UrbanUtilities

DRINKING WATER SERVICE ANNUAL REPORT

2024-2025

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1. INTRODUCTION

This is Urban Utilities' Drinking Water Service Annual Report for the financial year 2024-25 (FY25).

1.1 SERVICE PROVIDER DETAILS

Name	Central SEQ Distributor-Retailer Authority trading as Urban Utilities
Service Provider ID	521
Address	GPO Box 2765 Brisbane QLD 4001
Telephone	13 26 57 *(8am to 5pm weekdays)*
Website	www.urbanutilities.com.au
Local Government Areas	Councils of Brisbane, Ipswich, Lockyer Valley, Scenic Rim, and Somerset

The purpose of this report is to meet the requirements of Section 142 of the *Water Supply (Safety and Reliability) Act 2008* ('Act') and to provide an assurance to customers within Urban Utilities' five local government supply areas regarding the safety and quality of drinking water. It contains the following:

- Compliance with water quality criteria for drinking water,
- Actions Urban Utilities took to implement the Drinking Water Quality Management Plan (DWQMP),
- DWQMP review outcomes,
- Audit outcomes of the DWQMP in the financial year and a summary of its findings and any recommendations,
- Any non-compliances and incidents under Sections 102 and 102A of the Act,
- Details of the provider's compliance with 'water quality criteria' for drinking water, and
- Details of any complaints to the provider about the provider's drinking water service.
- Performance against: Public Health Act 2005, Public Health Regulation 2018, Guideline for the Preparation, Review and Audit of Drinking Water Quality Management Plans - Version 3 (October 2022), Australian Drinking Water Guidelines 6 (ADWG) 2011, Interim Queensland Health Guideline Limit (Chlorate), and Urban Utilities water quality continuous improvements.

As per the Act this report must be submitted to the regulator within 120 business days from the end of the financial year.

The report aligns with the requirements of the reporting template published by the Regulator and addresses the reporting requirements under Section 142(3) of the Act (Table 1).

Table 1: Sections of report that address reporting requirement under Section 142(3) of the Act

Section Ref #	Legislative Requirement Under Section 142(3) Of The Act	Content Guide	Heading of this report
-	Overview of operations (optional)	Contextual information of the water supply schemes that this annual report relates to	Part 2 & Appendix D
142(3)(a)	the information required under the latest report requirement given to the provider;	Required contents for the report	Part 1
142(3)(b)	Actions taken to implement the DWQMP	Description of activities undertaken during the reporting period to implement the DWQMP: • Pathway to zero water quality incidents • Progress in implementing the risk management improvement program (RMIP) • Conformance to operational targets	Part 3
142(3)(f)	Compliance with water quality criteria for drinking water	Verification monitoring results summary for the reporting period	Part 4 & Appendices A - C
142(3)(e)	Notifications to the Regulator under Sections 102 and 102A of the Act	Non-compliances with the water quality criteria and corrective and preventive actions undertaken Prescribed incidents or events reported to the Regulator and corrective and preventive actions undertaken	Part 5
142(3)(g)	Customer complaints related to drinking water service	Summary of water quality complaints	Part 6
142(3)(c)	Outcome of the DWQMP review and how issues raised have been addressed	Outcomes of the DWQMP amendment by agreement	Part 7
142(3)(d)	Findings and recommendations of the DWQMP auditor	DWQMP Audit outcomes	Part 8

I.2 ACCESSING THIS REPORT

This report is available on Urban Utilities website: urbanutilities.com.au/publications

2. SUMMARY OF SCHEMES OPERATED

Urban Utilities provides drinking water services to 1.6 million people residing within a 14,384 km^2 geographic area, which stretches from Cape Moreton in the east to the foot of the Toowoomba Range in the west, and from the Yabba State Forest in the north to the New South Wales border in the south.

Urban Utilities receives treated water from the bulk water supplier Seqwater. The Urban Utilities service area during the financial year 2024-25 stretched across 5 supply Local Government Areas (LGAs), which are then broken down into 12 schemes. These LGAs include:

- Brisbane City Council (BCC),
- Ipswich City Council (ICC),
- Lockyer Valley Regional Council (LVRC),
- Scenic Rim Regional Council (SRRC) and
- Somerset Regional Council (SRC).

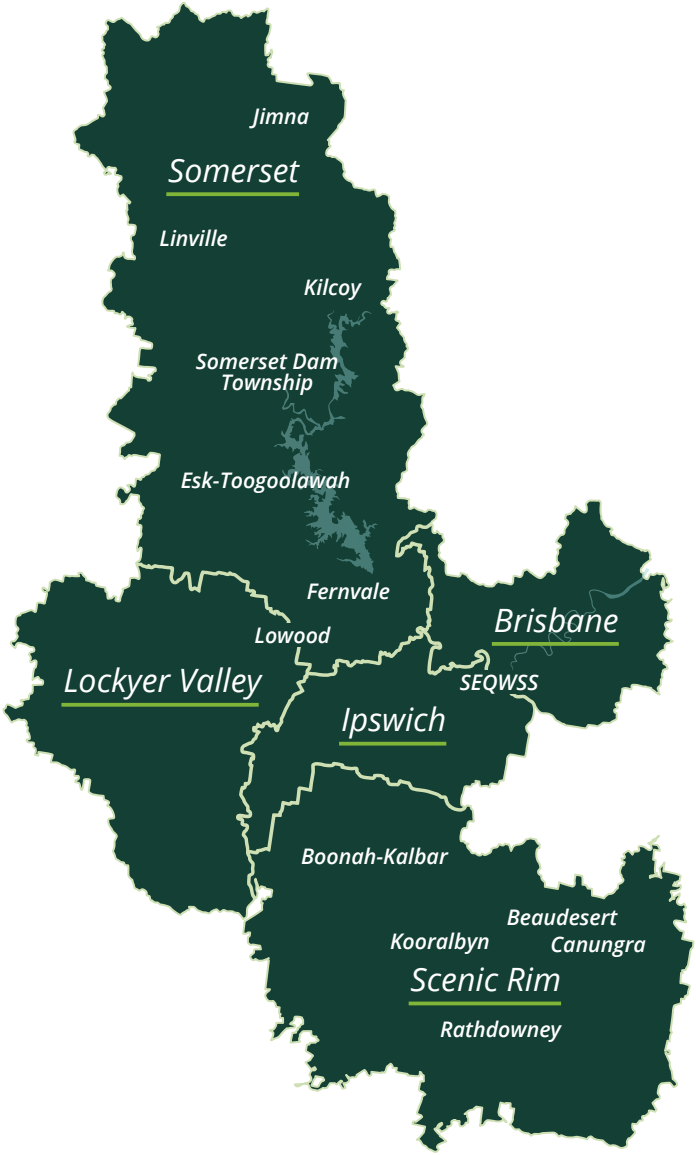
Additional information is available in the 2023-24 Drinking Water Quality Performance Report (Appendix A).

The SEQ Water Grid allows treated drinking water to be distributed across the regions. This is especially important as precipitation does not equally distribute across the various water catchments. The SEQ Water Grid can supplement but not completely replace local water supplies. Many townships across Urban Utilities service territory are serviced by a dedicated treatment plant and are not connected to the SEQ Water Grid.

Please direct any queries on water sources or treatment to Seqwater: seqwater.com.au/contacts

Seqwater, the State Government bulk water supply authority, supplies water from the dams, weirs, and water treatment plants that it manages. Urban Utilities then distributes this treated water to your property via an extensive network of reservoirs, pumps, and pipes across 12 water supply schemes (Figure 1).

Figure 1: Urban Utilities' drinking water supply schemes



Urban Utilities' 12 drinking water supply schemes are the distribution systems within the five local government boundaries of its shareholders. Each scheme begins at the bulk supply points owned by Seqwater and ends after the water meter.

1. Beaudesert,
2. Boonah – Kalbar also servicing localities extending out to Mt. Alford and Aratula,
3. Canungra,
4. Esk – Toogoolawah,
5. Jimna,
6. Kilcoy,
7. Kooralbyn,
8. Linville,
9. Lowood – servicing townships in the Lockyer Valley and Somerset regions of Tarampa, Minden, Prenzlau, Coolana, Lowood, Vernor, and Fernvale,
10. Rathdowney,
11. Somerset Dam Township, and
12. South East Queensland (Brisbane and Ipswich) Water Supply System (SEQWSS) including the Scenic Rim townships of Harrisville, Peak Crossing and Warrill View.

The SEQWSS makes up approximately 96% of the total water supply network, with schemes in the Lockyer Valley, Scenic Rim and Somerset making up the remaining 4% (Table 2).

Table 2: Count of service connections within Urban Utilities Water Supply Schemes

Drinking Water Supply Scheme	No of service connections
Beaudesert	4,225
Boonah-Kalbar	2,704
Canungra	639
Esk-Toogoolawah	1236
Jimna	43
Kilcoy	1,187
Kooralbyn	1,014
Linville	83
Lowood	16,016
Rathdowney	97
Somerset Dam Township	125
SEQWSS	636,175
TOTAL	**663,544**

I.3 YOUR DRINKING WATER SUPPLY SCHEME

If you would like to know which supply scheme services your suburb, refer to Appendix D: Suburbs by water supply schemes.

Certain suburbs are not connected to Urban Utilities' drinking water network, and residents in these areas do not receive water via its distribution system.

3. DWQMP IMPLEMENTATION

The Drinking Water Quality Management Plan (DWQMP) is central to how Urban Utilities provides customers with safe and clean drinking water.

Urban Utilities continuously improves and updates its DWQMP and Risk Management Improvement Program (RMIP) with the most recent version submitted to the Regulator in October 2024 and approved on 11 February 2025.

Further progressing the work commenced last financial year, throughout 2024-25 implementation of the DWQMP has been enhanced by continuing to apply Urban Utilities Pathway to Zero Water Quality Incidents Roadmap and the approved Risk Management Improvement Program (RMIP).

3.1 PATHWAY TO ZERO WATER QUALITY INCIDENT ROADMAP

The delivery of safe and compliant drinking water, from receipt of bulk water through to the customer's tap, is paramount to Urban Utilities and a fundamental expectation of its customers. An internal performance target has been established to support the achievement of the Pathway to Zero Water Quality Incidents by financial year 2029.

The Pathway to Zero Water Quality Incident Roadmap (Table 3) outlines Urban Utilities' developed action plans designed to deliver its core strategic vision of enhancing the liveability of communities. Implementation of the action plans commenced in FY22 and requires effective planning and execution to successfully deliver the ultimate Pathway to Zero Water Quality Incidents by FY29.

Additional information regarding the continuous improvements implemented in FY24/25 in line with the roadmap is available in Part 9.

Table 3: Pathway to Zero Water Quality Incidents Roadmap

<table>
<tr><th></th><th>FY25</th><th>FY26</th><th>FY27</th></tr>
<tr><td rowspan="3">Reservoir Integrity -Prevent Contamination</td><td colspan="3">Maintenance assurance balanced with operational risk
New contractors have clearly defined controls for water quality risk during work</td></tr>
<tr><td>Reservoir inspections driven by asset health and performance</td><td>Develop Contamination Strategy</td><td>Implement Strategy and Continuous improvement</td></tr>
<tr><td colspan="3">Remaining Improvement Opportunities and Future State (Automation and Optimisation)</td></tr>
<tr><td rowspan="3">Disinfection Residual- Improve Performance</td><td colspan="3">Disinfection Strategy Implementation/Continuous Improvement
Disinfection by-products strategy endorsed and implemented</td></tr>
<tr><td>Optimisation of interventions and risk appetite balancing water quality and supply</td><td colspan="2">pH stabilisation of monochloramine supply (Seqwater)</td></tr>
<tr><td colspan="3">Urban Utilities disinfection performance projects – Capital interventions/solutions (CDU, inlets/ outlets, OT/IoT)</td></tr>
<tr><td rowspan="2">Operational Monitoring -Improve Water Quality Management</td><td colspan="3">Improved data insights (technology)
Improved protocol and process control</td></tr>
<tr><td colspan="3">Enhanced Operational Intelligence and continuous improvement</td></tr>
<tr><td>Predictive Modelling</td><td>Integrate operational modelling</td><td>Off-grid scheme decay models</td><td>Predictive modelling and operational technology (OT) verification</td></tr>
<tr><td rowspan="2">Improve Supplied Water</td><td colspan="3">Collaboration with Seqwater to ensure ongoing alignment between Seqwater operational and capital activities with customer water quality outcomes</td></tr>
<tr><td colspan="3">Development of the Taste and Odour Strategy
Identify Lead indicators for raw water quality</td></tr>
</table>

3.2 RISK MANAGEMENT

Urban Utilities utilises the Risk Management Improvement Program (RMIP) to identify, track, and control water quality risks related to the DWQMP and the provision of drinking water. It is a key tool in ensuring the objectives of the DWQMP are tracked and implemented. Regular reviews of the RMIP are conducted to ensure it is communicated, implemented, and effective at controlling water quality risks. Table 4 highlights improvements implemented in FY25 as part of the RMIP approved in the DWQMP in 2025.

