Copper	mg/L	0	0	0	-	-	-
Iron	mg/L	0	0	0	-	-	-
Manganese	mg/L	0	0	0	-	-	-
Zinc	mg/L	0	0	0	-	-	-
Pesticides/Herbicides Summary*	ug/L	-	-	-	-	-	-

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 2014/2015 – Scheme 2 Lower Herbert Water Supply

Table 4.6 – Water Quality Data with Drinking Water Quality Criteria 2014/2015 – 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	1	1	0	22	22	22
Sulphate	mg/L	1	1	0	79	79	79
Fluoride	mg/L	1	0	0	<0.25	<0.25	<0.25
pH (Lab)	-	1	1	0	6.58	6.58	6.58
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	0.15	0.15	0.15
Copper	mg/L	1	0	0	<0.03	<0.03	<0.03
Iron	mg/L	1	0	0	<0.01	<0.01	<0.01
Manganese	mg/L	1	1	0	0.38	0.38	0.38
Zinc	mg/L	1	1	0	0.03	0.03	0.03
Treated Water							
Nitrate	mg/L	23	23	0	4.9	10	8.55
Sulphate	mg/L	23	23	0	6.6	33	11.73
Fluoride	mg/L	23	23	0	0.21	0.71	0.54
pH (Lab)	-	23	23	0	6.73	7.59	7.19
Turbidity	NTU	23	6	0	<1	3	<1
Aluminium	mg/L	23	0	0	<0.05	<0.05	<0.05
Boron	mg/L	23	23	0	0.02	0.07	0.02
Copper	mg/L	23	10	0	<0.03	0.04	0.01
Iron	mg/L	23	6	0	<0.01	0.03	<0.01
Manganese	mg/L	23	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	23	23	0	0.02	0.05	0.034
Reticulated Water							
Nitrate	mg/L	0	0	0	-	-	-
Sulphate	mg/L	0	0	0	-	-	-
Fluoride	mg/L	0	0	0	-	-	-
pH (Lab)	-	0	0	0	-	-	-
Turbidity	NTU	0	0	0	-	-	-
Aluminium	mg/L	0	0	0	-	-	-
Boron	mg/L	0	0	0	-	-	-
Copper	mg/L	0	0	0	-	-	-
Iron	mg/L	0	0	0	-	-	-
Manganese	mg/L	0	0	0	-	-	-
Zinc	mg/L	0	0	0	-	-	-
Pesticides/Herbicides Summary*	ug/L	0	0	0			

4.5 Water Quality Data 2014/2015 – Scheme 3 Forrest Beach Water Supply

Table 4.7 –Water Quality Data with Drinking Water Quality Criteria 2014/2015 – 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	0	0	0	-	-	-
Sulphate	mg/L	0	0	0	-	-	-
Fluoride	mg/L	0	0	0	-	-	-
pH (Lab)	-	0	0	0	-	-	-
Turbidity	NTU	0	0	0	-	-	-
Aluminium	mg/L	0	0	0	-	-	-
Boron	mg/L	0	0	0	-	-	-
Copper	mg/L	0	0	0	-	-	-
Iron	mg/L	0	0	0	-	-	-
Manganese	mg/L	0	0	0	-	-	-
Zinc	mg/L	0	0	0	-	-	-
Treated Water							
Nitrate	mg/L	11	11	0	2	4.7	3.33
Sulphate	mg/L	11	11	0	11.8	14	13.25
Fluoride	mg/L	11	11	0	0.12	0.75	0.59
pH (Lab)	-	11	11	0	7.29	8.19	7.77
Turbidity	NTU	11	6	0	<1	3	<1
Aluminium	mg/L	11	0	0	<0.05	<0.05	<0.05
Boron	mg/L	11	11	0	0.03	0.04	0.03
Copper	mg/L	11	0	0	<0.03	<0.03	<0.03
Iron	mg/L	11	11	0	0.04	0.67	0.33
Manganese	mg/L	11	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	11	1	0	<0.01	<0.01	<0.01
Reticulated Water							
Nitrate	mg/L	1	1	0	2.2	2.2	2.2
Sulphate	mg/L	1	1	0	12.8	12.8	12.8
Fluoride	mg/L	1	1	0	0.54	0.54	0.54
pH (Lab)	-	1	1	0	7.93	7.93	7.93
Turbidity	NTU	1	1	0	1	1	1
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	0.24	0.24	0.24
Manganese	mg/L	1	0	0	<0.01	<0.01	<0.01
Zinc	mg/L	1	0	0	<0.01	<0.01	<0.01
Pesticides/Herbicides Summary*	ug/L	0	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 2014/2015 financial year, Hinchinbrook Shire Council had one instance where the water supplied from Council's drinking water service did not comply with the water quality criteria for E. Coli, therefore a notice was sent to the water Supply Regulator. The non-compliance occurred on 23 July 2014. A copy of the non-compliance initial notification and investigation report is in Appendix A.

