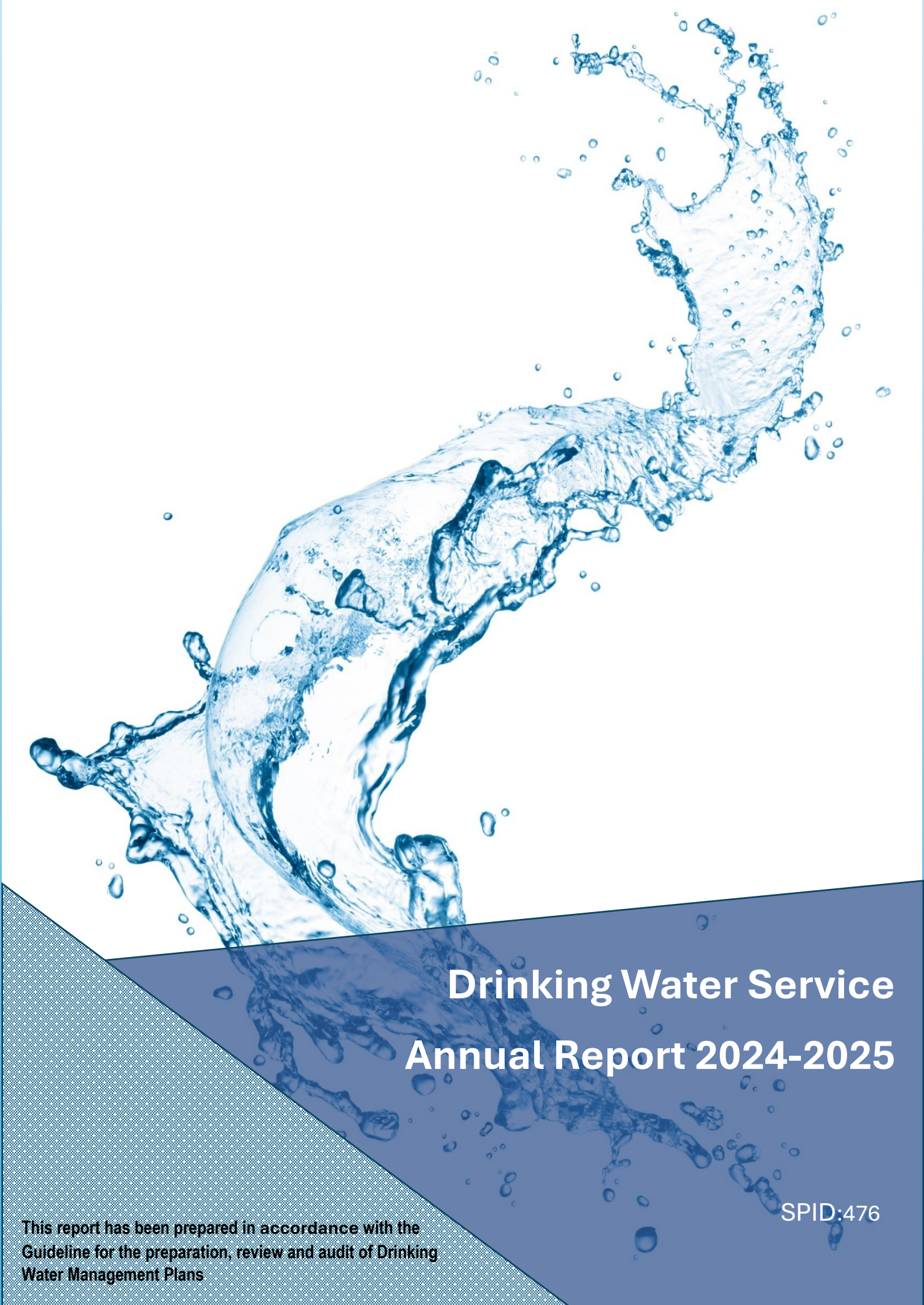




Drinking Water Service Annual Report 2024-2025

SPID:476

This report has been prepared in accordance with the
Guideline for the preparation, review and audit of Drinking
Water Management Plans

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1. Service Provider Details

Detail	Information
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BRC Governance Team	waterandwastewaterincidents@bundaberg.qld.gov.au
Primary Contact	Mrs Helen Smith Water Governance Officer
Website	www.bundaberg.qld.gov.au
LGA covered by this plan	Bundaberg Regional Council
Water Service Schemes covered by this plan	Bundaberg, Kalkie, Gregory River, Gin Gin, Moore Park Beach, River Park, Rocky Point, Wallaville, Lake Monduran.