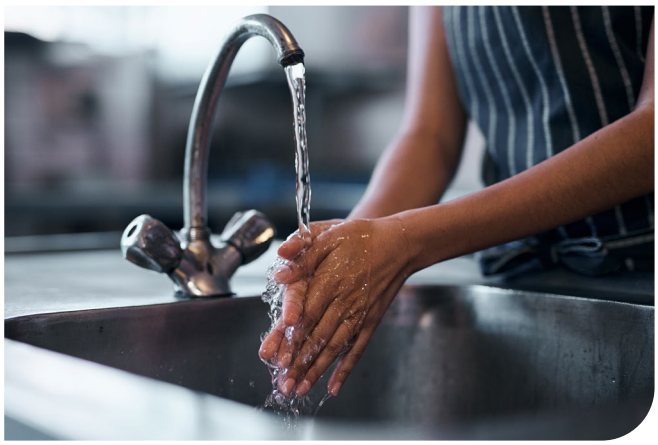


Table 4: RMIP actions undertaken

Core theme	Actions Implemented
Drinking water aesthetic	Customer survey to understand the impact of drinking water aesthetic events performed in 2025 with results interpreted and presented to internal forums.
Disinfection by product management	Continuous refinement of DBP response protocols.
	Capital investment focussed on DBP management progressing from design to delivery stages, including installation of aeration devices and reworking breakpoint dosing sites to re-chloramination dosing.
	Customer Forum continues to support the collaborative management of asset strategy and planning between Urban Utilities, Seqwater, and other SEQ distributors.
Disinfection	Capital investment focussed on DBP management progressing from design to delivery stages, including the installation of new chlorine and chloramine dosing units, and standardisation of existing dosing units.
	Collaboration with Seqwater and other SEQ distributors is continuing to successfully implement the RSDOP project.
Contractor competency and training	A Public Health Management Plan has been applied to a recent major delivery partner contract negotiation. This management plan stipulates training and competency frameworks required to meet Urban Utilities' requirements for management of public health risks. Assurance processes are in development to monitor the compliance to this plan.

4. MANAGING SAFE DRINKING WATER

The supply of safe drinking water is Urban Utilities' greatest public health responsibility

A critical component of water quality management is verifying that the product continues to meet the stringent standards articulated in the relevant legislation and regulations. Urban Utilities assure the quality of the drinking water supply through Drinking Water Quality Verification Monitoring Program (VMP). The VMP is a comprehensive program designed to maximise visibility of drinking water quality as it travels through the 9,892 km of water mains servicing the communities.

The VMP is routinely performed throughout the year and used to authenticate drinking water quality performance. Insights from the VMP inform the continuous improvement of Urban Utilities' procedures and processes, and guide capital and operational investment decisions. The VMP also alerts Urban Utilities to emergent changes or sudden occurrences which may impact the drinking water, enabling proactive management of water quality. In doing so, the VMP provides confidence in the management of drinking water quality and supports Urban Utilities' commitment to maintain protection barriers and preventing contamination.

Urban Utilities provides an annual summary of water quality performance to customers, available in the Appendices A - C. Please note that the reported statistics exclude results derived from repeat samples, as well as emergency or investigative samples collected in response to elevated results.

Summaries of verification monitoring results are presented in appendices:

Appendix A – 2024/25 achieved compliance with the *Public Health Regulation 2018*[1] *E. coli* parameter.

Appendix B – 2024/25 achieved compliance[2] with the Australian Drinking Water Guidelines[3] chemical-related parameters[4].

Appendix C – 2024/25 achieved compliance with the Australian Drinking Water Guidelines aesthetic-related parameters.

[1] *Public Health Regulation 2018 Part 9 Division 2 Section 52 Quality Standard for Drinking Water (4)(b)*
[2] *Australian Drinking Water Guidelines 2011 (June 2025 Revision) Information Sheet 3.2*
[3] *Australian Drinking Water Guidelines 2011 (June 2025 Revision) Chapter 10 Table 10.6*
[4] *Public Health Regulation 2018 Part 9 Division 2 Section 52 Quality Standard for Drinking Water (5)*

Water Sampling in Scenic Rim

4.1 WATER QUALITY SUMMARY

The Scientific Analytical Services Laboratory[5] (SAS Lab) is Urban Utilities' laboratory service provider and undertakes sampling and analytical activities on its behalf. In 2024-25, SAS Lab routinely sampled from over 340 dedicated drinking water sample points, collecting over 13,400 samples and performing over 146,200 tests on the drinking water. The drinking water quality parameters were monitored and reviewed in accordance with Queensland legislative requirements, interim Queensland Health Guideline value (Chlorate), and the ADWG.

In 2024-25, Urban Utilities met the prescribed health-related and aesthetic standards for all 12 drinking water supply schemes (Table 5).

Table 5: Drinking water supply scheme results 1 July 2024 - 30 June 2025

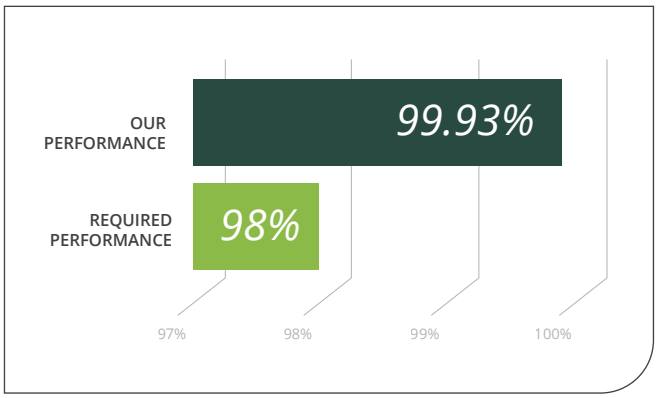
Overall			
Scheme	*E. coli*	Health	Aesthetic
Beaudesert	✓	✓	✓
Boonah-Kalbar	✓	✓	✓
Canungra	✓	✓	✓
Esk-Toogoolawah	✓	✓	✓
Jimna	✓	✓	✓
Kilcoy	✓	✓	✓
Kooralbyn	✓	✓	✓
Linville	✓	✓	✓
Lowood	✓	✓	✓
Rathdowney	✓	✓	✓
Somerset Dam Township	✓	✓	✓
SEQWSS	✓	✓	✓

4.2 ESCHERICHIA COLI *(E. COLI)*

Urban Utilities continued to achieve excellent health performance in 2024-25 in managing *E. coli* across all drinking water schemes, in accordance with legislative requirements. For each scheme, sampling exceeded the requirements under the regulations. In addition, the standard for drinking water of no detection of *E. coli* in 98% of samples[6] collected over a 12-month period was achieved (Figure 2).

E. coli was detected in 9 of the 12,642 samples, and Urban Utilities provided notification to the Regulator and took the necessary actions to ensure the supply of drinking water was safe.

Figure 2: Percentage of water samples in which E. coli was not detected.



E. coli water quality compliance details are provided in Appendix A – 2024/25 achieved compliance with the *Public Health Regulation 2018 E. coli* parameter.

[5] *The Scientific Analytical Services Laboratory is owned by Urban Utilities and is accredited by the National Association of Testing Authorities (NATA)*

[6] *Public Health Regulation 2018 Part 9 Division 2 Section 52 Quality Standard for Drinking Water (4)(b)*

4.3 HEALTH-RELATED CHEMICAL ASSESSMENT

The Verification Monitoring Program (VMP) analyses health-related chemicals[7] which are continuously trended and assessed against ADWG health-related limits and operational control triggers. These include:

- Arsenic
- Barium
- Cadmium
- Chlorine (Free)
- Chlorine (Total)
- Chlorate[8]
- Chlorite
- Chromium
- Copper
- Dichloroacetic Acid
- Fluoride
- Lead
- Manganese
- Monochloroacetic Acid
- Nickel
- N-Nitrosodimethylamine (NDMA)
- Nitrate
- Nitrite
- Trichloroacetic Acid
- Trihalomethanes (Total)

All 12 drinking water schemes achieved the performance requirement for health-related chemical limit values defined in the ADWG using the 95th percentile (95th-%ile) calculation.

Health assessment details for each drinking water supply scheme are provided in Appendix B – 2024/25 achieved compliance with the Australian Drinking Water Guidelines chemical-related parameters.

4.4 AESTHETIC ASSESSMENT

Urban Utilities utilises the VMP to continuously assess non-health related parameters that influence the taste, smell, and appearance of drinking water. These physical aspects of drinking water are recognised by Urban Utilities as important factors in enriching the quality of life for customers.

In 2024–2025, all drinking water schemes performed within the aesthetic guideline values detailed in the ADWG. However, there was a notable taste and odour event in the SEQWSS scheme between late December and early January caused by elevated MIB levels transferred via bulk water supplied by Seqwater, which resulted in an increase in customer complaints.

The aesthetic assessment for each drinking water supply scheme is provided in Appendix C – 2024/25 achieved compliance with the Australian Drinking Water Guidelines aesthetic-related parameters.

[7] *Australian Drinking Water Guidelines 2011 (September 2022 Revision) Chapter 10 Table 10.6*

[8] *Chlorate is assessed against the Interim Queensland Health Guideline value*

5. INCIDENTS REPORTED TO THE REGULATOR

Under Sections 102 and 102A of the Act, Urban Utilities is required to immediately give notice to the Regulator where service provider becomes aware of a non-compliance with water quality criteria, or where the service provider becomes aware of a prescribed incident or event.

Water quality incidents and events represent the number of times a notification was supplied to the Regulator regarding an incident or event that Urban Utilities believe met the requirements stated under the Act.

In 2024-25, Urban Utilities took over 13,400 water quality samples and conducted over 146,200 water quality tests. Of those samples, 11 tests did not meet the requirements of the ADWG requiring us to report these as incidents to the Regulator – 9 of those instances were detections of *E. coli* and 2 instances of disinfection by-products (trihalomethanes; THMs) exceedances.

Each year, Urban Utilities sets itself stretch targets to ensure continuous improvements in operational excellence and the ongoing safety of the drinking water supply. While the FY25 target was not achieved, Urban Utilities maintained 100% compliance with regulatory obligations for drinking water quality and continued to ensure the safe and reliable provision of drinking water (see Figure 2).

Of the 11 notifications all were classified as incidents as provided in Figure 3. The breakdown of each incident as well as the initial corrective actions, investigation outcomes, and further actions, are provided in Figure 4 and Table 6.

Figure 3: Notifications to the Regulator FY18 to FY25

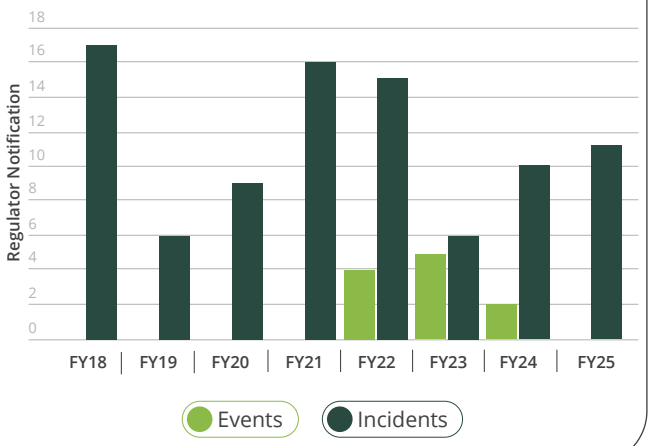


Figure 4: FY24/25 Urban Utilities incident notification breakdown

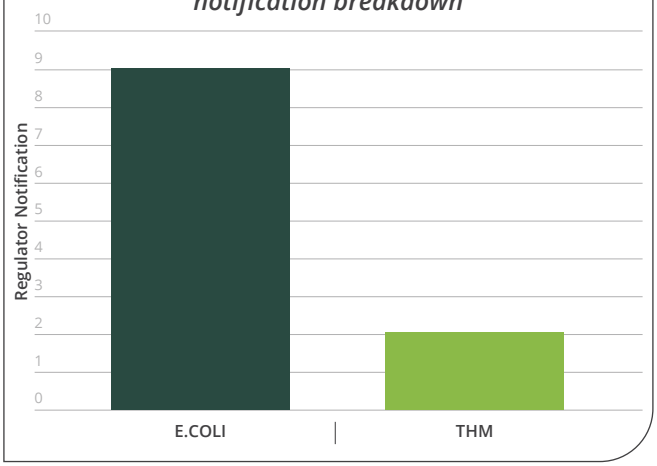


Table 6: Incident notification to the regulator - 1 July 2024 - 30 June 2025

Sample Date	Type	Location/ Supply Scheme	Description	Immediate corrective action	Investigation outcomes and further actions
20/11/2024	Incident – Trihalomethanes exceeding ADWG	Aratula / Boonah-Kalbar	The non-compliance was the detection of 260 µg/L of total THMs in Aratula network.	The impacted network was flushed. Chlorine dosing unit at Aratula Reservoir was temporarily turned off. Sample points across the network were re-tested.	Significant amount of rain fell in the weeks leading up to the THM exceedance causing temporary changes in the catchment impacting source water organic load characteristics. Historically THM trends in the network are typically <160 µg/L with only one enactment of the THM management protocol in the last four years. Work with Seqwater to identify lead indicator notification and improve event preparedness.
5/12/2024 – 24/12/2024	Incident – Trihalomethanes exceeding ADWG	Gatton / Lowood	The non-compliance consisted of multiple detections of total THMs exceeding ADWG health guideline value of 250 µg/L. Despite exceedances occurring over 4 weeks and at three different sampling points, this was considered a single continuous incident by the Regulator as there was a common root cause.	Continuous strategic water flushing of the Lowood supply scheme was undertaken to remove water containing elevated levels of THMs. Increased frequency of responsive sampling to monitor THMs levels.	370mm of rainfall between 17 November and 23 December 2024 impacting the catchment and the source water and treated water quality. Water leaving the Lowood WTP demonstrated an upward trend from mid-November, increasing from 69 µg/L on 13/11/2024 and peaking at 210 µg/L on 4/12/2024 . Flushing failed to contain THM levels within the network. It took an additional three weeks after 4 December for source water characteristics to improve and for THM levels in the network to decline. Work with Seqwater to identify lead indicator notification and improve event preparedness. Review of the current protocol to better respond to high potential THM formation conditions.
04/02/2025	Incident – *E. coli* exceeding ADWG	Camira / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 1 MPN *E. coli* organisms per 100mL was detected in the network fed by Camira reservoir. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of 1.0 mg/L total chlorine. The reservoir was inspected by divers and the sample points re-tested.	Investigation showed no abnormalities in Camira reservoir and could not determine the cause of *E. coli* presence. Improvement actions include trialling of an additional confirmation step of any *E. coli* Colilert detection, improve sampling of Camira reservoir outlet during summer operating levels and improvement to training and awareness of sampling requirement during incident response.
10/02/2025	Incident – *E. coli* exceeding ADWG	Rochedale / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 1 MPN *E. coli* organisms per 100mL was detected in the network fed by Seqwater's Wellers Hill reservoirs. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Flushing of the adjacent network undertaken, and resampling conducted.	Investigation identified no upstream assets performance failures or responsive works that could have caused *E. coli* presence. To address low disinfectant residuals, nearly 5 km of 450 mm trunk main and an adjacent unused network—both constructed to support future growth—were isolated to improve turnover until development commences.
19/02/2025	Incident – *E. coli* exceeding ADWG	Marburg / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 1 MPN *E. coli* organisms per 100mL was detected in the network fed by Marburg reservoirs, while the results for sample obtained same day from Marburg reservoir showed no *E. coli* presence. Follow up samples showed no continued presence of *E. coli*.	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Marburg reservoir was isolated and inspected. Strategic flushing of the supply zone was undertaken.	Prior to this event, disinfection at Marburg Reservoir had been supported through hand-dosing. This practice was suspended in December 2024 due to an increased risk of THMs formation associated with changes in source water quality at that time. Once that event had passed, hand-dosing was not resumed. An integrity inspection confirmed that the reservoir remained in satisfactory condition and was not considered a potential contamination pathway. Instead, depressurisation of the water main during planned works conducted the day before detection was identified as the likely source of contamination, as it may have allowed ingress of contaminated water.