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 2014/2015 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	0	0	100.0%
Dirty Water	6	6	100.0%
TOTALS:	6	5	

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 was finalised on 25 March 2015. Further reviews are required to be completed every two years from that date.

9. APPENDIX A – NOTICE OF NONCOMPLIANCE

Notice of Noncompliance with Water Quality Criteria - Drinking Water



Queensland
Government

Water Supply (Safety and Reliability) Act 2008, section 102

Privacy Disclaimer: Collection of information provided in this approved form and any attachments is authorised under the *Water Supply (Safety and Reliability) Act 2008* (the Act) and is being used for the purpose of informing the Queensland Water Supply Regulator of a noncompliance with water quality criteria. The Department of Energy and Water Supply will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the *Right to Information Act 2009*).

Note: This form is to be used by a drinking water service provider, to inform the regulator of a noncompliance with water quality criteria under section 102 of the Act. This form satisfies sections 102(3)(a), 102(3)(b) and 102(3)(c) of the Act. If you fail to comply with section 102 of the Act you may be subject to a penalty not exceeding 200 penalty units.

Before submitting this form, please be fully aware of your rights and obligations under the Act.

Important note: This form consists of two sections. The initial notification section (pages 1-4) submitted when the noncompliance is first identified and the investigation report section (pages 5-7) submitted following investigation of the noncompliance. These sections are submitted separately to the regulator while dealing with the noncompliance. Please refer to the explanatory notes and instructions for Notice of Noncompliance with Water Quality Criteria-Drinking Water for further information on completing this form.

Initial notification

This is the first section of the form and is to be completed and submitted as soon as practicable after becoming aware of the noncompliance.

1. Drinking water service provider details

Drinking water service provider

SPID

Hinchinbrook Shire Council

SP62

Drinking water scheme

Scheme 2 - Lower Herbert Water Supply

2. Contact details for this noncompliance

Principal Contact

Family name

Martin

Given name(s)

Peter Ronald

Position

Manager Water and Sewerage

Postal address

PO Box 366

Ingham

Postcode

4850

Telephone number

(07) 4776 4673

Fax number

(07) 4776 3233

Mobile number

0417 143 224

Email address

council@hinchinbrook.qld.gov.au

3. Details of telephone report to the regulator

Name of person who reported the noncompliance

Peter Martin

Person reported to

Toni

Date reported (dd/mm/yyyy)

29 / 07 / 2014

Time reported (AM/PM)

8:00 AM

4. Other communication

Have you informed any other organisation/agency about this noncompliance?