2. Glossary of Terms

(the) Act	Water Supply (Safety and Reliability) Act 2008
ADWG	Australian Drinking Water Guidelines 6- 2011 (Version 4 updated June 2025)
ALS	Australian Laboratory Services
BRC	Bundaberg Regional Council
<i>E.coli</i>	Escherichia coli is a bacterium which is considered to be a superior indicator for detecting faecal contamination which could present a potential health risk
cfu/100mL	Colony forming units per 100 millilitres
CCP	Critical Control Point
DAF	Diffused Air Floatation
DLGWV	Department of Local Government, Water and Volunteers (previously DRDMW)
DRDMW	Department of Regional Development, Manufacturing and Water
DWQMP	Drinking Water Quality Management Plan
F&SS	Forensic & Scientific Services (Queensland Government)
Geosmin	Geosmin is an organic compound with a strong odour that can be present with an algal bloom
GWTP	Groundwater Treatment Plant
LIMS	Laboratory Information Management System
mg/L	Milligrams per litre
MIB	Methylisobomeol is an organic compound with a strong odour that can be present with an algal bloom
NTU	Nephelometric Turbidity Units
PAC	Powder Activated Carbon
PFAS	Per- and Poly- Fluoroalkyl Substances
QWSR	Queensland Water Supply Regulator
QH	Queensland Health
QCP	Quality Control Point
THM/s	Trihalomethanes are a group of chemicals that may be formed as a by-product when chlorine reacts with organic matter that can be found in some water sources
TOC	Total Organic Carbon
WSA	Water Service Area
WTP	Water Treatment Plant
µg/L	Micro-Grams per litre
µS/cm	Micro-Siemens per centimetre
<	Less than
>	Greater Than

3. Introduction

This is the Drinking Water Service annual report for Bundaberg Regional Council (BRC) for the 2024-2025 financial year.

BRC is a registered service provider with identification (SPID) number 476. BRC is operating under an approved DWQMP to ensure consistent supply of safe quality drinking water to protect public health. This is done through proactive identification and minimisation of public health related risks associated with drinking water.

This report documents the performance of BRC's drinking water services with respect to:

- ❖ The water quality performance of BRC's drinking water supply,
- ❖ The actions undertaken to implement the DWQMP, and
- ❖ The information BRC is required to provide to the Queensland Water Supply Regulator, Department of Local Government, Water and Volunteers or DLGWV (previously Department of Regional Development, Manufacturing and Water or DRDMW) (the Regulator) in accordance with the *Water Supply (Safety and Reliability) Act 2008* (the Act).

This report is submitted to the Water Supply Regulator to fulfil Council's regulatory requirement and is also made available to customers through Council's website or for inspection upon request at Council offices.

This report has been prepared in accordance with the *Guideline for the preparation, review and audit of Drinking Water Quality Management Plans – October 2022* published by DRDMW.



4. Overview of Operations

BRC manages nine (9) Water Service Areas (WSA) summarised in Table 1 below.

Table 1. Summary of Schemes

Scheme (Population)	Water Source	Treatment Process	Treatment Capacity (ML/day)	Towns supplied
Bundaberg Water Service Area (WSA) (56,742)	Burnett River	Branyan Water Treatment Plant (WTP) – PAC Adsorption, coagulation, flocculation, clarification, sedimentation, filtration, and disinfection.	21	Bundaberg City, including Gooburrum
	Groundwater Bores: - Heaps St - Peatey St - Lovers Walk - Works Depot	Groundwater Treatment Plant (GWTP) - Aeration over limestone bed with disinfection	47.5 combined	
Kalkie WSA (20,956)	Burnett River via SunWater's Woongarra Main Channel	WTP - PAC adsorption, coagulation, flocculation, clarification (Inclined Plate Sedimentation Tank), filtration and disinfection.	17.3	The Port, Burnett Heads, Bargara, The Hummock, Innes Park, Coral Cove, Elliott Heads, Riverview
	Bundaberg WSA treated water supplement supplies to Hummock reservoirs for consumption within the Kalkie WSA.			
Moore Park WSA (3,235)	SunWater Gooburrum Main Channel	Vecellios Rd WTP - Coagulation, flocculation, clarification (DAF), filtration and disinfection	2.16	Moore Park
	Zandes Bores 1 & 2	Murdochs Rd GWTP - Aeration over limestone process with disinfection		
River Park WSA (317)	SunWater irrigation holding dam	WTP - Coagulation, flocculation, clarification, filtration, and disinfection	1.5	River Park
Rocky Point WSA (221)	Groundwater Bore	GWTP - Aeration over limestone process with disinfection	0.69	Rocky Point
Gregory River WSA (6,248)	Gregory River	WTP – PAC Adsorption, flocculation, coagulation, clarification (Inclined Plate Sedimentation Tank), and disinfection	4.3	Childers, Woodgate, Redridge, Forest Ridge, Kinkuna, Goodwood
Gin Gin WSA (1,479)	Gin Gin Creek & SunWater Channel	WTP – PAC Adsorption, coagulation, flocculation, clarification (Inclined Plate Sedimentation Tank), filtration, and disinfection	2	Gin Gin
Wallaville WSA* (257)	Burnett River	WTP - coagulation, flocculation, clarification, filtration, and disinfection	2.5	Wallaville
Lake Monduran WSA (16 Water Connections – 40 people)	Fred Haigh Dam	WTP - coagulation, flocculation, filtration, and disinfection	0.86	Lake Monduran Tourist Park