Table 6: Incident notification to the regulator - 1 July 2024 - 30 June 2025

Sample Date	Type	Location/ Supply Scheme	Description	Immediate corrective action	Investigation outcomes and further actions
11/03/2025	Incident – *E. coli* exceeding ADWG	Mitchelton / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 1 MPN *E. coli* organisms per 100mL was detected in the network fed by Mitchelton reservoir. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Mitchelton reservoir was isolated, strategic flushing of the supply zone was undertaken.	Investigation identified rainwater ingress through the compromised roof during the ex-Tropical Cyclone Alfred as a possible contamination source. Following the escalation to Trigger 1 of Short-Term Disruption Plan, the reservoir was adjusted from normal operating levels to maximise storage capacity. The reservoir's roof remedial works was completed on 25 March 2025. Re-zoning of the supply zone is underway to boost demand and reservoir turnover, with the maintenance strategy under review to set appropriate follow-up times for inspection findings.
13/03/2025	Incident – *E. coli* exceeding ADWG	Haigslea / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 2 MPN *E. coli* organisms per 100mL was detected in the Haigslea reservoir outlet pipe. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Haigslea reservoir was isolated and Haigslea as well as the downstream Marburg supply zone both strategically flushed.	Investigation identified possible rainwater ingress through two points – the buttresses adjacent to the wall ventilation mesh and the wall ventilation mesh. Installation of rain deflectors over buttresses was completed as part of reservoir return to service. Replacement of ventilation mesh to meet apertures requirement of <2 mm and replacement of reservoir entry hatch are scheduled. Chlorine tablet dosing reinstated as part of reservoir return to service.
15/04/2025	Incident – *E. coli* exceeding ADWG	Morningside / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 2 MPN *E. coli* organisms per 100mL was detected in the network fed by Seqwater's Wellers Hill Reservoirs. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Flushing of the 'Seven Hills PRV' pressure zone undertaken and responsive sampling conducted. Seqwater contacted and reservoir's operational information shared.	Investigation identified no upstream assets performance failures or responsive works that could have been directly related to this incident. Further action includes conducting a disinfection survey to understand where chlorine decay occurs in network zones supplied by Wellers Hill reservoirs.
16/04/2025	Incident – *E. coli* exceeding ADWG	Haigslea / SEQWSS	The non-compliance was a detection of *E. coli* from routine samples. 1 MPN **E. coli** organisms per 100mL was detected in the network fed by Haigslea reservoir. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of <0.1 mg/L total chlorine. Haigslea reservoir outlet sampled same day as network returned all clear for *E. coli*. Haigslea and downstream Marburg network both strategically flushed. Responsive sampling undertaken in both supply zones.	The investigation identified that the documented process for the return to service of the Haigslea reservoir following the previous *E. coli* detection (March 2025) was not followed leading to a potential contamination pathway. Preventative actions include reviewing and improving return-to-service procedures, delivering staff training following publication, and reviewing the Haigslea supply zone network configuration to identify opportunities to reduce water age.
26/05/2025	Incident – *E. coli* exceeding ADWG	Withcott / Lowood	The non-compliance was a detection of *E. coli* from routine samples. 100 MPN *E. coli* organisms per 100mL was detected in the network fed by Withcott reservoir. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of 2.5 mg/L free chlorine. Withcott reservoir sampled same day exhibited 2.8 mg/l free chlorine and no *E. coli* present. Due to high free chlorine readings only responsive sampling undertaken as an immediate response.	The investigation could not establish the primary cause of the *E. coli* detection. Identified preventative actions include removing potential environmental contamination risks such as overhanging branches at the sampling point, implementing a sampling tap maintenance program, and reviewing SAS Laboratory Quality Control and Quality Assurance sampling procedures.
10/06/2025	Incident – *E. coli* exceeding ADWG	Mt. Alford / Boonah-Kalbar	The non-compliance was a detection of *E. coli* from routine samples. 11 MPN *E. coli* organisms per 100mL was detected in the Mt. Alford reservoir outlet pipe. Follow up samples showed no continued presence of *E. coli.*	The sample collected exhibited a concentration of 1.1 mg/L free chlorine. Mt. Alford reservoir was isolated and responsive flushing of the downstream network undertaken.	The investigation could not determine the primary cause of the *E. coli* detection. The report identified the need to review effectiveness of Chemical Dosing Unit (CDU) arrangements, including updating standard design requirements for future CDU installations. Additional corrective actions include implementing a sampling tap maintenance program, reviewing SAS Laboratory Quality Control and Quality Assurance sampling procedures, and establishing inlet water quality monitoring at Mt Alford Reservoir.

6. CUSTOMER SATISFACTION

Urban Utilities recognises the value of community engagement in building trust in its brand, and the delivery of service excellence.

Urban Utilities recognise that customers or members of the community may need to provide feedback if a service or product fails to meet their expectations or established standards. This feedback is captured, recorded, and monitored to help identify any trends and possible areas of improvement in the operation, maintenance, and management of the drinking water network. This commitment forms a key component of Urban Utilities' continued pursuit of innovative ways of working.

While various water quality enquiries are received throughout the year, a 'water quality complaint' is registered when a person contacts Urban Utilities to express dissatisfaction regarding the quality of the drinking water[9]. Complaint categories are shown in Table 7.

[9] *ISO 10002:2018 Customer satisfaction – guidelines for complaints handling in organisations.*

Table 7: Water quality complaint categories

Water quality complaint category	Commentary
Health Concern	All calls received from customers who suspect their drinking water may be associated with a health concern they are experiencing are classified as complaints.
Dirty Water	Classified when discolouration and sediment is present in the water. It is typically the most common complaint received by customers.
Cloudy Water	Water that is milky or cloudy and odourless is caused by fine air bubbles. Milky water is usually caused by maintenance work on the water network, such as a service shutdown during pipe repair.
Taste/odour	Taste and odour complaints can vary widely based on the customer's perception. Taste and odour descriptors provided by customers commonly include chlorinous, metallic, and earthy.
Other	This classification captures complaints that did not fall within the standard categories.

6.1 WATER QUALITY COMPLAINTS PERFORMANCE 2024-25

In 2024-25, Urban Utilities received 841 water quality requests and 673 water quality complaints. Requests and complaints are classified to align with the Australian/International Standard ISO 10002:2018 Customer satisfaction – guidelines for complaints handling in organisations, and consistency with other water utilities. The breakdown of water quality complaints performance is categorised by type (Figure 5) and region (Figure 6).

This year, Urban Utilities saw water quality complaints rise from 310 to 673. A significant number of taste and odour related contacts were received from Brisbane and Ipswich from late December to early January, coinciding with increased detection of 2-Methylisoborneol. The level of 2-Methylisoborneol was the highest ever recorded by Urban Utilities, with a maximum of 120 ng/L. The spike in these harmless but odorous compounds followed from changes in the mid-Brisbane River catchment after substantial rainfall, resulting in 2-Methylisoborneol being present in the treated water provided by the bulk supplier. In response, Urban Utilities undertook a broad communication campaign to inform customers about the nature of the event, reassure them that the water remained safe to drink, and educate the public that similar occurrences are likely during future summer periods. Urban Utilities also worked with Seqwater to reduce the impacted population by adjusting treatment plant production across the SEQ Water Grid. Despite the increase in complaints, Urban Utilities met the overall water quality complaints standard of <6 water quality complaints per 1,000 properties for the reporting period.

Table 8 shows Urban Utilities' performance against the Customer Service Standards as published in the Residential and Business Customer Charters. The Charters outline the commitments, responsibilities, and standards that customers can expect from Urban Utilities in relation to the water provided. The water quality complaints result for 2024-25 translates to 1.01 complaints per 1,000 properties connected, well under the Customer Service Standard of six water quality complaints per 1,000 properties, per year.

Table 8: Customer water quality complaints by region 1 July 2023 – 30 June 2024

Region	Health Concern	Dirty Water	Cloudy Water	Taste And Odour	Other	Total Complaints	Requests	Customer Property Count	Complaints/ 1,000 Properties
BCC BRISBANE	45	151	11	342	9	558	654	541,110	1.03
ICC Ipswich	14	23	4	48	3	92	139	94,512	0.97
LVRC Lockyer Valley	3	3	1	-	1	8	14	12,298	0.65
SRC Somerset	-	1	-	4	-	5	12	6,392	0.78
SRRC Scenic Rim	1	4	-	5	-	10	22	9,232	1.08
TOTAL	**63**	**182**	**16**	**399**	**13**	**673**	**841**	**663,544**	**1.01**

Figure 5:
2024/2025 Water quality complaints by type

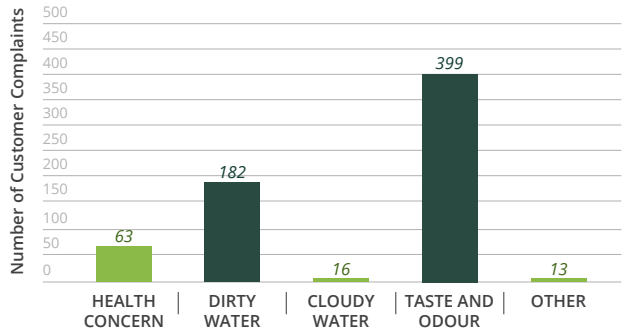
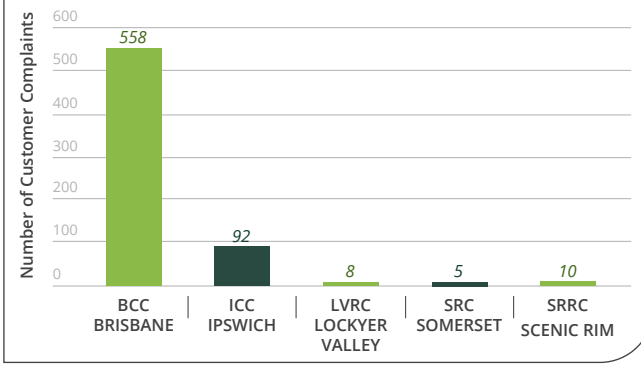


Figure 6:
2024/2025 Water quality complaints by service area



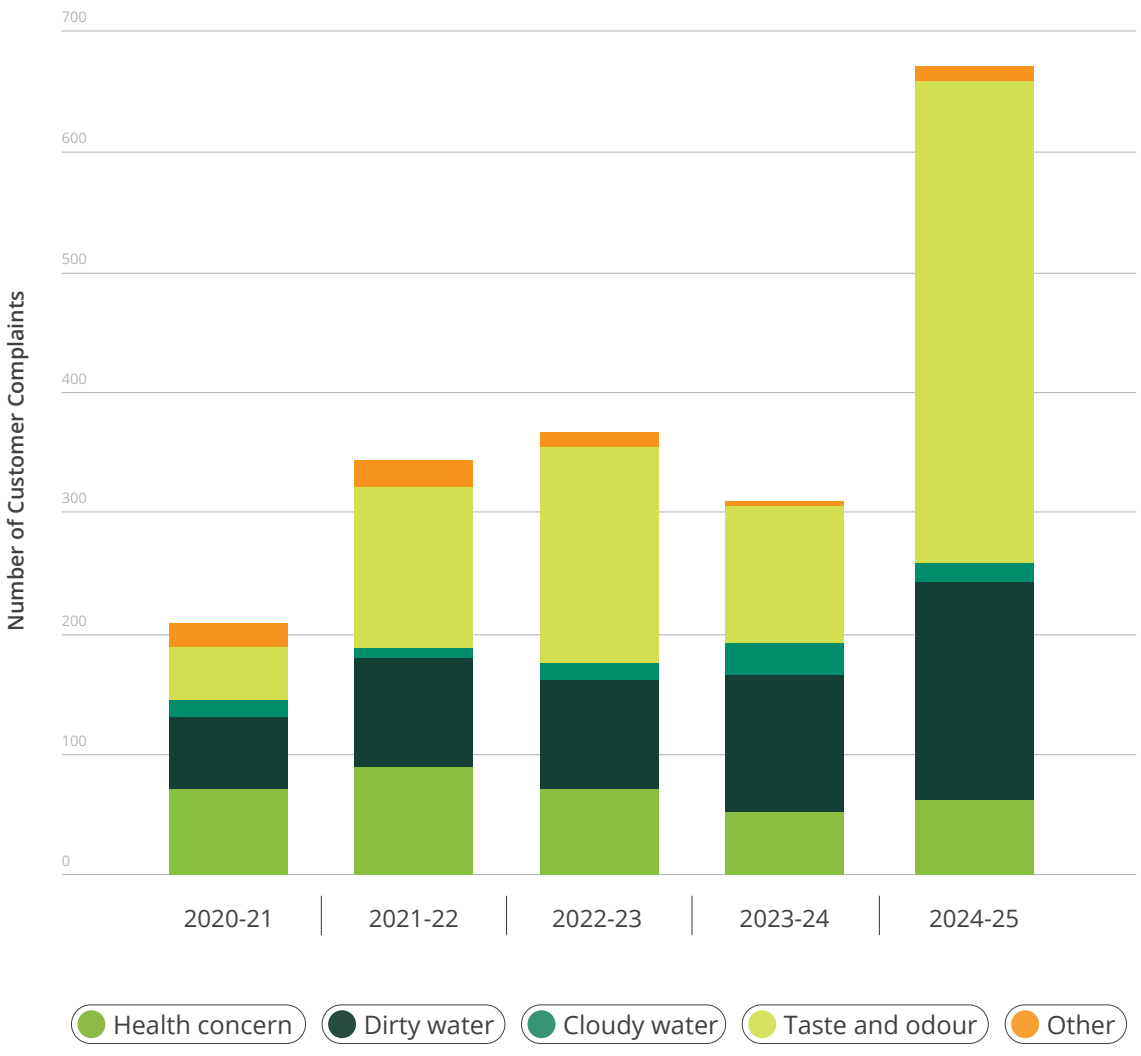
6.1 WATER QUALITY COMPLAINTS PERFORMANCE 2022-23 (CONT'D)

Each complaint related to health concern from the drinking water supply is investigated by testing at the customer's tap and/or at selected points in the water distribution system close to the customer's property.