No Yes If Yes, provide other organisation/agency contact details (additional information may be attached)

Organisation/agency

Contact name

Date (dd/mm/yyyy)

Telephone number

Email address

Organisation/agency

Contact name

Date (dd/mm/yyyy)

Telephone number

Email address

5. Sample information

Initial sample

System location Raw/source water Treated water from water treatment plant
 Transmission Reticulation

Date taken (dd/mm/yyyy)

Time taken (AM/PM)

Parameter (e.g. *E.coli*, Fluoride)

Sample location (e.g. High Street Reservoir, 56 Gray St Highville or Queen Street Water Treatment Plant)

Results (e.g. 5 cfu/100mL, 1.7mg/L)

Date results received

If the parameter detected is *E.coli*, record the most recent rolling percentage annual value and the last month included in the calculation

Laboratory name where analysis was undertaken or process if own laboratory used

Date results received

6. Follow up sample/s

Have you taken follow up sample/s?

No If No, expected timeframe for follow up sample/s to be taken

Yes If Yes, expected timeframe for receipt of results - this must include a sample from the initial location

Date (dd/mm/yyyy)

Time (AM/PM)

7. Noncompliance information

Describe the noncompliance, including the circumstances that gave rise to the noncompliance and the immediate impact. Include any investigations and additional operational monitoring being undertaken. Include the results of any related samples including disinfection residuals if relevant.

Both raw and treated samples were taken on Wednesday 23 July 2014 at the Macknade Water Treatment Plant. The raw water samples are packaged in a separate esky to the treated samples and are freighted to the QLD Government Laboratory in Brisbane. On Thursday 24 July 2014 Council's Water Treatment Operator received a call from the receiving centre of the Qld Government Health Labs informing him that there was a treated water sample in the raw water container and visa versa. On Friday 25 July 2014 Council's Water Treatment Plant Operator received a phone call from the Laboratory informing that the Macknade Treated Water Sample contained an E.Coli count of 4 mpn/100mL. It was thought that the raw water sample taken from Macknade Water Treatment Plant had accidentally been put in the treat water sample esky as the sample in the raw water container had the chlorine residual marked on the side of the bottle. The treated water sample measured 1.11 mg/l of free chlorine at the time of testing. Results received from the Laboratory also showed that the raw water had no E.Coli detected.

Attached is the Queensland Government Laboratory Certificate of Analysis for both raw and treated waters

(Additional information may be attached)

8. Immediate corrective action

Have you taken any immediate corrective action?

No If No, please explain reasons why immediate corrective action has not been taken

Yes If Yes, please describe immediate corrective action taken e.g. what corrective action took place, when it occurred and if any public health notification has already taken place, or will be required?

Immediately after receiving the phone call on Friday 25 July 2014, Council's Water Treatment Plant Operator took a sample from the Macknade Water Treatment Plant and also from Marbelli Street (a reticulation sample point) and had these freighted to Townsville Laboratory Services, which is operated by Townsville City Council. The free chlorine was measured at the time of taking the samples; Macknade WTP 1.1mg/L and Marbelli Street 0.87mg/L.

Free chlorine was also measured at other reticulation sample points; Bemerside (SP01) = 0.8mg/L, Mill Road (SP41) = 0.8mg/L, Anderssen Street (SP04) = 1.1mg/L and Victoria Terrace = 0.73mg/L.

Council received the sample results on Saturday 26 July 2014 at 11:03 am and informed Council's Water Treatment Plant Operator by telephone that both samples had passed.

Attached is the Townsville Laboratory Services Certificate of Analysis.

(Additional information may be attached)

9. Further action

What further action will be taken?

Council will continue to monitor the chlorine levels at the Water Treatment Plant, but Council is confident that the E.Coli detection was due to the raw water sample and treated water sample being put in the wrong esky. Council will also continue its E.Coli sampling on a weekly basis.

Attached is a SCADA report of the chlorine levels at the time the incident occurred.

(Additional information may be attached)

10. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the drinking water service provider to declare the information provided in this approved form, including any attachments or supporting information provided, are true and accurate to the best of my knowledge.