* From 27/11/2024 Wallaville WTP is no longer operational; the plant has been isolated, treated drinking water is being supplied to Wallaville township from the Gin Gin WSA.



Figure 1 Overview Map of BRC's WSA's 2024-2025

5. DWQMP Implementation

In accordance with Condition 7.6 of the Information Notice issued by the Regulator on 17 December 2024, the next regular review of Council's approved DWQMP is to be completed by 30 June 2026.

Following the completion of the trunk water main connection from the Gin Gin WSA to the Wallaville WSA, Council notified the Regulator on 4 December 2024 advising the construction of the water main connection and commissioning had been completed and the treated drinking water supplied to the Wallaville township was now via the Gin Gin reticulation supply network.

This large change to operational and water supply triggered a review of the DWQMP, which in turn involved information sessions held with multiple stakeholders within Water Services. The review of the DWQMP included removal of Section 11 Wallaville WSA from the plan as it was no longer relevant; updating the content of Section 10 Gin Gin WSA to reflect the new processes and capture the inclusion of Wallaville into the reticulation supply area; and updating Appendix A Verification Monitoring to reflect the removal of the Wallaville WTP sample points.

Council submitted a DWQMP amendment application to the Regulator on 28 February 2025, with additional action items to support the application submitted on 31 March 2025. The new Information Notice was issued by the Regulator on 29 May 2025.

Water Services Service Delivery team conducts daily prestart and monthly toolbox meetings to discuss water (and sewerage) issues within the region. These meetings provide the opportunity to inform operators of the information provided in the approved DWQMP and the importance of operating under the plan. Members from Technical Services (including the Governance team) and Business Improvements teams attend the monthly meetings to provide updates and information.

During the 2024-2025 reporting period four (4) new operators were recruited to Water Services. All new water operations staff are made aware of their role in relation to implementing the DWQMP and forms part of the onsite training provided.

Appendix B – provides a summary of the actions taken with regards to the Improvement actions captured within Council's DWQMP Risk Management Improvement Plan. Actions undertaken during the 2024-2025 financial year Council include:

- Completion of the trunk main pipeline connection between Gin Gin WSA and Wallaville. From 27/11/2024 Gin Gin treated water was supplied to Wallaville township.
- Inspection / cleaning / maintenance schedules assigned in Council's Works Management System to improve treatment plant sedimentation / filtration / media conditions.

5.1 Revisions made to the operational/verification monitoring.

BRC continues to carry out operational monitoring programs across all BRC water schemes, as per the approved DWQMP and the required frequency to comply with the *Public Health Regulation 2018* requirements.

With no further operational monitoring being undertaken at the Wallaville WTP, DWQMP Appendix A Verification Monitoring Program was amended to reflect the removal of the Wallaville Raw Water sample point and Wallaville Filter sample point from the relevant monitoring programs. The Wallaville Reservoir sample point remains current in some operational monitoring programs. The Wallaville reticulation sample point remains current in the verification monitoring programs and is now included in the Gin Gin WSA sample points.

6. Notification to the Regulator under section 102 & 102A of the Act.

Notification to the Regulator is a requirement under Sections 102 and 102A of the Act and Conditions 7.2 and 7.3 of the BRC Drinking Water Quality Management Plan Information Notice issued by the Regulator on 17 December 2024, for incidents where the quality of water supplied within the drinking water service does not comply with the water quality criteria and / or a prescribed incident / event has occurred in relation to service.