Data is reviewed and reported back to the customer with findings.

Urban Utilities has contacts-based trigger for managing emerging local issues. When more than five service requests of a similar nature are received in a local area, Urban Utilities enacts its emergency management protocols.

Figure 6: Total water quality complaints by type-Financial year comparison



7. DWQMP REVIEW OUTCOMES

On request of DLGWV, an amendment by agreement of the DWQMP was submitted in October 2024.

This amendment largely included administrative changes to ensure the accuracy and legibility of the plan. Other changes included the move to chloramine within the Beaudesert Supply Scheme, update of processes including the notification of water quality parameters exceeding ADWG limits performed by SAS Laboratory, and references to new documents including the Reservoir Maintenance Strategy.

8. DWQMP AUDIT OUTCOMES

Urban Utilities engaged an external auditor to perform the required four-yearly audit of compliance to the DWQMP in September 2024.

From this audit, 12 opportunities for improvement, and one minor non-conformance were identified. All opportunities for improvement and minor non-conformances were accepted, with actions defined and underway. A summary of the actions is demonstrated in Table 9.

Table 9: Progress of summarised actions identified in the DWQMP audit

Action Summary	Progress
Improve tracking and authorisation of RMIP, CAPA, OFI, and document review actions	CAPA management of change process drafted and to progress to endorsement
Establish refresher cleanliness training	Complete
Discuss backflow prevention controls and record in DWQMP risk assessment	Progressing with the current review of the DWQMP risk assessment
Define categories, requirement of action plan, and delivery timeframe of reservoir defects	Documents to be updated with agreed categorisation and delivery time frames.
Reinstate disinfection of tools and develop hygiene practices documentation	Complete
Improve water quality analyser driven disinfection protocols, using R119 to trial	Prototype tools developed and trials progressing
Document the DWQMP risk assessment procedure and the information, discussion, and data that resulted in the residual risk rating	Progressing with the current review of the DWQMP risk assessment
Develop and document chlorine tablet quality assurance program	Complete
Ensure an agreement is in place with relevant authorities to manage water quality in areas not supplied by Urban Utilities	Working together with Toowoomba Regional Council to ensure agreements are in place

9. WATER QUALITY CONTINUOUS IMPROVEMENTS - YEAR IN REVIEW

Urban Utilities is committed to continual improvement and innovation in the management of the drinking water supply to ensure the provision of a safe, high-quality, and reliable product. This commitment contributes to enriching the quality of life for customers.

Here are some of the activities we've been involved in over the last 12 months:

9.1 RESERVOIR INTEGRITY AND ASSET MAINTENANCE

Urban Utilities continue to invest in key assets that contribute to water quality performance. The Reservoir Water Quality Inspection Program continues to proactively identify and correct asset integrity failure modes. Routine inspection and maintenance of chemical dosing units and water quality instrumentation continues to ensure operability and remote visibility of critical infrastructure used to ensure good water quality performance. Further refinement of the Reservoir Water Quality Strategy is required to ensure the timely rectification of issues identified during inspections, incident investigations and audit findings. This risk-based prioritisation aims uphold reservoir integrity as a key pillar of safe drinking water.

9.2 DISINFECTION MANAGEMENT

Surveillance and correction of disinfection performance is now well established and continuously improving as responses are trialled and refined. Urban Utilities has also developed a routine for the continuous improvement of disinfection management in reservoirs over the summer period. Working collaboratively with Seqwater, supply risks have been balanced over summer periods to reduce water age across the network, allowing for greater disinfection levels throughout the drinking water network. Urban Utilities has maintained disinfection performance between November and April similar to previous years, seeing an average of 61% of reservoir total chlorine levels at or above 1 mg/L in FY25, slightly lower than FY23 and FY24 at 65%. This is a significant increase from FY21 and FY22, recording 49% and 46% respectively. Challenges in disinfection performance were observed in FY25 during periods of disruption and deteriorating raw water quality conditions. Urban Utilities continues to balance supply and water quality risks and to enhance recovery processes following such events.

Delivery of planned capital projects focussed on improving disinfection residuals across the network and improving operational monitoring through fixed online analyser installations, will improve operational flexibility and enable further active management of disinfection across the network.

Bartley's Hill Reservoir Rehabilitation

9.3 WATER QUALITY CAPITAL IMPROVEMENTS PROGRAM

Urban Utilities continued to invest in upgrades of assets to ensure the quality and safety of drinking water. This program of works included the rehabilitation of reservoir roofs, floors, and walls; standardisation and installation of chemical dosing units; supply infrastructure reconfiguration; water pump station and PRV upgrades; and trunk water main replacements. This extensive program saw $19.7M spent on capital improvement to benefit drinking water quality outcomes in FY25.

Urban Utilities is taking a zone-based approach to strategic planning to ensure performance standards are achieved throughout the service area and enable accurate and timely capital expenditure. These zone plans bring together Operations, Maintenance, and Infrastructure Planning and Delivery teams to ensure water quality solutions are aligned with areas of greatest need, supporting the delivery of safe and reliable drinking water. Evaluation outcomes of each zone are collated into a strategic business case, detailing the delivery timeline of projects aimed at holistically improving water quality. These business cases will govern the capital expenditure for water quality in the coming years.

9.4 DRIVING CHANGE THROUGH COLLABORATION

Urban Utilities is working with Logan Water, Unitywater, Redlands City Council, and Seqwater to deliver the Regional Secondary Disinfection Optimisation Project (RSDOP) within the SEQ Water Grid. This project aims to optimise whole-of-system secondary disinfection in the water network by increasing the pH of the water to improve secondary disinfection residuals in FY26. Water distributors are in final stages of preparing for the change, ensuring that all impacted systems are appropriately monitored and receive a net positive benefit following the adjustment of pH.

Urban Utilities and its regional partners will continue to collaborate to improve water quality objectives and achieve the best possible outcomes for the community.

Esk Reservoir Construction

10. GLOSSARY

<	Less than
>	Greater than
2-Methylisoborneol	A compound produced from algae or bacteria in catchments contributing to taste and odour of water typically described as earthy, musty, swampy or metallic. May become noticeable at greater than 5ng/L.
Aluminium (Al)	A metallic element of some coagulants used for coagulation during drinking water treatment
Ammonia (NH3)	A highly soluble compound resulting from the decomposition of organic matter containing nitrogen. Ammonia will be detected in chloraminated water as it is a component of chloramine.
Australian Drinking Water Guidelines 2011 (ADWG)	The guidelines were developed by the National Health and Medical Research Council (NHMRC) and undergo rolling revision to ensure they represent the latest scientific evidence on good quality drinking water.
Bulk water	The treated water supplied from the Queensland Bulk Water Authority (Seqwater) to distributor retailers, including Urban Utilities.
Chloramination / chloramine	The application of chlorine and ammonia to create monochloramine (NH2Cl), a stable disinfectant that is added to drinking water to inactivate bacteria or to oxidise undesirable compounds. Chloramines persist for a longer time than chlorine and as a result, are used in longer water distribution systems.
Chlorate	A compound resulting from the breakdown of sodium hypochlorite
Chlorine – Free	The residual formed with chlorine dosage once all the chlorine demand has been satisfied. This chlorine is free to inactivate microorganisms.
Chlorine – Total	Total chlorine is the sum of combined and free chlorine including chloramine.
CFU/mL	Colony Forming Units per 1 millilitre.
Colour (True)	Colour is mainly due to the presence of dissolved substances from organic matter in water, such as decaying leaves and vegetation. True colour refers to the colour of water after particles of organic matter have been removed through filtration and is the measurement of the extent to which light is absorbed by the water.
Department of Local Government, Water and Volunteers	The Queensland Government department responsible for overseeing Queensland's water industries to ensure these essential services are provided to Queenslanders in a safe, efficient and reliable way.
Dichloroacetic acid	Dichloroacetic acid is a disinfection by-product as a consequence of the reaction of chlorine with natural organic matter and bromide ions in the raw water supply.
Disinfectant	An agent that inactivates microorganisms which cause disease. Urban Utilities uses either chlorine or chloramine.
Disinfection by-products (DBP)	A group of by-products that may form under certain conditions when chlorine is used to disinfect drinking water.

Drinking water	Water that is suitable for human consumption.
Drinking Water Quality Management Plan (DWQMP)	Drinking Water Quality Management Plan as required by the *Water Supply (Safety and Reliability) Act 2008* (Qld). The purpose of a DWQMP is to protect public health by implementing a risk-management system to manage the quality of drinking water.
Drinking Water Quality Management System (DWQMS)	Urban Utilities' DWQMS is used to ensure its drinking water supplies are managed effectively to provide high quality drinking water and to ensure the protection of public health.
Escherichia coli (E. coli)	A bacterium when present in water indicates that the water may be contaminated by faecal matter and therefore there is the potential to cause illness when people drink the water. *E. coli* can be killed by standard disinfection practices.
Fluoride (F)	Fluoride is regarded as a useful constituent of drinking water, particularly for the prevention of tooth decay. Concentration is maintained within the recommended levels set by Queensland Health.
Geosmin	A compound produced from algae or bacteria in catchments contributing to taste and odour of water typically described as earthy, musty, swampy or metallic. May become noticeable at greater than 5ng/L.
Haloacetic acids	A group of disinfectant by products that are formed when disinfectants, such as chlorine or chloramine, are used to treat water and react with naturally occurring organic and inorganic matter present in source waters.
Iron (Fe)	An element which, when found in water, can cause a brownish discolouration. Limits on the amount of iron in water are usually due to taste and appearance factors rather than any detrimental health effects.
km	A kilometre, which is 1,000 metres
Manganese (Mn)	Manganese in a water supply may affect taste, cause staining of clothes, produce deposits in pipes and contribute to turbidity.
Megalitre (ML)	One million litres or 1,000 kilolitres
Monochloroacetic acid	One of the five haloacetic acids formed when chlorine reacts to natural organic matter in drinking water.
mg/L	milligrams per litre
MPN/100mL	Most Probable Number per 100 millilitres
Naturally occurring	Present in the natural environment as minerals, elements, salts and other substances.
ng/L	Nanograms per litre

Network	A system of pipes, pumps and reservoirs used for distributing water.
Nephelometric Turbidity Unit (NTU)	A measure of turbidity which is the cloudiness or haziness of water caused by suspended matter that are generally invisible to the naked eye.
Nitrate (NO_3)	The most stable form of combined nitrogen in water. Present in surface waters in small amounts generally not removed through treatment. Nitrate can be found in chloraminated water supplies as a result of chloramine breakdown.
pH	The pH value indicates if a substance is acidic, neutral or alkaline. It is calculated from the number of hydrogen ions present and is measured on a scale from 0 to 14. A pH greater than seven is alkaline, less than seven is acidic and seven is neutral.
Reservoir	A water tower or tank used for the storage of treated water within the water distribution system.
RMIP	Risk Management Improvement Program
RSDOP	Regional Secondary Disinfection Optimisation Project
SAS Lab	Scientific Analytical Services Laboratory, Urban Utilities internal laboratory.
Scheme	The drinking water system distributing drinking water to customers.
SEQ	South East Queensland
Seqwater	Queensland Bulk Water Supply Authority, trading as Seqwater. The bulk drinking water provider for Urban Utilities.
Shareholders	Brisbane and Ipswich City Councils, and the Lockyer Valley, Scenic Rim and Somerset Regional Councils.
Stakeholder	All those who are either affected by or who can affect the activities of an organisation, namely customers, governments, regulators, the media, non-government organisations, local residents and employees.
The Regulator	See Department of Local Government, Water and Volunteers.
Total Dissolved Salts (TDS)	A measure of inorganic salts that are dissolved in water. Usually determined by converting electrical conductivity to TDS values.
Total Hardness	Total hardness is the sum of the concentrations of calcium and magnesium ions expressed as calcium carbonate ($CaCO_3$) equivalent. Waters with a high mineral content (a total hardness in excess of 200 mg/L) are considered hard.
Total Trihalomethanes (tTHMs)	A group of disinfection by-products that generally form when chlorine is used to disinfect drinking water.

