

# Policy

## Drinking Water Quality Management Policy

### Purpose

This Policy supports Urban Utilities' commitment to the ongoing active and adaptive management of drinking water quality, to ensure we deliver safe drinking water to our customers and communities.

### Applicability of the Policy

This is an operational Policy, which is available to our customers and the public on our website.

### Scope

This Policy applies to all activities undertaken by us to support the current and future supply of safe drinking water. It provides guidance to our employees and contractors.

### Related Legislation

- *Public Health Act 2005 (Qld)*
- *Public Health Regulation 2018 (Qld)*
- *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld)*
- *Water Act 2000 (Qld)*
- *Water Fluoridation Act 2008 (Qld)*
- *Water Fluoridation Regulation 2020 (Qld)*
- *Water Supply (Safety and Reliability) Act 2008 (Qld)*

*Note: This list is not exhaustive.*

### Policy Statement

We will effectively manage the drinking water supply to provide safe drinking water that consistently meets the requirements of the *Water Supply (Safety and Reliability) Act 2008 (Qld)* and the *Public Health Regulation 2018 (Qld)*; and implement the risk management framework described in the Australian Drinking Water Guidelines (ADWG).

We will:

- implement and maintain a drinking water quality management system consistent with our approved Drinking Water Quality Management Plan.
- collaborate with Seqwater and other SEQ water supply partners to create robust and reliable grid and non-grid water supply schemes, that contribute to the ongoing supply of safe drinking water,
- ensure our drinking water assets and infrastructure are safe, reliable and suitable for the ongoing supply of drinking water,
- maintain the quality of drinking water in our distribution network, up to the customer's water meter,
- use a risk-based approach that complies with regulatory requirements and follows the principles set out in the ADWG to identify and control potential threats to drinking water quality,

- support multi-barrier drinking water supply protection measures to ensure the delivery of safe drinking water at the lowest sustainable cost,
- establish and maintain relevant and appropriate incident and emergency response plans,
- provide appropriate training to employees and contractors associated with water quality management,
- integrate the needs and expectations of our customers, shareholders, communities and regulators into water supply planning and decision-making processes,
- routinely monitor the quality of drinking water and establish and maintain effective reporting mechanisms to provide relevant and timely information to the water supply and health regulators, customers, communities and shareholders,
- continually improve our practices by assessing performance against corporate commitments and customer and community expectations,
- participate in and support appropriate research and development activities to ensure continuous improvement and innovative solutions,
- contribute to the development of industry regulations and guidelines, and other standards relevant to drinking water quality, and
- continuously analyse and understand historical performance to inform and predict future water quality performance and enable agile and proactive planning.

## Related Documents

### Internal Documents

- Urban Utilities Residential and Business Customer Charters
- Urban Utilities Drinking Water Quality Management Plan (MP76)
- Urban Utilities Drinking Water Quality Management Plan Annual Report
- Urban Utilities Annual Drinking Water Performance Report
- Urban Utilities Complaints Management Policy (POL74)

### External Documents

- *NRMMC (2011) Australian Drinking Water Guidelines Paper 6 National Water Quality Management Strategy. National Health and Medical Research Council, National Resource Management Ministerial Council, Commonwealth of Australia.*
- *Bulk Water Supply Code, 2012, Department of Energy and Water Supply, State of Queensland.*

## Review Date

This policy will be reviewed every 2 years or in accordance with changes to relevant legislation or business objectives.

## Authorising Officer

Chief Executive Officer  
Urban Utilities