




ANNUAL REPORT – APPROVED RECYCLED WATER SCHEMES

1 JULY 2022 - 30 JUNE 2023

1. DEFINITIONS

Abbreviation	Definition
2023FY	The financial year from 1 July 2022 to 30 June 2023
E.Coli	Escherichia coli
CFU	Colony forming unit
DRDMW	Department of Regional Development, Manufacturing and Water
RWMP	Recycled water management plan

2. Approvals

Name	Signature	Date
Tamara Bauld Environmental Manager		12 December 2023

3. PURPOSE

This report has been prepared to comply with Section 273 of the *Water Supply (Safety and Reliability) Act 2008 (the Act)*. This section of the Act specifies that a relevant entity for a recycled water scheme must prepare an annual report for each financial year after a recycled water management plan (**RWMP**) has been approved. The annual report must:

- be prepared in accordance with the Annual Reporting Guideline for Recycled Water Schemes 2010 (**Guideline**);
- state the outcome of any review;
- detail findings from any internal or regular audit report; and
- contain details under section 270 and 271 of the Act.

4. SCOPE

Urban Utilities provided recycled water to one entity recycled water scheme during the 2022 - 2023 financial year (reporting year) which had an approved RWMP. This report details compliance for the approved Class B scheme as listed in Table 1 for the reporting period.

Table 1 Urban Utilities regulated recycled water scheme 2022-23.

Scheme Reference Number	Scheme Name	Scheme Regulation Date
SRN00010	Gatton Recycled Water Scheme	02/05/2012

5. NON-COMPLIANCE WITH WATER QUALITY CRITERIA

Details of notifiable non-compliances with the water quality criteria for the scheme listed in Table 1 for the reporting period are listed in Appendix A.

Details of non-compliances with the annual value for the schemes listed in Table 1 for the reporting period are listed in Appendix B.

There were no changes to the Gatton RWMP during the reporting period.

6. FAILURE TO TEST AND MISSING DATA

Details of failures to test and missing data for the scheme listed in Table 1 for the reporting period are listed in Appendix C.

Notably on three occasions during the 2022-23 financial year prolonged periods of heavy rainfall in the Gatton region resulted in customer storages filling and cessation of supply to all customers which resulted in the need to release effluent to the environment.

To minimise environmental harm during such periods of effluent release, the chlorine disinfection system is switched off. With no disinfection, the supply of recycled water would not be compliant or safe, so Urban Utilities notifies the Regulator of these periods as temporary stoppage of supply.

A temporary stoppage of supply occurred between 21 October 2022 – 7 November 2022 because of heavy rainfall and flooding across the Gatton region. Recycled water compliance monitoring is stopped during these periods and not included in assessments of failures to test or missed samples. This is reflected in the numbers of samples required for the year listed in Appendix C.

7. PRESCRIBED INCIDENTS

Section 271 of the Act requires the details of any prescribed incident given to the Department of Regional Development, Manufacturing and Water (**DRDMW**) to be reported in the annual report.

No incidents were prescribed under a regulation of the Act during the 2022-23 financial year, meaning that there is currently no reporting requirement.

8. RECYCLED WATER MANAGEMENT PLAN REVIEWS

Section 273(2)(b) of the Act requires review information to be included in the annual report for the years in which a review of the approved RWMP is conducted for the scheme.

The review frequency is stipulated in the scheme Information Notice for the approved RWMP for Gatton Recycled Water Scheme (SRN00010). No review was required in the 2022 – 2023 financial year. A review of the Management Plan was due in October 2023 and will be included in the 2023 – 2024 Annual Report.

9. RECYCLED WATER MANAGEMENT PLAN AUDITS

Section 273(2)(c) of the Act requires audit reporting information to be included in the annual report for the years in which an audit of the approved RWMP is conducted.

A regular audit was not required to be performed in the 2022 – 2023 financial year with the next regular audit required by 20 October 2024.

An internal audit was required to be performed in the 2022 – 2023 financial year.

The internal audit was performed on 18 October 2022, with the final report being submitted to DRDMW on 2 November 2022.

The internal audit:

- verified the accuracy of monitoring and performance data
- assessed Urban Utilities' compliance with the RWMP, conditions of the Information Notice, procedures referenced in the RWMP in relation to the following auditable elements:
 - statements and figures in the RWMP
 - procedures and procedural requirements of the RWMP
 - quality assurance (QA) and quality control (QC) standards
 - operational and reification monitoring
 - corrective and preventive actions in relation to incidents
 - corrective actions in response to the findings of audits
 - ongoing requirements for revalidation of the scheme.

The audit also considered the adequacy of the RWMP to manage risk to public health, and identification of opportunities for continual improvement.

The internal audit found that Urban Utilities demonstrated full compliance with no major or minor non-compliances identified (refer to APPENDIX D – RWMP INTERNAL AUDIT EXECUTIVE SUMMARY).

Opportunities for improvement have been identified where improvements to processes should be considered to prevent future non-compliant audit findings. Six opportunities for improvements were identified.