Trichloroacetic acid	One of the groups of haloacetic acids formed when chlorine or other disinfectants are used to treat drinking water.
Turbidity	Refers to the presence of suspended matter in water causing a cloudiness or haziness appearance. Turbidity is measured in Nephelometric Turbidity Units (NTU).
Verification Monitoring Program (VMP)	Water quality verification monitoring is used as the final check that the barriers and preventive measures used in protecting the public health from drinking water risks are performing effectively. Verification monitoring is used to verify the quality of drinking water supplied to Urban Utilities' customers as well as collecting data to complement future operational monitoring programs.
Water Treatment Plant (WTP)	A plant that improves water quality by removing impurities through filtration and disinfection.

11. APPENDIX A

2024/25 ACHIEVED COMPLIANCE WITH THE *PUBLIC HEALTH REGULATION 2018 E. COLI* PARAMETER

Overall

Scheme	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
Beaudesert	52	306	0	98	100.0	✓
Boonah-Kalbar	52	448	1	98	99.8	✓
Canungra	52	92	0	98	100.0	✓
Esk-Toogoolawah	52	208	0	98	100.0	✓
Jimna	12	52	0	98	100.0	✓
Kilcoy	52	155	0	98	100.0	✓
Kooralbyn	52	207	0	98	100.0	✓
Linville	12	52	0	98	100.0	✓
Lowood	136	1,786	1	98	99.9	✓
Rathdowney	12	78	0	98	100.0	✓
SEQWSS	1,992	9,206	7	98	99.9	✓
Somerset Dam Township	12	52	0	98	100.0	✓

Beaudesert *E. coli*

2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	27	0	98	99.7	✓
August	5	21	0	98	99.7	✓
September	4	24	0	98	100	✓
October	4	30	0	98	100	✓
November	5	24	0	98	100	✓
December	4	30	0	98	100	✓
January	4	24	0	98	100	✓
February	4	24	0	98	100	✓
March	5	24	0	98	100	✓
April	4	30	0	98	100	✓
May	5	24	0	98	100	✓
June	4	24	0	98	100	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Boonah-Kalbar *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	35	0	98	100	✓
August	5	42	0	98	100	✓
September	4	43	0	98	100	✓
October	4	33	0	98	100	✓
November	5	34	0	98	100	✓
December	4	33	0	98	100	✓
January	4	42	0	98	100	✓
February	4	35	0	98	100	✓
March	5	43	0	98	100	✓
April	4	27	0	98	100	✓
May	5	45	0	98	100	✓
June	4	36	1	98	99.8	✓

Canungra *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	5	0	98	100	✓
August	5	4	0	98	100	✓
September	4	5	0	98	100	✓
October	4	10	0	98	100	✓
November	5	8	0	98	100	✓
December	4	10	0	98	100	✓
January	4	8	0	98	100	✓
February	4	8	0	98	100	✓
March	5	8	0	98	100	✓
April	4	10	0	98	100	✓
May	5	8	0	98	100	✓
June	4	8	0	98	100	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Esk-Toogoolawah *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	16	0	98	100	✓
August	5	20	0	98	100	✓
September	4	16	0	98	100	✓
October	4	20	0	98	100	✓
November	5	16	0	98	100	✓
December	4	16	0	98	100	✓
January	4	20	0	98	100	✓
February	4	20	0	98	100	✓
March	5	12	0	98	100	✓
April	4	20	0	98	100	✓
May	5	16	0	98	100	✓
June	4	16	0	98	100	✓

Jimna *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	1	4	0	98	100	✓
August	1	5	0	98	100	✓
September	1	4	0	98	100	✓
October	1	5	0	98	100	✓
November	1	4	0	98	100	✓
December	1	4	0	98	100	✓
January	1	5	0	98	100	✓
February	1	5	0	98	100	✓
March	1	3	0	98	100	✓
April	1	5	0	98	100	✓
May	1	4	0	98	100	✓
June	1	4	0	98	100	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Kilcoy *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	12	0	98	100	✓
August	5	15	0	98	100	✓
September	4	12	0	98	100	✓
October	4	15	0	98	100	✓
November	5	12	0	98	100	✓
December	4	12	0	98	100	✓
January	4	15	0	98	100	✓
February	4	15	0	98	100	✓
March	5	9	0	98	100	✓
April	4	15	0	98	100	✓
May	5	12	0	98	100	✓
June	4	11	0	98	100	✓

Kooralbyn *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	4	20	0	98	100	✓
August	5	16	0	98	100	✓
September	4	16	0	98	100	✓
October	4	20	0	98	100	✓
November	5	16	0	98	100	✓
December	4	20	0	98	100	✓
January	4	16	0	98	100	✓
February	4	16	0	98	100	✓
March	5	15	0	98	100	✓
April	4	20	0	98	100	✓
May	5	16	0	98	100	✓
June	4	16	0	98	100	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Linville *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	1	4	0	98	100	✓
August	1	5	0	98	100	✓
September	1	4	0	98	100	✓
October	1	5	0	98	100	✓
November	1	4	0	98	100	✓
December	1	4	0	98	100	✓
January	1	5	0	98	100	✓
February	1	5	0	98	100	✓
March	1	3	0	98	100	✓
April	1	5	0	98	100	✓
May	1	4	0	98	100	✓
June	1	4	0	98	100	✓

Lowood *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	11	175	0	98	99.8	✓
August	12	146	0	98	99.8	✓
September	11	148	0	98	99.8	✓
October	11	159	0	98	99.8	✓
November	12	135	0	98	99.8	✓
December	11	116	0	98	99.8	✓
January	11	156	0	98	99.9	✓
February	11	138	0	98	99.9	✓
March	12	153	0	98	100	✓
April	11	162	0	98	100	✓
May	12	142	1	98	99.9	✓
June	11	156	0	98	99.9	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Rathdowney *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	1	7	0	98	100	✓
August	1	6	0	98	100	✓
September	1	6	0	98	100	✓
October	1	8	0	98	100	✓
November	1	6	0	98	100	✓
December	1	8	0	98	100	✓
January	1	6	0	98	100	✓
February	1	6	0	98	100	✓
March	1	6	0	98	100	✓
April	1	7	0	98	100	✓
May	1	6	0	98	100	✓
June	1	6	0	98	100	✓

South East Queensland Water Supply (Brisbane and Ipswich) *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	164	853	0	98	99.9	✓
August	170	703	0	98	99.9	✓
September	164	785	0	98	99.9	✓
October	164	797	0	98	100.0	✓
November	170	702	0	98	100.0	✓
December	164	854	0	98	100.0	✓
January	164	731	0	98	100.0	✓
February	164	706	3	98	100.0	✓
March	170	740	2	98	99.9	✓
April	164	774	2	98	99.9	✓
May	170	756	0	98	99.9	✓
June	164	805	0	98	99.9	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

Somerset Dam Township *E. coli*						
2024-2025 Month	Number of Samples Required*	Actual Number of Samples**	Number of Samples *E. coli* Detected	Required Performance (%)	Actual Performance (%)	Compliant
July	1	4	0	98	100	✓
August	1	5	0	98	100	✓
September	1	4	0	98	100	✓
October	1	5	0	98	100	✓
November	1	4	0	98	100	✓
December	1	4	0	98	100	✓
January	1	5	0	98	100	✓
February	1	5	0	98	100	✓
March	1	3	0	98	100	✓
April	1	5	0	98	100	✓
May	1	4	0	98	100	✓
June	1	4	0	98	100	✓

** Number of Samples Required – based on Public Health Regulation 2018 (Section 52) and 2021 Census data*
*** Actual Number of Samples - meets ADWG requirements embedded in the risk assessment and used to develop the VMP*

12. APPENDIX B

2024/25 ACHIEVED COMPLIANCE WITH THE AUSTRALIAN DRINKING WATER GUIDELINES CHEMICAL-RELATED PARAMETERS

Beaudesert Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	8	0	<0.001	<0.001	✓
Barium	mg/L	2	8	0	0.05	0.048	✓
Cadmium	mg/L	0.002	8	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	82	0	0.25	0.20	NR
Chlorine (Free)	mg/L	5	14	0	0.1	0.11	✓
Chlorine (Total)	mg/L	5	306	0	3.2	2.8	✓
Chromium	mg/L	0.05	8	0	<0.001	<0.001	✓
Copper	mg/L	2	8	0	0.0043	0.004	✓
Dichloroacetic Acid	µg/L	100	15	0	18	17	✓
Fluoride	mg/L	1.5	13	0	0.91	0.88	✓
Lead	mg/L	0.005 **	8	0	<0.001	<0.001	✓
Manganese	mg/L	0.1 **	104	0	0.001	<0.001	✓
Monochloroacetic Acid	µg/L	150	15	0	18	5.4	✓
NDMA	ng/L	100	22	0	<3	3.0	✓
Nickel	mg/L	0.02	8	0	<0.001	<0.001	✓
Nitrate	mg-NO3/L	50	41	0	6.75	5.0	✓
Nitrite	mg-NO2/L	3	41	0	1.29	1.3	✓
Trichloroacetic Acid	µg/L	100	15	0	<10	<0.001	✓
Trihalomethanes (Total)	µg/L	250	202	0	100	82	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Boonah-Kalbar Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.021	0.021	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	67	0	0.54	0.42	NR
Chlorine (Free)	mg/L	5	449	0	2.7	2.0	✓
Chlorine (Total)	mg/L	5	449	0	3	2.3	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0013	0.001	✓
Dichloroacetic Acid	µg/L	100	8	0	68	66	✓
Fluoride	mg/L	1.5	12	0	0.85	0.85	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	116	0	0.001	<0.001	✓
Monochloroacetic Acid	µg/L	150	8	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	8	0	44	41	✓
Trihalomethanes (Total)	µg/L	250	52	1	260	170	✓

Canungra Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.007	0.007	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.30	0.29	NR
Chlorine (Free)	mg/L	5	92	0	3	2.6	✓
Chlorine (Total)	mg/L	5	92	0	3	2.8	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0045	0.004	✓
Dichloroacetic Acid	µg/L	100	4	0	59	54	✓
Fluoride	mg/L	1.5	13	0	0.87	0.85	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.007	0.005	✓
Monochloroacetic Acid	µg/L	150	4	0	12	10	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	27	26	✓
Trihalomethanes (Total)	µg/L	250	15	0	190	127	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Esk-Toogoolawah Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.026	0.026	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13 16	0	0.19	0.17	NR
Chlorine (Free)	mg/L	5	208	0	2.8	2.4	✓
Chlorine (Total)	mg/L	5	208	0	2.8	2.6	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0031	0.003	✓
Dichloroacetic Acid	µg/L	100	4	0	49	48	✓
Fluoride	mg/L	1.5	13	0	0.85	0.83	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	104	0	0.009	0.004	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	29	29	✓
Trihalomethanes (Total)	µg/L	250	30	0	190	166	✓

Jimna Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.013	0.013	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.22	0.20	NR
Chlorine (Free)	mg/L	5	52	0	2.9	2.6	✓
Chlorine (Total)	mg/L	5	52	0	3	2.7	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0021	0.002	✓
Dichloroacetic Acid	µg/L	100	4	0	34	33	✓
Fluoride	mg/L	1.5	13	0	0.20	0.12	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.45	0.002	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	31	30	✓
Trihalomethanes (Total)	µg/L	250	25	0	140	140	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Kilcoy Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.02	0.019	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.02	0.008	NR
Chlorine (Free)	mg/L	5	155	0	2.6	2.3	✓
Chlorine (Total)	mg/L	5	155	0	2.8	2.6	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0041	0.004	✓
Dichloroacetic Acid	µg/L	100	4	0	53	53	✓
Fluoride	mg/L	1.5	13	0	0.85	0.85	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.004	<0.001	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	39	37	✓
Trihalomethanes (Total)	µg/L	250	29	0	210	180	✓

Kooralbyn Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.036	0.036	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	42	0	0.19	0.11	NR
Chlorine (Free)	mg/L	5	207	0	3.5	2.5	✓
Chlorine (Total)	mg/L	5	207	0	3.6	2.7	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0014	0.001	✓
Dichloroacetic Acid	µg/L	100	4	0	37	36	✓
Fluoride	mg/L	1.5	13	0	0.82	0.81	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.006	0.003	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	16	14	✓
Trihalomethanes (Total)	µg/L	250	33	0	150	140	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Linville Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.025	0.025	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.18	0.18	NR
Chlorine (Free)	mg/L	5	52	0	2.8	2.8	✓
Chlorine (Total)	mg/L	5	52	0	3	2.9	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0088	0.009	✓
Dichloroacetic Acid	µg/L	100	4	0	<10	<0.001	✓
Fluoride	mg/L	1.5	13	0	0.14	0.14	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.011	0.005	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	<10	<0.001	✓
Trihalomethanes (Total)	µg/L	250	20	0	120	110	✓

Lowood Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	32	0	<0.001	<0.001	✓
Barium	mg/L	2	32	0	0.037	0.034	✓
Cadmium	mg/L	0.002	32	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	261	0	0.57	0.15	NR
Chlorine (Free)	mg/L	5	1818	0	4.5	2.4	✓
Chlorine (Total)	mg/L	5	1818	0	4.6	2.7	✓
Chromium	mg/L	0.05	32	0	<0.001	<0.001	✓
Copper	mg/L	2	32	0	0.021	0.009	✓
Dichloroacetic Acid	µg/L	100	43	0	58	53	✓
Fluoride	mg/L	1.5	107	0	0.97	0.82	✓
Lead	mg/L	0.005**	32	0	0.0021	<0.001	✓
Manganese	mg/L	0.1**	602	0	0.056	0.004	✓
Monochloroacetic Acid	µg/L	150	43	0	<10	<0.001	✓
Nickel	mg/L	0.02	32	0	0.0011	<0.001	✓
Trichloroacetic Acid	µg/L	100	43	0	47	35	✓
Trihalomethanes (Total)	µg/L	250	1,094	13	300	220	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Rathdowney Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.06	0.060	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.38	0.24	NR
Chlorine (Free)	mg/L	5	78	0	2.4	2.1	✓
Chlorine (Total)	mg/L	5	78	0	2.6	2.3	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0026	0.003	✓
Dichloroacetic Acid	µg/L	100	4	0	12	11	✓
Fluoride	mg/L	1.5	13	0	0.15	0.12	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	26	0	<0.001	<0.001	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	<10	<0.001	✓
Trihalomethanes (Total)	µg/L	250	22	0	170	159	✓