During the 2024-2025 financial year Council reported eleven (11) incidents / events to the Regulator. Many of these reports relate to detections / exceedances that were made during routine verification monitoring. One (1) report was for a weather event notification that occurred within the region.

6.1 Non-compliance with the water quality criteria and corrective and preventative actions undertaken.

Table 2 summarises the incidents reported to the Regulator during the 2024-2025 reporting year.

Table 2. DWQMP Incidents reported to the Regulator 2024-2025

Water Service Area	Parameter	Monitoring type	Incident Date	QWSR reference	Comments
Bundaberg Regional Council	weather event	event notification	03/03/2025	NA	Bundaberg Regional Council was located within the potential impact zone of an impending weather event. This impending event triggered a request from the Regulator for daily status updates to be provided advising on Council's emergency preparedness. Daily information updates were provided on 03/03/2025, 04/03/2025, 05/03/2025 and 06/03/2025. Email notification received from QWSR on 07/03/2025- BRC was no longer required to provide daily status reports.
Bundaberg	Free chlorine	operational CCP	15/09/2024	DWI-476-24-11280	Immediate: Operator attended site and identified that the chlorine leak alarm received was false. No leak had occurred, and the plant was operating without issue. Free chlorine levels in the reticulation supply reported compliant readings. Preventative: This matter was determined to be a non-reportable incident as it was addressed in accordance with Council's DWQMP.
	<i>E.coli</i> / Faecal coliforms	verification CCP	01/10/2024	DWI-476-23-11310	Immediate: Treatment plant isolated. Operators attended the site to inspect the spraybed. Vegetation was sighted on the spraybed and was removed. A re-sample was collected following this action taken. Results recorded no detection of either parameter. Preventative: Weekly inspections of spray beds is undertaken by operators.
	Free chlorine	operational CCP	22/03/2025	DWI-476-25-11965	Immediate: Free chlorine levels checked in the field which identified that the automated reading (SCADA) was reading free chlorine 0.4mg/L lower. The SCADA analyser was corrected. Preventative: The low free chlorine alarm limit adjusted to 0.6mg/L for which an operator will receive a notification if levels fall below this. The site will inhibit after 10mins of a free chlorine reading <0.6mg/L.
	Pesticide	verification monitoring	15/04/2025	DWI-476-25-12107	Immediate: Advise sought from Qld Health Preventative: Continue with routine monitoring in accordance with DWQMP.
	<i>E.coli</i> / Faecal coliforms	verification CCP	04/06/2025	DWI-476-25-12109	Immediate: Supply from the water treatment plant was seized upon receipt of detection. Re-samples were collected following this action taken. Results recorded no detection of either parameter. Investigation into the matter identified the initial detection was not valid due to incorrect sample analysis processing. Preventative: Samples processing procedure discussed between laboratory staff to ensure the correct order of sample processing.
Gregory River	THM's	verification monitoring	11/10/2023	DWI-476-24-11685	Immediate: Qld Health advised THM levels at Childers Hospital were above the AWDG health limit. A review of Council's verification reticulation THM results showed compliance at this site with the AWDG's. It is important to note that Childers Hospital adds chlorine to the already chlorinated water supply which could result in higher THM levels. Preventative: THM levels in BRC reticulated supply were in compliance with the ADWG. Incident further investigated by Qld Health as it was determined to not be a Council issue.
	Turbidity	operational CCP	28/05/2025	DWI-476-25-12095	Immediate: Operators inhibited the treated water pumps, stopping the supply to the reticulation network. Reservoirs within the reticulation network held sufficient supply at the time to meet supply demand. Preventative: SCADA turbidity analyser changed to alarm in any state once turbidity levels reach the 0.5NTU setpoint. Value fault in the IPS has been fixed.
Lake Monduran	<i>E.coli</i> / Faecal coliforms	verification CCP	11/12/2024	DWI-476-24-11580	Immediate: SCADA readings of free chlorine checked and showed levels were within the set operating limits. A re-sample was collected, and results showed no detection of either parameter. Preventative: Water carter engaged to truck potable water from the Gin Gin WSA to the Lake Monduran WTP meets scheduled maintenance requirements.
Moore Park	Pesticide	verification monitoring	14/04/2025	DWI-476-25-12108	Immediate: Advise sought from Qld Health Preventative: Continue with routine monitoring in accordance with DWQMP.
Rocky Point	Monitoring frequency	verification monitoring	23/10/2024	DWI-476-24-11433	Immediate: Sample collected Preventative: Laboratory staff added a verification step to their workflows. Verification measures were reviewed in December 2024 to ensure that the implemented control measures were effective to ensure that sample frequencies are not breached again.

