

Drinking Water Quality Policy

Purpose

The purpose of this policy is to set out the approach and commitment of Greater Western Water (GWW) to deliver safe, reliable and aesthetically acceptable drinking water to its customers.

Objectives

GWW will supply its customers with drinking water that satisfies the requirements of the *Safe Drinking Water Act (2003)* and *Safe Drinking Water Regulations (2015)* to meet our objectives and customer commitments for drinking water quality as part of our Customer Charter.

Scope

This policy applies to all GWW employees, suppliers and contractors responsible for the management, operations, maintenance and monitoring of our drinking water supply network from catchment to tap.

Commitment

To achieve our strategic objectives, we are committed to:

- Provide safe (biologically, chemically, radiologically and physically) drinking water that is intended for human consumption or purposes connected with human consumption;
- Manage the distribution water supply network from bulk water supply points through to our storage tanks and customer points of supply;
- Manage the GWW owned and/or managed reservoirs, water catchments and treatment facilities;
- Manage the distribution water supply network to meet standards for water quality and environmental protection;
- Manage and monitor water quality objectives as required by the *Safe Drinking Water Act (2003)* and *Safe Drinking Water Regulations (2015)*;
- Manage water quality parameters as per the Statement of Obligations under the *Water Industry Act (1994)*;
- Meet our obligations with Melbourne Water as agreed in the Bulk Water Supply Agreement and Bulk entitlements;
- Utilise customer insights relating to water quality to continuously improve service delivery to customers; and
- Support the Urban Water Strategy, Customer First Strategy and Service Delivery Strategy.

Strategy/implementation

To implement this Policy, GWW will, in partnership with stakeholders and relevant agencies:

- Adopt and implement all the principles outlined in the Australian Drinking Water Guidelines (2011) and meet the requirements of Victoria's *Safe Drinking Water Act (2003)* and subsequent regulations, both of which define processes for managing and providing safe drinking water;
- Support State Government policy regarding the introduction of fluoridation to all water supplies (fluoridation of water will be maintained to all areas supplied from the Melbourne Water entitlement and intermittent fluoridated areas will be appropriately managed);
- Purchase bulk water from reliable supplier(s), sustainably harvesting storage and distribution, put systems in place that monitor the quality of this supply and use accredited laboratories to monitor drinking water quality;
- Implement and maintain a certified quality assurance system to manage the quality of water delivered to customers to provide a catchment to tap multi barrier approach, consistent with the Australian Drinking Water Guidelines (2011) to effectively manage risks to drinking water quality and in line with international best practice;
- Maintain drinking water quality expertise and capabilities;
- Establish regular water quality monitoring programs, publish the results of its drinking water quality monitoring program and respond to customer enquiries on drinking water quality in a timely manner;
- Maintain an incident response and emergency management system to respond to water quality incidents;
- Maintain Class A water (recycled water) as microbiologically safe to minimise any public health risk from accidental human consumption, noting that recycled water is not provided for nor intended for human consumption;
- Participate in industry forums dealing with drinking water quality and keep abreast of developments in drinking water quality research and management; and
- Continually improve our practices by assessing performance against corporate commitments and stakeholder expectations.

Roles and responsibilities

The Board is responsible for overseeing the implementation of the policy.

The Executive Leadership Team (ELT) is responsible for incorporating GWW's drinking water quality responsibilities into business planning and operational activities.

The General Managers accountable for the management of drinking water resources, operations and distribution are responsible for directing, reviewing, and reporting upon the implementation of the Drinking Water Quality Policy at GWW.

Managers and Team Leaders involved in the supply and monitoring of drinking water are responsible for understanding, implementing, maintaining, and continuously improving the drinking water quality management system.

The Hazard Analysis and Critical Control Point (HACCP) team, made up of GWW staff with core skills and expertise in drinking water management and implementation of HACCP principles, is responsible for maintaining knowledge and technical competence, conducting reviews of drinking water quality hazards analysis, maintaining an internal and external audit program and development of the HACCP Plan.

All employees are responsible for complying with relevant GWW policies, guidelines and processes in a manner that safeguards drinking water.

References and related documents

Risk Management Policy
Health and Safety Policy
Statement of Obligations
Bulk Water Supply Agreement
Greater Western Water Customer Charter
Greater Western Water Drinking Water Risk Management Plan
Water Supply (& Recycled Water) Contamination Contingency Plan and Boil Water Advisory
Incident Response Management System Manual
Safe Drinking Water Act 2003 (Vic)
Safe Drinking Water Regulations 2015
Australian Drinking Water Guidelines (2011) version 3.6. Updated March 2021 referred to as Australian Drinking Water Guidelines (2011)
Environmental Protection Act 2017
Health (*Fluoridation*) Act 1973
Code of Practice for Fluoridation of Drinking Water Supplies
Food Act 1984
Essential Services Commission Act 2001
Dangerous Goods (Storage and Handling) Regulations
Water Efficiency Labelling and Standards Act 2005
Relevant State Environment Protection Policies (SEPP's)
Blue Green Algae Circular
Environmental Management System - ISO 14001
Quality Management System - ISO 9001
Occupational Health & Safety Management System - AS 4801
Drinking Water Quality Management System
HACCP Principles & Systems Procedures

Review process

The policy will be reviewed annually or as required.

Approved by the Board on 27 April 2021

Next due for review by the Board in June 2022

Version Control Table

Version Number	Document Position Title	Owner's	Purpose/Change	Date
1	Manager Water Supply Operations		Creation of the Greater Western Water Drinking Water Policy from the existing City West Water (POL-11) and Western Water (Ver 3) Policies to reflect the integration of Western Water and City West Water to form Greater Western Water (1 July 2021) and expanded service area and water catchment, treatment storage and distribution assets. This policy has been endorsed by the previous Western Water and City West Water Boards in preparation for Greater Western Water Board Approval after 1 July 2021.	11/02/2021