South East Queensland Water Supply System (Brisbane and Ipswich) Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	12	0	<0.001	<0.001	✓
Barium	mg/L	2	12	0	0.031	0.031	✓
Cadmium	mg/L	0.002	12	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8	405	0	0.67	0.40	NR
Chlorine (Free)	mg/L	5	1365	0	4.1	1.6	✓
Chlorine (Total)	mg/L	5	9220	0	4.7	3.1	✓
Chromium	mg/L	0.05	12	0	<0.001	<0.001	✓
Copper	mg/L	2	12	0	0.017	0.013	✓
Dichloroacetic Acid	µg/L	100	32	0	51	38	✓
Fluoride	mg/L	1.5	161	0	1.2	0.73	✓
Lead	mg/L	0.005**	12	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	2810	0	0.17	0.007	✓
Monochloroacetic Acid	µg/L	150	32	0	<10	<0.001	✓
NDMA	µg/L	100	16	0	<3	3.0	✓
Nickel	mg/L	0.02	12	0	<0.001	<0.001	✓
Nitrate	mg/L	50	2354	0	9.22	4.1	✓
Nitrite	mg/L	3	2354	0	1.71	0.96	✓
Trichloroacetic Acid	µg/L	100	32	0	28	20	✓
Trihalomethanes (Total)	µg/L	250	411	0	230	185	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

Somerset Dam Township Health Assessment							
Parameter	Units	ADWG Health Guideline	Number of tests	Exceedance Count	Maximum Result	95th %-ile	Meets ADWG
Arsenic	mg/L	0.01	4	0	<0.001	<0.001	✓
Barium	mg/L	2	4	0	0.018	0.018	✓
Cadmium	mg/L	0.002	4	0	<0.001	<0.001	✓
Chlorate	mg/L	0.8*	13	0	0.33	0.30	NR
Chlorine (Free)	mg/L	5	52	0	2.2	1.8	✓
Chlorine (Total)	mg/L	5	52	0	2.4	2.2	✓
Chromium	mg/L	0.05	4	0	<0.001	<0.001	✓
Copper	mg/L	2	4	0	0.0035	0.003	✓
Dichloroacetic Acid	µg/L	100	4	0	91	86	✓
Fluoride	mg/L	1.5	13	0	0.03	0.024	✓
Lead	mg/L	0.005**	4	0	<0.001	<0.001	✓
Manganese	mg/L	0.1**	52	0	0.012	0.007	✓
Monochloroacetic Acid	µg/L	150	4	0	<10	<0.001	✓
Nickel	mg/L	0.02	4	0	<0.001	<0.001	✓
Trichloroacetic Acid	µg/L	100	4	0	74	74	✓
Trihalomethanes (Total)	µg/L	250	25	0	200	170	✓

** Chlorate guideline is stipulated by Interim Queensland Health Guideline Limit (Chlorate).*
*** On 25 June 2025, the ADWG values were lowered from 0.01 mg/L to 0.005 mg/L for lead, and from 0.5 mg/L to 0.1 mg/L for manganese.*

12. APPENDIX C

2024/25 ACHIEVED COMPLIANCE WITH THE AUSTRALIAN DRINKING WATER GUIDELINES AESTHETIC-RELATED PARAMETERS

Parameter (Mean values)	Units	ADWG Aesthetic Guideline Value	Beaudesert	Boonah-Kalbar	Canungra	Esk-Toogoolawah	Jimna	Kilcoy	Kooralbyn	Linville	Lowood	Rathdowney	SEQ Water Supply (Brisbane and Ipswich)	Somerset Dam Township
2-Methyl isoborneol	ng/L	-	2.0	2.3	2.0	2.3	2.0	2.5	2.0	2.0	3.8	2.0	3.8	2.9
Aluminium	mg/L	0.2	0.03	0.03	0.008	0.03	0.04	0.01	0.03	0.003	0.02	0.01	0.04	0.01
Ammonia (Total, as N)	mg/L	0.5	0.3										0.3	
Chloride	mg/L	250	87	53	27	55	29	32	86	130	66	120	63	35
Colour (Apparent)	PCU	15	2.1	1.2	1.3	1.2	3.6	1.4	1.4	1.3	2.2	1.0	2.8	3.4
Colour (True)	PCU	15	1.0	1.0				1.0		1.0	1.0		1.1	1.1
Conductivity	uS/cm	1000	690	470	240	430	340	340	600	770	490	630	490	290
Geosmin	ng/L	-	2.1	2.1	2.0	2.0	2.9	2.0	2.0	2.0	2.2	2.0	2.5	2.0
Iron	mg/L	0.3	0.005	0.005	0.002	0.006	0.009	0.02	0.01	0.006	0.02	0.007	0.01	0.07
Langelier Index	-	-	0.14	-0.73	-0.51	-0.76	-1.04	-0.85	-0.29	-0.23	-0.48	0.09	-0.11	-1.28
pH	pH Unit	6.5 - 8.5	8.0	7.6	8.0	7.3	7.7	7.4	7.7	7.4	7.4	8.0	7.8	7.4
Silica	mg/L	80	16	13	21	7.5	9.7	8.4	13	20	7.5	14	8.2	8.3
Sodium	mg/L	180	74	56	17	41	47	29	52	79	34	60	43	33
Sulphate (as SO4)	mg/L	250	77	73	2.4	40	54	54	58	11	44	14	43	36
Temperature	deg C	-	23	23	22	24	21	23	22	23	23	22	24	25
Total Dissolved Solids	mg/L	600	440	300	150	270	220	220	390	500	310	400	320	190
Total Hardness	mg/L	200	140	83	64	95	44	81	140	170	140	130	120	50
Turbidity	NTU	5	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Zinc	mg/L	3	0.004	0.001	0.001	0.001	0.002	0.002	0.003	0.004	0.002	0.003	0.001	0.004
Meets ADWG Guideline			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

13. APPENDIX D

SUBURBS BY WATER SUPPLY SCHEMES

Suburb	P/Code	Local Government Area	Water Supply Scheme
Acacia Ridge	4110	Brisbane	South East Queensland Water Supply Scheme
Adare	4343	Lockyer Valley	Lowood
Albion	4010	Brisbane	South East Queensland Water Supply Scheme
Alderley	4051	Brisbane	South East Queensland Water Supply Scheme
Algester	4115	Brisbane	South East Queensland Water Supply Scheme
Allandale	4310	Scenic Rim	Boonah-Kalbar
Allenview	4285	Scenic Rim	Not connected to the Urban Utilities network
Amberley	4306	Ipswich	South East Queensland Water Supply Scheme
Annerley	4103	Brisbane	South East Queensland Water Supply Scheme
Anstead	4070	Brisbane	South East Queensland Water Supply Scheme
Anthony	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Aratula	4309	Scenic Rim	Boonah-Kalbar
Archerfield	4108	Brisbane	South East Queensland Water Supply Scheme
Ascot	4007	Brisbane	South East Queensland Water Supply Scheme
Ashgrove	4060	Brisbane	South East Queensland Water Supply Scheme
Ashwell	4340	Ipswich	South East Queensland Water Supply Scheme
Aspley	4034	Brisbane	South East Queensland Water Supply Scheme
Atkinson Dam	4311	Lockyer Valley	Not connected to the Urban Utilities network[10]
Auchenflower	4066	Brisbane	South East Queensland Water Supply Scheme
Augustine Heights	4300	Ipswich	South East Queensland Water Supply Scheme
Avoca Vale	4305	Somerset	Not connected to the Urban Utilities network[10]
Bald Hills	4036	Brisbane	South East Queensland Water Supply Scheme
Ballard	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Balmoral	4171	Brisbane	South East Queensland Water Supply Scheme
Banks Creek	4306	Somerset	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Banyo	4014	Brisbane	South East Queensland Water Supply Scheme
Bardon	4065	Brisbane	South East Queensland Water Supply Scheme
Barellan Point	4306	Ipswich	South East Queensland Water Supply Scheme
Barney View	4287	Scenic Rim	Not connected to the Urban Utilities network[10]
Basin Pocket	4305	Ipswich	South East Queensland Water Supply Scheme
Beaudesert	4285	Scenic Rim	Beaudesert
Beechmont	4211	Scenic Rim	Not connected to the Urban Utilities network[10]
Bellbird Park	4300	Ipswich	South East Queensland Water Supply Scheme
Bellbowrie	4070	Brisbane	South East Queensland Water Supply Scheme
Belmont	4153	Brisbane	South East Queensland Water Supply Scheme
Benobble	4275	Scenic Rim	Canungra
Berrinba	4117	Brisbane	South East Queensland Water Supply Scheme
Biarra	4313	Somerset	Not connected to the Urban Utilities network[10]
Biddaddaba	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Binna Burra	4211	Scenic Rim	Not connected to the Urban Utilities network[10]
Birnam	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Black Duck Creek	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Blacksoil	4306	Ipswich	South East Queensland Water Supply Scheme
Blackstone	4304	Ipswich	South East Queensland Water Supply Scheme
Blanchview	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Blantyre	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Blenheim	4341	Lockyer Valley	Lowood
Boonah	4310	Scenic Rim	Boonah-Kalbar
Boondall	4034	Brisbane	South East Queensland Water Supply Scheme
Booval	4304	Ipswich	South East Queensland Water Supply Scheme
Borallon	4306	Somerset	Not connected to the Urban Utilities network[10]
Bowen Hills	4006	Brisbane	South East Queensland Water Supply Scheme
Boyland	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Bracken Ridge	4017	Brisbane	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Braemore	4313	Somerset	Not connected to the Urban Utilities network[10]
Brassall	4305	Ipswich	South East Queensland Water Supply Scheme
Bridgeman Downs	4035	Brisbane	South East Queensland Water Supply Scheme
Brighton	4017	Brisbane	South East Queensland Water Supply Scheme
Brightview	4311	Lockyer Valley	Lowood
Brightview	4311	Somerset	Lowood
Brisbane	4000	Brisbane	South East Queensland Water Supply Scheme
Brisbane Airport	4008	Brisbane	South East Queensland Water Supply Scheme
Bromelton	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Brookfield	4069	Brisbane	South East Queensland Water Supply Scheme
Brookwater	4300	Ipswich	South East Queensland Water Supply Scheme
Bryden	4312	Somerset	Not connected to the Urban Utilities network[10]
Buaraba	4311	Somerset	Not connected to the Urban Utilities network[10]
Buaraba South	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Bulimba	4171	Brisbane	South East Queensland Water Supply Scheme
Bulwer	4025	Brisbane	Not connected to the Urban Utilities network[10]
Bunburra	4310	Scenic Rim	Boonah-Kalbar
Bundamba	4304	Ipswich	South East Queensland Water Supply Scheme
Bunjurgen	4310	Scenic Rim	Boonah-Kalbar
Burbank	4156	Brisbane	South East Queensland Water Supply Scheme
Burnett Creek	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Caboonbah	4312	Somerset	Not connected to the Urban Utilities network[10]
Caffey	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Cainbable	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Calamvale	4116	Brisbane	South East Queensland Water Supply Scheme
Calvert	4340	Ipswich	South East Queensland Water Supply Scheme
Camira	4300	Ipswich	South East Queensland Water Supply Scheme
Camp Hill	4152	Brisbane	South East Queensland Water Supply Scheme
Cannon Creek	4310	Scenic Rim	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Cannon Hill	4170	Brisbane	South East Queensland Water Supply Scheme
Canungra	4275	Scenic Rim	Canungra
Capalaba	4157	Brisbane	Not connected to the Urban Utilities network[10]
Carina	4152	Brisbane	South East Queensland Water Supply Scheme
Carina Heights	4152	Brisbane	South East Queensland Water Supply Scheme
Carindale	4152	Brisbane	South East Queensland Water Supply Scheme
Carneys Creek	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Carole Park	4300	Ipswich	South East Queensland Water Supply Scheme
Carpendale	4311	Lockyer Valley	Not connected to the Urban Utilities network[10]
Carseldine	4034	Brisbane	South East Queensland Water Supply Scheme
Chandler	4155	Brisbane	South East Queensland Water Supply Scheme
Chapel Hill	4069	Brisbane	South East Queensland Water Supply Scheme
Charlwood	4309	Scenic Rim	Boonah-Kalbar
Chelmer	4068	Brisbane	South East Queensland Water Supply Scheme
Chermside	4032	Brisbane	South East Queensland Water Supply Scheme
Chermside West	4032	Brisbane	South East Queensland Water Supply Scheme
Chinghee Creek	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Christmas Creek	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Churchable	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Churchill	4305	Ipswich	South East Queensland Water Supply Scheme
Chuwar	4306	Brisbane	South East Queensland Water Supply Scheme
Chuwar	4306	Ipswich	South East Queensland Water Supply Scheme
Clarendon	4311	Somerset	Not connected to the Urban Utilities network[10]
Clarendon	4311	Lockyer Valley	Lowood
Clayfield	4011	Brisbane	South East Queensland Water Supply Scheme
Clumber	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Coal Creek	4312	Somerset	Not connected to the Urban Utilities network[10]
Coalfalls	4305	Ipswich	South East Queensland Water Supply Scheme
Coleyville	4307	Scenic Rim	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Colinton	4306	Somerset	Not connected to the Urban Utilities network[10]
College View	4311	Lockyer Valley	Lowood
Collingwood Park	4301	Ipswich	South East Queensland Water Supply Scheme
Coochin	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Cooeeimbardi	4313	Somerset	Not connected to the Urban Utilities network[10]
Coolana	4311	Somerset	Lowood
Coominya	4311	Somerset	Not connected to the Urban Utilities network[10]
Coopers Plains	4108	Brisbane	South East Queensland Water Supply Scheme
Coorparoo	4151	Brisbane	South East Queensland Water Supply Scheme
Corinda	4075	Brisbane	South East Queensland Water Supply Scheme
Coulson	4310	Scenic Rim	Boonah-Kalbar
Cowan Cowan	4025	Brisbane	Not connected to the Urban Utilities network[10]
Cressbrook	4313	Somerset	Not connected to the Urban Utilities network[10]
Croftby	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Crossdale	4312	Somerset	Not connected to the Urban Utilities network[10]
Crowley Vale	4352	Lockyer Valley	Lowood
Cryna	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Darlington	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Darra	4076	Brisbane	South East Queensland Water Supply Scheme
Deagon	4017	Brisbane	South East Queensland Water Supply Scheme
Deebing Heights	4306	Ipswich	South East Queensland Water Supply Scheme
Derrymore	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Dinmore	4303	Ipswich	South East Queensland Water Supply Scheme
Doolandella	4077	Brisbane	South East Queensland Water Supply Scheme
Drewvale	4116	Brisbane	South East Queensland Water Supply Scheme
Dugandan	4310	Scenic Rim	Boonah-Kalbar
Dundas	4306	Somerset	Not connected to the Urban Utilities network[10]
Durack	4077	Brisbane	South East Queensland Water Supply Scheme
Dutton Park	4102	Brisbane	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Eagle Farm	4009	Brisbane	South East Queensland Water Supply Scheme
East Brisbane	4169	Brisbane	South East Queensland Water Supply Scheme
East Haldon	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
East Ipswich	4305	Ipswich	South East Queensland Water Supply Scheme
Eastern Heights	4305	Ipswich	South East Queensland Water Supply Scheme
Ebbw Vale	4304	Ipswich	South East Queensland Water Supply Scheme
Ebenezer	4304	Ipswich	Not connected to the Urban Utilities network[10]
Egypt	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Eight Mile Plains	4113	Brisbane	South East Queensland Water Supply Scheme
Ellen Grove	4078	Brisbane	South East Queensland Water Supply Scheme
England Creek	4306	Brisbane	Not connected to the Urban Utilities network[10]
England Creek	4306	Somerset	Not connected to the Urban Utilities network[10]
Enoggera	4051	Brisbane	South East Queensland Water Supply Scheme
Enoggera Reservoir	4520	Brisbane	South East Queensland Water Supply Scheme
Esk	4312	Somerset	Esk-Toogoolawah
Eskdale	4312	Somerset	Not connected to the Urban Utilities network[10]
Everton Park	4053	Brisbane	South East Queensland Water Supply Scheme
Fairfield	4103	Brisbane	South East Queensland Water Supply Scheme
Fairney View	4306	Somerset	Not connected to the Urban Utilities network
Fassifern	4309	Scenic Rim	Boonah-Kalbar
Fassifern Valley	4309	Scenic Rim	Boonah-Kalbar
Fernvale	4306	Somerset	Lowood
Ferny Glen	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Ferny Grove	4055	Brisbane	South East Queensland Water Supply Scheme
Fifteen Mile	4344	Lockyer Valley	Lowood
Fig Tree Pocket	4069	Brisbane	South East Queensland Water Supply Scheme
Fitzgibbon	4018	Brisbane	South East Queensland Water Supply Scheme
Flagstone Creek	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Flinders View	4305	Ipswich	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Flying Fox	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Fordsdale	4342	Lockyer Valley	Not connected to the Urban Utilities network[10]
Forest Hill	4343	Lockyer Valley	Lowood
Forest Lake	4078	Brisbane	South East Queensland Water Supply Scheme
Fortitude Valley	4006	Brisbane	South East Queensland Water Supply Scheme
Frazerview	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Frenches Creek	4310	Scenic Rim	Boonah-Kalbar
Gailes	4300	Ipswich	South East Queensland Water Supply Scheme
Gatton	4341	Lockyer Valley	Lowood
Gaythorne	4051	Brisbane	South East Queensland Water Supply Scheme
Geebung	4034	Brisbane	South East Queensland Water Supply Scheme
Glamorganvale	4306	Somerset	Not connected to the Urban Utilities network[10]
Glen Cairn	4342	Lockyer Valley	Not connected to the Urban Utilities network[10]
Glen Esk	4312	Somerset	Esk-Toogoolawah
Glen Fern	4515	Somerset	Not connected to the Urban Utilities network[10]
Gleneagle	4285	Scenic Rim	Beaudesert
Glenore Grove	4217	Lockyer Valley	Lowood
Goodna	4300	Ipswich	South East Queensland Water Supply Scheme
Goolman	4306	Ipswich	South East Queensland Water Supply Scheme
Gordon Park	4031	Brisbane	South East Queensland Water Supply Scheme
Graceville	4075	Brisbane	South East Queensland Water Supply Scheme
Grandchester	4340	Ipswich	Not connected to the Urban Utilities network[10]
Grange	4051	Brisbane	South East Queensland Water Supply Scheme
Grantham	4340	Lockyer Valley	Lowood
Greenslopes	4120	Brisbane	South East Queensland Water Supply Scheme
Gregors Creek	4313	Somerset	Not connected to the Urban Utilities network[10]
Gumdale	4154	Brisbane	South East Queensland Water Supply Scheme
Haigslea	4306	Ipswich	South East Queensland Water Supply Scheme
Haigslea	4306	Somerset	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Hamilton	4007	Brisbane	South East Queensland Water Supply Scheme
Harlin	4306	Somerset	Not connected to the Urban Utilities network[10]
Harrisville	4307	Scenic Rim	South East Queensland Water Supply Scheme
Hatton Vale	4341	Lockyer Valley	Lowood
Hawthorne	4171	Brisbane	South East Queensland Water Supply Scheme
Hazeldean	4515	Somerset	Not connected to the Urban Utilities network[10]
Heathwood	4110	Brisbane	South East Queensland Water Supply Scheme
Helidon	4344	Lockyer Valley	Lowood
Helidon Spa	4343	Lockyer Valley	Lowood
Hemmant	4174	Brisbane	South East Queensland Water Supply Scheme
Hendra	4011	Brisbane	South East Queensland Water Supply Scheme
Herston	4006	Brisbane	South East Queensland Water Supply Scheme
Highgate Hill	4101	Brisbane	South East Queensland Water Supply Scheme
Hillview	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Holland Park	4121	Brisbane	South East Queensland Water Supply Scheme
Holland Park West	4121	Brisbane	South East Queensland Water Supply Scheme
Hoya	4310	Scenic Rim	Boonah-Kalbar
Illinbah	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Inala	4077	Brisbane	South East Queensland Water Supply Scheme
Indooroopilly	4068	Brisbane	South East Queensland Water Supply Scheme
Ingoldsby	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Innisplain	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Ipswich	4305	Ipswich	South East Queensland Water Supply Scheme
Iredale	4343	Lockyer Valley	Lowood
Ironbark	4306	Ipswich	South East Queensland Water Supply Scheme
Ivory Creek	4313	Somerset	Not connected to the Urban Utilities network[10]
Jamboree Heights	4074	Brisbane	South East Queensland Water Supply Scheme
Jeebropilly	4340	Ipswich	South East Queensland Water Supply Scheme
Jimna	4515	Somerset	Jimna