7. Customer Complaints

BRC's Water Services monitors and investigates customer complaints received relating to drinking water quality. Reporting on the number of complaints received, the general details of the complaints and the actions undertaken is a requirement that BRC must comply with in accordance with section 142(3)(g) of the Act.

Table 3 below provides a summary of the number and nature of customer complaints received during the 2024-2025 financial year.

Table 3. Water Quality Customer Complaints

WSA	Discoloured Water	Taste & Odour	Suspected Illness	Total Complaints
Bundaberg	17	9	0	26
Gregory River	3	1	0	4
Kalkie	3	2	2	7
River Park	1	0	0	1
Rocky Point	1	0	0	1
BRC Total Complaints	25	12	2	-

Please note: no customer complaints were received during 2024-2025 for the following WSA's – Gin Gin, Lake Monduran, Moore Park & Wallaville.

Discoloured Water (including Cloudy Water)

During 2024-2025 BRC received twenty-five (25) customer complaints relating to discoloured water across all WSA's, the majority of which were reported within the Bundaberg WSA.

Four (4) of these twenty-five (25) complaints related to cloudy water specifically. These complaints are primarily the result of sloughing of sediments in the water mains. At times, milky/white water can be experienced at the consumers tap. This is due to air being trapped within the water main and can occur following repair work when re-establishing the water mains back into service.

Generally, discolouration issues can be resolved quickly through operational corrective actions such as flushing.

Taste & Odour

Taste and odour complaints regarding potable water can be subjective as it depends on an individual's perception. During 2024-2025 BRC received twelve (12) water quality complaints related to taste/odour. In some WSA's BRC can operate on either surface water and/or groundwater, this change can prompt complaints as there can be a slight change in the water taste and/or odour. The most common complaint descriptions included chlorine, chemical and earthy/dirt.

Due to varying raw surface water conditions, some Bundaberg Regional Council WSA's can experience Methylisoborneol (MIB) and Geosmin at levels above the taste threshold of 5ng/L. When taste and/or odour complaints are received, Council contacts the customer to obtain further information regarding the matter. The latest water quality results for the WTP that supplies the water to property are checked and if no issues are identified the customer is provided information on what is potentially causing the

taste/odour issue and why it is happening. If the matter persists the customer is advised that they can contact Council, and an operational crew will be sent out to flush the mains.

Suspected Illness

On occasions, complaints are received from customers who believe an illness they are experiencing may be associated with the water supply. BRC investigates all alleged illness complaints relating to its various potable water supplies, typically by testing the closest reticulation sampling point for the presence of *E. coli* and free chlorine residual levels.

During the 2024-2025 reporting year, there were no 'confirmed' cases of illness arising from the BRC water supply networks. The two (2) suspected illness complaints were complaints where the customer 'believed' the water was responsible for their suspected illness (dermatitis and sickness due to *Helicobacter pylori* infection). Review of the laboratory analysis for the water supplied to the properties were within the required ADWG health limits and no treatment issues were identified at the WTP at the time of the complaints. After the complaints were investigated by Council staff, it was recommended to the customers that they contact Queensland Health to investigate the matter further in aid of identifying the cause of the suspected illness. No request for further information to these complaints was received from Queensland Health.

8. DWQMP Review Outcomes

To ensure the DWQMP remains accurate and relevant to the drinking water service provided, a regular review must be completed by 30 June 2026 and at intervals of two (2) years in accordance with Council's Information Notice Conditions 7.6 and 8.1.

There was no regular review undertaken during the 2024-2025 reporting year.

9. DWQMP Audit

In accordance with Council's Information Notice Conditions 7.7 and 8.2, an audit of the approved DWQMP, to verify data accuracy, assess compliance with the DWQMP and its relevance to the drinking water service, was required to be completed by 30 June 2025 and at intervals of four (4) years continually.

An audit of Council's approved DWQMP was undertaken during the financial year 01/07/2024 to 30/06/2025. The Wide Bay Burnett Regional Organisation of Council's (WBBROC) engaged a qualified external consultant, Northern Water Management Pty Ltd, who is an Exemplar Global certified drinking water quality management system auditor to complete the required audits. WBBROC includes the Bundaberg Regional Council, Fraser Coast Regional Council, Gympie Regional Council, North Burnett Regional Council, South Burnett Regional Council and Cherbourg Aboriginal Shire Council.