Identifier	Details	Action
OFI-22-001	Review and update documentation to reflect the Water Quality Criteria requirements detailed in the Decision Notice	COMPLETE FOR411 Recycled Water Reporting Form updated February 2023. PRO303 Recycled Water Incident Management & Reporting Procedure updated June 2023.
OFI-22-002	Consider simplifying and consolidating some of the incident management procedures to ensure that, when an incident occurs, the process is easily identified and straight forward.	Not yet actioned as there are multiple business areas that need to be consulted before any changes can be made.
OFI-22-003	Review and update PRO112 Continual Improvement Procedure to reflect current process.	COMPLETE A decision was made to address continual improvement specifically for recycled water and not rely on the

Identifier	Details	Action
		corporate procedure PRO112. PRO472 Recycled Water Management Plan Audit Procedure now documents the continual improvement process for recycled water management.
OFI-22-004	Consider assisting the recycled water customer in updating their site based RWMP or developing a template for recycled water customers to use when preparing or updating their site based RWMP	COMPLETE New customer recycled water management plan template created (TEM818)
OFI-22-005	Review and update the Operating Strategy (REF738) in accordance with the scheme water quality	COMPLETE
OFI-22-006	Review WI155 as per review date	Not yet actioned

10. APPENDIX A- NOTIFIABLE NON-COMPLIANCES WITH WATER QUALITY LIMITS

Scheme	Scheme name	Non-compliance Type	Date non-compliance notified to the regulator	Parameter	Testing frequency required	Regulated standard (units)	Details of sample/s that caused non-compliance of annual value					
							Actual Value	Date/s sample collected	Details of samples that contributed to the non-compliance with regulated standard, including short-term resample values	Circumstances that gave rise to the non-compliance	Corrective actions	Preventative measures or regulator directions

Notes:

No notifiable failures occurred in the 2022-23 financial year.

One of the 50 samples collected in the 2022-23 financial year failed to meet the required Class B limits (<100 cfu/100mL E.Coli). A follow-up sample was collected prior to the next weekly sample and was compliant (<1 cfu/100mL E.Coli).

11. APPENDIX B – NON-COMPLIANCE WITH ANNUAL VALUES

Scheme	Scheme name	Non-compliance Type	Date non-compliance notified to the regulator	Parameter	Testing frequency required	Regulated standard (units)	Details of sample/s that caused non-compliance of annual value					
							Actual Value	Date/s sample collected	Details of samples that contributed to the non-compliance with regulated standard, including short-term resample values	Circumstances that gave rise to the non-compliance	Corrective actions	Preventative measures or regulator directions

Notes:

No failures of annual values occurred in the 2022-23 financial year against the required 95% compliance with Class B limits (<100 cfu/100mL E.Coli).

12. APPENDIX C – FAILURE TO TEST AND MISSING DATA

Scheme	Scheme name	Non-compliance Type	Date non-compliance notified to the regulator	Parameter	Testing frequency required	Regulated standard (units)	Details of sample/s that caused non-compliance of annual value					
							Actual Value	Date/s sample collected	Details of samples that contributed to the non-compliance with regulated standard, including short-term resample values	Circumstances that gave rise to the non-compliance	Corrective actions	Preventative measures or regulator directions

Notes:

No failures to test or missing data occurred in the 2022 - 2023 financial year. 50 samples were required, and 50 samples were collected and analysed subject to periods where the regulated customer was online and receiving recycled water.

As detailed in Section 6, the reduced number of samples was as a direct result of the periods of Temporary Stoppage notified to the regulator. While additional sampling was conducted during these periods the results are not relevant to the regulated recycled water supply.

13. APPENDIX D – RWMP INTERNAL AUDIT EXECUTIVE SUMMARY



1. EXECUTIVE SUMMARY

Karen Pither of Viridis Consultants Pty Ltd (Viridis) conducted the internal audit of the Urban Utilities (UU) Gatton Recycled Water Management Plan (RWMP) on 18 October 2022.

The audit comprised of a desktop review of audit evidence, face to face interviews with UU staff with responsibilities under the RWMP and inspection of the Gatton Sewage Treatment Plant.

Urban Utilities (UU) has established a RWMP and associated operational procedures that generally reflect the scheme circumstances and are well implemented.

UU complied with the conditions of approval, and the verification monitoring results demonstrated that the scheme is consistently producing recycled water that is compliant with the water quality criteria.

Minor updates to documents following the approval of the amended plan are required, however the audit found that there was no gap in risk management due to the minor inconsistencies that had arisen due to the conditions of approval being different to the newly approved plan.

A visit to the recycled water customer site concluded that recycled water is being used in accordance with the conditions of approval.

The summary of compliance is shown in Table 1. Eleven (11) requirements were audited within the audit areas.

Table 1 Compliance Summary

Audit Grade	Number of Findings
Compliant	11
Minor Non-Compliant	0
Major Non-Compliant	0

There were no recommendations made in relation to the audit findings.

Opportunities for improvement have been identified where improvements to processes should be considered to prevent future non-compliant audit findings.