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Jindalee	4074	Brisbane	South East Queensland Water Supply Scheme
Josephville	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Junction View	4341	Lockyer Valley	Not connected to the Urban Utilities network[10]
Kagaru	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Kalbar	4309	Scenic Rim	Boonah-Kalbar
Kalinga	4030	Brisbane	South East Queensland Water Supply Scheme
Kangaroo Point	4169	Brisbane	South East Queensland Water Supply Scheme
Karalee	4306	Ipswich	South East Queensland Water Supply Scheme
Karana Downs	4306	Brisbane	South East Queensland Water Supply Scheme
Karawatha	4117	Brisbane	South East Queensland Water Supply Scheme
Karrabin	4306	Ipswich	South East Queensland Water Supply Scheme
Kedron	4031	Brisbane	South East Queensland Water Supply Scheme
Kelvin Grove	4059	Brisbane	South East Queensland Water Supply Scheme
Kenmore	4069	Brisbane	South East Queensland Water Supply Scheme
Kenmore Hills	4069	Brisbane	South East Queensland Water Supply Scheme
Kensington Grove	4341	Lockyer Valley	Lowood
Kents Lagoon	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Kents Pocket	4310	Scenic Rim	Boonah-Kalbar
Kentville	4341	Lockyer Valley	Not connected to the Urban Utilities network[10]
Keperra	4054	Brisbane	South East Queensland Water Supply Scheme
Kerry	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Kholo	4306	Brisbane	South East Queensland Water Supply Scheme
Kilcoy	4515	Somerset	Kilcoy
Kingaham	4515	Somerset	Not connected to the Urban Utilities network[10]
Knapp Creek	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Kooralbyn	4285	Scenic Rim	Kooralbyn
Kooringal	4025	Brisbane	Not connected to the Urban Utilities network[10]
Kulgun	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Kuraby	4112	Brisbane	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Laidley	4343	Lockyer Valley	Lowood
Laidley Creek West	4341	Lockyer Valley	Not connected to the Urban Utilities network[10]
Laidley Heights	4341	Lockyer Valley	Lowood
Laidley North	4341	Lockyer Valley	Lowood
Laidley South	4341	Lockyer Valley	Lowood
Lake Clarendon	4343	Lockyer Valley	Lowood
Lake Manchester	4306	Brisbane	Not connected to the Urban Utilities network[10]
Lake Manchester	4305	Somerset	Not connected to the Urban Utilities network[10]
Lake Wivenhoe	4306	Somerset	Not connected to the Urban Utilities network[10]
Lamington	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Lanefield	4340	Ipswich	South East Queensland Water Supply Scheme
Larapinta	4110	Brisbane	South East Queensland Water Supply Scheme
Laravale	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Lark Hill	4306	Somerset	Not connected to the Urban Utilities network[10]
Lawes	4343	Lockyer Valley	Lowood
Lefthand Branch	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Leichhardt	4305	Ipswich	South East Queensland Water Supply Scheme
Lilydale	4342	Lockyer Valley	Not connected to the Urban Utilities network[10]
Limestone Ridges	4305	Scenic Rim	Not connected to the Urban Utilities network[10]
Linville	4306	Somerset	Linville
Lockrose	4344	Lockyer Valley	Lowood
Lockrose	4342	Somerset	Lowood
Lockyer	4311	Lockyer Valley	Lowood
Lockyer Waters	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Lota	4179	Brisbane	South East Queensland Water Supply Scheme
Lower Cressbrook	4313	Somerset	Not connected to the Urban Utilities network[10]
Lower Mount Walker	4340	Ipswich	Not connected to the Urban Utilities network[10]
Lower Mount Walker	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Lower Tenthill	4341	Lockyer Valley	Lowood

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Lowood	4311	Somerset	Lowood
Lutwyche	4030	Brisbane	South East Queensland Water Supply Scheme
Lytton	4178	Brisbane	South East Queensland Water Supply Scheme
Ma Ma Creek	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Macgregor	4109	Brisbane	South East Queensland Water Supply Scheme
Mackenzie	4156	Brisbane	South East Queensland Water Supply Scheme
Manly	4179	Brisbane	South East Queensland Water Supply Scheme
Manly West	4179	Brisbane	South East Queensland Water Supply Scheme
Mansfield	4122	Brisbane	South East Queensland Water Supply Scheme
Marburg	4346	Ipswich	South East Queensland Water Supply Scheme
Marburg	4346	Somerset	Not connected to the Urban Utilities network[10]
Maroon	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Mcdowall	4053	Brisbane	South East Queensland Water Supply Scheme
Merryvale	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Middle Park	4074	Brisbane	South East Queensland Water Supply Scheme
Milbong	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Milford	4310	Scenic Rim	Boonah-Kalbar
Milora	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Milton	4064	Brisbane	South East Queensland Water Supply Scheme
Minden	4311	Somerset	Lowood
Mitchelton	4053	Brisbane	South East Queensland Water Supply Scheme
Moggill	4070	Brisbane	South East Queensland Water Supply Scheme
Monsildale	4515	Somerset	Not connected to the Urban Utilities network[10]
Moogerah	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Moombra	4312	Somerset	Not connected to the Urban Utilities network[10]
Moorang	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Moore	4306	Somerset	Not connected to the Urban Utilities network[10]
Moores Pocket	4305	Ipswich	South East Queensland Water Supply Scheme
Moorooka	4105	Brisbane	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Moreton Island	4025	Brisbane	Not connected to the Urban Utilities network[10]
Morningside	4170	Brisbane	South East Queensland Water Supply Scheme
Morton Vale	4340	Lockyer Valley	Not connected to the Urban Utilities network[10]
Morwincha	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Alford	4310	Scenic Rim	Boonah-Kalbar
Mount Archer	4701	Somerset	Not connected to the Urban Utilities network[10]
Mount Barney	4287	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Beppo	4313	Somerset	Not connected to the Urban Utilities network[10]
Mount Berryman	4341	Lockyer Valley	Not connected to the Urban Utilities network[10]
Mount Edwards	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Forbes	4340	Ipswich	Not connected to the Urban Utilities network[10]
Mount Forbes	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount French	4310	Scenic Rim	Boonah-Kalbar
Mount Gipps	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Kilcoy	4515	Somerset	Not connected to the Urban Utilities network[10]
Mount Lindesay	4287	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Marrow	4306	Ipswich	South East Queensland Water Supply Scheme
Mount Mort	4340	Ipswich	Not connected to the Urban Utilities network[10]
Mount Stanley	4313	Somerset	Not connected to the Urban Utilities network[10]
Mount Tarampa	4311	Somerset	Not connected to the Urban Utilities network[10]
Mount Walker	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Walker West	4340	Ipswich	Not connected to the Urban Utilities network[10]
Mount Walker West	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Mount Byron	4312	Somerset	Not connected to the Urban Utilities network[10]
Mount Coot-tha	4066	Brisbane	South East Queensland Water Supply Scheme
Mount Crosby	4306	Brisbane	South East Queensland Water Supply Scheme
Mount Gravatt	4122	Brisbane	South East Queensland Water Supply Scheme
Mount Gravatt East	4122	Brisbane	South East Queensland Water Supply Scheme
Mount Hallen	4312	Somerset	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Mount Ommaney	4074	Brisbane	South East Queensland Water Supply Scheme
Mount Sylvia	4311	Lockyer Valley	Not connected to the Urban Utilities network[10]
Mount Tarampa	4311	Somerset	Somerset
Mount Whitestone	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Muirlea	4306	Ipswich	South East Queensland Water Supply Scheme
Mulgowie	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Munbilla	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Murarrie	4172	Brisbane	South East Queensland Water Supply Scheme
Murphys Creek	4341	Lockyer Valley	Lowood
Murrumba	4312	Somerset	Not connected to the Urban Utilities network[10]
Mutdapilly	4307	Scenic Rim	South East Queensland Water Supply Scheme
Mutdapilly	4307	Ipswich	South East Queensland Water Supply Scheme
Nathan	4111	Brisbane	South East Queensland Water Supply Scheme
New Chum	4303	Ipswich	South East Queensland Water Supply Scheme
New Farm	4005	Brisbane	South East Queensland Water Supply Scheme
Newmarket	4051	Brisbane	South East Queensland Water Supply Scheme
Newstead	4006	Brisbane	South East Queensland Water Supply Scheme
Newtown	4305	Ipswich	South East Queensland Water Supply Scheme
Nindooinbah	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Norman Park	4170	Brisbane	South East Queensland Water Supply Scheme
North Booval	4304	Ipswich	South East Queensland Water Supply Scheme
North Ipswich	4305	Ipswich	South East Queensland Water Supply Scheme
North Tivoli	4305	Ipswich	South East Queensland Water Supply Scheme
Northgate	4013	Brisbane	South East Queensland Water Supply Scheme
Nudgee	4014	Brisbane	South East Queensland Water Supply Scheme
Nudgee Beach	4014	Brisbane	South East Queensland Water Supply Scheme
Nundah	4012	Brisbane	South East Queensland Water Supply Scheme
Oaky Creek	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Obum Obum	4309	Scenic Rim	Boonah-Kalbar

