

Policy

Water Quality Management

Responsible Manager (Title)	Manager Technical Services		
Adopted by Council	Date: 22.08.2023	Minute Number: 07.23.141	
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Document(s) this policy Supersedes	V4.0 – 23/07/2019 – 6c.19.026		
Community Plan Linkage	2.3 Infrastructure - Communities that are well serviced with essential infrastructure (including transport services, water and sewage systems and public amenities)		

1 Purpose

To provide an organisation commitment to responsible management of drinking water quality.

2 Definitions

Australian Drinking Water Guidelines (ADWG) – are the primary guidance document on drinking water quality in Australia. They are designed to provide an authoritative reference on what defines safe, good quality water, how it can be achieved and how it can be assured.

Drinking Water Management System (DWMS) - A DWMS consists of documents, procedures and other supporting information for the safe supply of drinking water. The DWMS addresses the elements of the Framework provided in the ADWG relevant to the operations of the supplier. At the heart of the framework are Critical Control Points (CCP). A CCP is an activity, procedure or process that is critical to control a water quality hazard (for example chlorination).

Turbidity – Turbidity is caused by the presence in water of fine suspended matter such as clay and other microscopic organisms. Turbidity is a measurement of the light scattering property of water measured as NTU (Nephelometric Turbidity Units).

Potable Water Supply – This policy only applies to the potable water supply areas where water is being supplied at a standard suitable for drinking. This policy does not apply in the untreated water supply areas between Nymboida to Rushforth and Karangi where water is supplied with the understanding that it is not suitable for drinking.

3 Water Quality Management Policy

Council will follow its Drinking Water Management System to provide a safe supply of drinking water.

Council will responsibly manage water quality issues by:

- Extracting water from the source only when water quality is acceptable and maximise use of stored water during such events.
- If raw water quality from all sources is unacceptable for extraction, it is processed through a settling pond to remove suspended particles before it is added to raw water storage.
- Managing stored water to improve water quality.
- Use pipe materials to minimise water quality impacts.
- Flush potable water supply mains as required to clean mains when dirty water is reported and more regularly in areas where regular reports are received. Dirty water reports are encouraged via Council's main phone line and after hours if considered urgent. Flushing after hours will occur when there are more than two consumers affected or the quality of water is considered undrinkable.
- Inform consumers on suitable pipe types for their own plumbing and how to flush their own pipes when required.
- In the unfortunate event that dirty water affects washed clothes, creating dirty washing, Council will assist with education on how to minimise the risk of staining and provide sodium dithionite to assist with the removal of iron and manganese marks.

4 Implementation

Clarence Valley Council will support this Policy by:

- Providing information on the web-site re the causes of dirty water and the responsibilities of Council and the Consumer.
- Implementing appropriate operations and management procedures for minimising dirty water events and reaction when they occur.
- Reporting on water quality statistics and dirty water customer reports.

5 Related Documents

This is a policy document only and is supported by the following guidelines that pertain to the water quality management of drinking water:

- Australian Drinking Water Quality Guidelines
- Clarence Valley Council Drinking Water Management System Water Strategic Business Plan
- Integrated Water Cycle Management Plan

6 Review

The Water Quality Management Policy and associated procedures and plans will be reviewed on a periodic basis and particularly where new guidelines and/or management information dictates.