

Policy

Recycled Water Quality Policy

Purpose

This policy outlines Urban Utilities' commitment to the effective management of recycled water and the associated production and distribution systems, to provide reliable, safe and sustainable recycled water that meets the evolving needs of our customers, shareholders and communities.

Applicability of the Policy

This is a strategic policy.

This is also an external policy, available to customers and the public on our website.

Scope

This policy applies to recycled water supplied to customers and used in Urban Utilities activities or supplied as part of the Western Corridor Recycled Water Scheme. It applies to all employees or contractors involved in the production, supply, management, assurance, billing and planning of recycled water.

Related Legislation

- *Water Supply (Safety and Reliability) Act 2008*
- *Public Health Act 2005*
- *Public Health Regulation 2018*
- *Environmental Protection Act 1994*
- *Work Health and Safety Act 2011*

Policy Statement

Urban Utilities is committed to the supply of safe, reliable and sustainable recycled water that consistently complies with our regulatory requirements, to support our communities, regional economic development and our operational requirements.

Urban Utilities will achieve this through:

- using a risk-based approach in which potential risks to recycled water quality are identified and controlled;
- implementing and maintaining a product quality system and controls to manage recycled water quality at all points along the delivery chain from source to the supply point;
- establishing regular monitoring of recycled water quality and effective reporting mechanisms to provide relevant and timely information, and promote confidence in the recycled water supply and its management;

- implementing assurance processes to assess our systems and customer use, including adherence to recycled water contracts;
- establishing principles and efficient administrative processes to assess and implement applications for recycled water;
- establishing and maintaining appropriate contingency and emergency response protocols and undertaking employee training;
- maintaining communication and partnerships with all relevant agencies involved in management of water resources, including waters that can be recycled;
- actively integrating the needs and expectations of our users of recycled water, communities and other stakeholders, regulators and employees into recycled water supply planning and decision making processes for our existing recycled water schemes;
- participating in, and supporting appropriate research and development activities to ensure continuous improvement of our systems, management and performance and understanding of recycled water issues;
- contributing to the development of industry regulations and guidelines, and other standards relevant to public health, the environment and the water cycle;
- regularly assessing our recycled water performance through setting and reviewing measurable objectives and targets that drive continual improvement and meet stakeholder expectations; and
- Urban Utilities will implement and maintain a recycled water management system consistent with the National Guidelines on Water Recycling, which additionally includes customer management.

Definitions

Recycled Water Water sourced from treated sewage or wastewater that is intended to be reused.

Related Documents

- POL31 Environmental Policy
- Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase) 1 2006
- Hazard Analysis Critical Control Points ISO22000:2005

Review Date

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

Authorising Officer

Urban Utilities Board