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Suburb	P/Code	Local Government Area	Water Supply Scheme
One Mile	4305	Ipswich	South East Queensland Water Supply Scheme
O'reilly	4211	Scenic Rim	Not connected to the Urban Utilities network[10]
Ottaba	4313	Somerset	Not connected to the Urban Utilities network[10]
Oxley	4075	Brisbane	South East Queensland Water Supply Scheme
Paddington	4064	Brisbane	South East Queensland Water Supply Scheme
Palen Creek	4287	Scenic Rim	Not connected to the Urban Utilities network[10]
Pallara	4110	Brisbane	South East Queensland Water Supply Scheme
Parkinson	4115	Brisbane	South East Queensland Water Supply Scheme
Patrick Estate	4311	Somerset	Lowood
Peak Crossing	4306	Scenic Rim	South East Queensland Water Supply Scheme
Petrie Terrace	4000	Brisbane	South East Queensland Water Supply Scheme
Pine Mountain	4306	Ipswich	South East Queensland Water Supply Scheme
Pinjarra Hills	4069	Brisbane	South East Queensland Water Supply Scheme
Pinkenba	4008	Brisbane	South East Queensland Water Supply Scheme
Placid Hills	4352	Lockyer Valley	Lowood
Plainland	4311	Lockyer Valley	Lowood
Port of Brisbane	4178	Brisbane	South East Queensland Water Supply Scheme
Postmans Ridge	4352	Lockyer Valley	Lowood
Prenzlau	4311	Somerset	Lowood
Prenzlau	4311	Somerset	Lowood
Preston	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Pullenvale	4069	Brisbane	South East Queensland Water Supply Scheme
Purga	4306	Ipswich	South East Queensland Water Supply Scheme
Raceview	4305	Ipswich	South East Queensland Water Supply Scheme
Radford	4307	Scenic Rim	Not connected to the Urban Utilities network[10]
Ransome	4154	Brisbane	South East Queensland Water Supply Scheme
Rathdowney	4287	Scenic Rim	Rathdowney
Red Hill	4059	Brisbane	South East Queensland Water Supply Scheme
Redbank	4301	Ipswich	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Redbank Creek	4312	Somerset	Not connected to the Urban Utilities network[10]
Redbank Plains	4301	Ipswich	South East Queensland Water Supply Scheme
Regency Downs	4344	Lockyer Valley	Lowood
Richlands	4077	Brisbane	South East Queensland Water Supply Scheme
Rifle Range	4311	Somerset	Lowood
Ringwood	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Ripley	4306	Ipswich	South East Queensland Water Supply Scheme
Riverhills	4074	Brisbane	South East Queensland Water Supply Scheme
Riverview	4303	Ipswich	South East Queensland Water Supply Scheme
Roadvale	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Robertson	4109	Brisbane	South East Queensland Water Supply Scheme
Rochedale	4123	Brisbane	South East Queensland Water Supply Scheme
Rocklea	4106	Brisbane	South East Queensland Water Supply Scheme
Rockmount	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Rockside	4340	Lockyer Valley	Not connected to the Urban Utilities network[10]
Ropeley	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Rosevale	4340	Scenic Rim	Not connected to the Urban Utilities network[10]
Rosewood	4340	Ipswich	South East Queensland Water Supply Scheme
Runcorn	4113	Brisbane	South East Queensland Water Supply Scheme
Running Creek	4287	Scenic Rim	Not connected to the Urban Utilities network[10]
Sadliers Crossing	4305	Ipswich	South East Queensland Water Supply Scheme
Salisbury	4107	Brisbane	South East Queensland Water Supply Scheme
Sandgate	4017	Brisbane	South East Queensland Water Supply Scheme
Sandy Creek	4570	Somerset	Not connected to the Urban Utilities network[10]
Sarabah	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Scrub Creek	4313	Somerset	Not connected to the Urban Utilities network[10]
Seven Hills	4170	Brisbane	South East Queensland Water Supply Scheme
Seventeen Mile	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Seventeen Mile Rocks	4073	Brisbane	South East Queensland Water Supply Scheme

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Sheep Station Creek	4515	Somerset	Kilcoy
Sherwood	4075	Brisbane	South East Queensland Water Supply Scheme
Shorncliffe	4017	Brisbane	South East Queensland Water Supply Scheme
Silkstone	4304	Ipswich	South East Queensland Water Supply Scheme
Silver Ridge	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Silverdale	4307	Scenic Rim	Not connected to the Urban Utilities network[10]
Sinnamon Park	4073	Brisbane	South East Queensland Water Supply Scheme
Somerset Dam	4312	Somerset	Somerset
South Brisbane	4101	Brisbane	South East Queensland Water Supply Scheme
South Ripley	4306	Ipswich	South East Queensland Water Supply Scheme
Southern Lamington	4211	Scenic Rim	Not connected to the Urban Utilities network[10]
Split Yard Creek	4306	Somerset	Not connected to the Urban Utilities network[10]
Spring Creek	4340	Lockyer Valley	Lowood
Spring Hill	4000	Brisbane	South East Queensland Water Supply Scheme
Spring Mountain	4300	Ipswich	South East Queensland Water Supply Scheme
Springfield	4300	Ipswich	South East Queensland Water Supply Scheme
Springfield Central	4300	Ipswich	South East Queensland Water Supply Scheme
Springfield Lakes	4300	Ipswich	South East Queensland Water Supply Scheme
St Lucia	4067	Brisbane	South East Queensland Water Supply Scheme
Stafford	4053	Brisbane	South East Queensland Water Supply Scheme
Stafford Heights	4053	Brisbane	South East Queensland Water Supply Scheme
Stockyard	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Stretton	4116	Brisbane	South East Queensland Water Supply Scheme
Summerholm	4341	Lockyer Valley	Not connected to the Urban Utilities network[10]
Sumner	4074	Brisbane	South East Queensland Water Supply Scheme
Sunnybank	4109	Brisbane	South East Queensland Water Supply Scheme
Sunnybank Hills	4109	Brisbane	South East Queensland Water Supply Scheme
Swanbank	4306	Ipswich	South East Queensland Water Supply Scheme
Tabooba	4285	Scenic Rim	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Tabragalba	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Taigum	4018	Brisbane	South East Queensland Water Supply Scheme
Tallegalla	4340	Ipswich	South East Queensland Water Supply Scheme
Tamborine	4270	Scenic Rim	Not connected to the Urban Utilities network[10]
Tamborine Mountain	4272	Scenic Rim	Not connected to the Urban Utilities network[10]
Tamrookum	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Tamrookum Creek	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Tarampa	4311	Somerset	Lowood
Taringa	4068	Brisbane	South East Queensland Water Supply Scheme
Tarome	4309	Scenic Rim	Not connected to the Urban Utilities network[10]
Tarragindi	4121	Brisbane	South East Queensland Water Supply Scheme
Templin	4310	Scenic Rim	Boonah-Kalbar
Teneriffe	4005	Brisbane	South East Queensland Water Supply Scheme
Tennyson	4105	Brisbane	South East Queensland Water Supply Scheme
Teviotville	4309	Scenic Rim	Boonah-Kalbar
Thagoona	4306	Ipswich	South East Queensland Water Supply Scheme
The Bluff	4340	Ipswich	Not connected to the Urban Utilities network[10]
The Gap	4061	Brisbane	South East Queensland Water Supply Scheme
Thornton	4344	Lockyer Valley	Not connected to the Urban Utilities network[10]
Tingalpa	4173	Brisbane	South East Queensland Water Supply Scheme
Tivoli	4305	Ipswich	South East Queensland Water Supply Scheme
Toogoolawah	4313	Somerset	Esk-Toogoolawah
Toowong	4066	Brisbane	South East Queensland Water Supply Scheme
Townson	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Undullah	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Upper Brookfield	4069	Brisbane	South East Queensland Water Supply Scheme
Upper Flagstone	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Upper Kedron	4055	Brisbane	South East Queensland Water Supply Scheme
Upper Lockyer	4347	Lockyer Valley	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Upper Mount Gravatt	4122	Brisbane	South East Queensland Water Supply Scheme
Upper Tenthill	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Veradilla	4359	Lockyer Valley	Lowood
Veresdale	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Veresdale Scrub	4285	Scenic Rim	Not connected to the Urban Utilities network[10]
Vernor	4306	Somerset	Lowood
Villeneuve	4514	Somerset	Not connected to the Urban Utilities network[10]
Vinegar Hill	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
Virginia	4014	Brisbane	South East Queensland Water Supply Scheme
Wacol	4076	Brisbane	South East Queensland Water Supply Scheme
Wakerley	4154	Brisbane	South East Queensland Water Supply Scheme
Wallaces Creek	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Walloon	4306	Ipswich	South East Queensland Water Supply Scheme
Wanora	4306	Somerset	Not connected to the Urban Utilities network[10]
Warrill View	4307	Scenic Rim	South East Queensland Water Supply Scheme
Washpool	4306	Scenic Rim	Not connected to the Urban Utilities network[10]
Wavell Heights	4012	Brisbane	South East Queensland Water Supply Scheme
West End	4101	Brisbane	South East Queensland Water Supply Scheme
West Haldon	4347	Lockyer Valley	Not connected to the Urban Utilities network[10]
West Ipswich	4305	Ipswich	South East Queensland Water Supply Scheme
Westlake	4074	Brisbane	South East Queensland Water Supply Scheme
White Mountain	4352	Lockyer Valley	Not connected to the Urban Utilities network[10]
White Rock	4306	Ipswich	South East Queensland Water Supply Scheme
Willawong	4110	Brisbane	South East Queensland Water Supply Scheme
Willowbank	4306	Ipswich	South East Queensland Water Supply Scheme
Wilsons Plains	4307	Scenic Rim	Not connected to the Urban Utilities network[10]
Wilston	4051	Brisbane	South East Queensland Water Supply Scheme
Windsor	4030	Brisbane	South East Queensland Water Supply Scheme
Winwill	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]

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Suburb	P/Code	Local Government Area	Water Supply Scheme
Winya	4515	Somerset	Kilcoy
Wishart	4122	Brisbane	South East Queensland Water Supply Scheme
Withcott	4343	Lockyer Valley	Lowood
Witheren	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Wivenhoe Hill	4311	Somerset	Not connected to the Urban Utilities network[10]
Wivenhoe Pocket	4306	Somerset	Not connected to the Urban Utilities network[10]
Wonglepong	4275	Scenic Rim	Not connected to the Urban Utilities network[10]
Woodbine	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Woodend	4305	Ipswich	South East Queensland Water Supply Scheme
Woodlands	4343	Lockyer Valley	Not connected to the Urban Utilities network[10]
Woolloongabba	4102	Brisbane	South East Queensland Water Supply Scheme
Woolmar	4515	Somerset	Kilcoy
Wooloman	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Wooloowin	4030	Brisbane	South East Queensland Water Supply Scheme
Woolshed	4340	Ipswich	Not connected to the Urban Utilities network[10]
Wulkuraka	4305	Ipswich	South East Queensland Water Supply Scheme
Wyaralong	4310	Scenic Rim	Not connected to the Urban Utilities network[10]
Wynnum	4178	Brisbane	South East Queensland Water Supply Scheme
Wynnum West	4178	Brisbane	South East Queensland Water Supply Scheme
Yamanto	4305	Ipswich	South East Queensland Water Supply Scheme
Yeerongpilly	4105	Brisbane	South East Queensland Water Supply Scheme
Yeronga	4104	Brisbane	South East Queensland Water Supply Scheme
Yimbun	4313	Somerset	Not connected to the Urban Utilities network[10]
Zillmere	4034	Brisbane	South East Queensland Water Supply Scheme

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14. PUBLISHING INFORMATION

14.1 TELL US WHAT YOU THINK ABOUT THIS REPORT

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