Family name

Martin

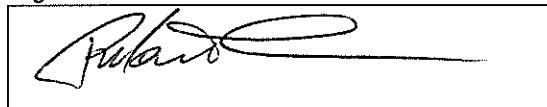
Given name(s)

Peter Ronald

Position

Manager Water and Sewerage

Signature



Date (dd/mm/yyyy)

29 / 07 / 2014

11. Submission

Please complete and sign the form and send via:

Facsimile: (07) 3405 3156

OR

Email address: DrinkingWater.Reporting@dews.qld.gov.au

Reminder: Pages 5-7 must be completed and submitted to the regulator following your investigation. Before submitting these pages, make sure you have identified the measures you will take to prevent the noncompliance in the future.

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Notice of Noncompliance with Water Quality Criteria - Drinking Water



Queensland
Government

Water Supply (Safety and Reliability) Act 2008, section 102

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Investigation report

This is the second section of the form to be completed and submitted when the provider has identified the measures the provider will take to prevent the noncompliance in the future.

12. Drinking water service provider details

Drinking water service provider

SPID

Hinchinbrook Shire Council

SP62

Drinking water scheme

Scheme 2 - Lower Herbert Water Supply

13. Contact details for this noncompliance

Principal Contact

Family name

Given name(s)

Position

Martin

Peter Ronald

Manager Water & Sewerage

Postal address

PO Box 366

Ingham

Postcode 4850

Telephone number

Fax number

Mobile number

(07) 4776 4673

(07) 4776 3233

0417 143 224

Email address

council@hinchinbrook.qld.gov.au

14. Details of initial notification information

Date initial written notification (pages 1-4) was submitted to the regulator

29 / 07 / 2014

15. Investigation actions

What actions were taken to investigate the noncompliance?

From the advice given from the Laboratory, Council was confident that the raw water sample was accidentally switched with the treated water sample. Council still ensured that the area was retested and chlorine levels monitored.

(Additional information may be attached)

16. Investigation outcomes

What were the outcomes of the investigation?

The failed result on the Certificate of Analysis was due to the raw water sample being accidentally swapped with the treated water sample for transport to the Government Laboratories.

(Additional information may be attached)

17. Corrective actions

What actions were taken to protect public health?

A treated and reticulation sample was sent to the Townsville Laboratory immediately after receiving a phone call from the laboratory in Brisbane. The free chlorine was measured at the time of taking the samples; Macknade WTP 1.1mg/L and Marbelli Street 0.87mg/L.

Chlorine levels were tested at various reticulation sample points in the area; Bemerside (SP01) = 0.8mg/L, Mill Road (SP41) = 0.8mg/L, Anderssen Street (SP04) = 1.1mg/L and Victoria Terrace = 0.73mg/L.

(Additional information may be attached)

What actions did you take to correct the noncompliance?

Took immediate action to re-sample and verify the the water supply meets the Australian Drinking Water Guidelines and test several points in the system for chlorine residuals.

(Additional information may be attached)

18. Preventative actions

What actions have been implemented, or will be implemented, to prevent the noncompliance occurring again?

Council will avoid testing raw water samples and treated/reticulated samples on the same day to avoid confusion with bottles, freight packaging, etc.

(Additional information may be attached)

19. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the drinking water service provider to declare the information provided in this approved form, including any attachments or supporting information provided, are true and accurate to the best of my knowledge.

Family name

Martin

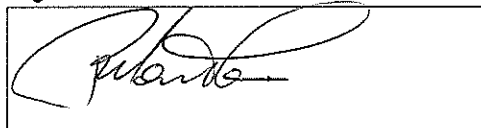
Given name(s)

Peter Ronald

Position

Manager Water & Sewerage

Signature



Date (dd/mm/yyyy)

29 / 07 / 2014

20. Submission

Please complete and sign the form and send to:

Queensland Water Supply Regulator
Department of Energy and Water Supply
PO Box 15456
City East Qld 4002

OR

Facsimile: (07) 3405 3156

OR

Email: DrinkingWater.Reporting@dews.qld.gov.au

Print Form

Reset Form