The DWQMP audit was undertaken on 16 and 17 June 2025, with the completed audit report submitted to the Regulator on 28th July 2025. There was no major non-compliance to impact public health identified. BRC is complying with the approved plan and its conditions.

The purpose of the audit was to:

- Verify the accuracy of monitoring and performance data provided to the Regulator under the DWQMP.
- Assess compliance with the approved DWQMP.
- Assess the DWQMP conditions with relation to reporting of incidents and adhering to the conditions of the approval notice.
- Assess the relevance of the approved DWQMP to the drinking water service.

Table 4: DWQMP Audit 2025 improvement actions.

System / Scheme	Grade	Improvement Item	Action notes	Status of actions	Responsibility
All schemes	Minor- 1	Ensure that the results for free chlorine in the annual report account for low results (below 0.2 mg/L).	Annual reports to clearly identify those readings below 0.2mg/L.	Completed , Annual report 2024/25 identifies those readings.	Governance Team
All schemes	Minor- 2	Ensure that the adverse results for pesticides are reported in the annual report table as exceedances.	Annual reports to clearly identify those pesticides detected that have no ADWG limit.	Completed , Annual report 2024/25 identifies those readings.	Governance Team
All schemes	Minor- 3	As the DWQMP also includes QLD Health limits, the annual report needs to reflect this in the table headings and to report on these.	Annual reports will include the agreed limits with QLD Health in the relevant monitoring tables.	Completed , Annual report 2024/25 includes this data.	Governance Team
Whole of Service	Minor- 4	Ensure that all pH buffers have either an expiry date or a manufacture date with a suitable period.	Once opened, the expiry date is to be clearly written on the container.	Added to RMIP	Service Delivery / Laboratory
Whole of Service	Minor- 5	Ensure all instruments are externally calibrated as per the manufacturer's requirements.	All equipment used that requires external calibration is to be captured on a calibration list for actioning on the set frequency required.	Added to RMIP	Service Delivery / Laboratory
Whole of Service	Minor- 6	Complete RMIP actions that are due.	DWQMP RMIP outstanding actions to be reviewed and completed, action notes will be included in the annual report 2024/2025.	Refer to Annual report 2024/25 RMIP actions.	Governance / Management
Whole of Service	Minor- 7	Ensure that Chlorates are below the threshold.	Chlorate readings above the interim health limit will be reported in accordance with the DWQMP. Last reported chlorate exceedance was in March 2024.	In accordance with the DWQMP.	Governance Team
Whole of Service	Minor- 8	Pesticides exceeded but closed out as Powers is now decommissioned.	Pesticide detections which do not have a AWDG limit to be reported in accordance with the DWQMP.	In accordance with the DWQMP.	Governance Team
Whole of Service	Minor- 9	Ensure that THMs are below the threshold.	THM readings above the interim health limit to be reported in accordance with the DWQMP. The last reported THM exceedance was in December 2023.	In accordance with the DWQMP.	Governance Team
Lake Monduran	Minor- 10	Ensure that the DWQMP correctly describes the tankering operations at Lake Monduran WTP.	Capture current practises in the DWQMP (e.g. inclusion in risk assessment). This action will be addressed at the next DWQMP reviewed due 30/06/2026.	Added to RMIP actions	Governance Team
Whole of Service	OFI- 1	Recommence a regular set meeting with agenda items for DWQMP RMIP and other actions. This could be in alignment with the ADWG 12 elements. This should include verification testing regime and frequency. This could be combined with the monthly operations meeting.	RMIP actions included in WS Requests board in Monday to enable regular review of RMIP items with key stakeholders.	Completed	Governance / Management
All schemes	OFI- 2	Continue with plans to upload the sample locations to the GTX GIS system.	Ensure that the current reticulation sample locations have been updated in GTX to reflect the sites captured within the DWQMP.	Added to RMIP	Governance Team
River Park	OFI- 3	At River Park WTP, stop the practice of dumping the hypo onto the ground. Instead, the chemical could be reused at an STP site.	Process ceased. Tank hose to drain to wastewater.	Added to RMIP	Service Delivery
Murdochs Rd	OFI- 4	Ensure that the Murdochs Road Water Treatment Plant chlorine tank is regularly cleaned out.	In process of replacing tank, which will allow easier cleaning.	Added to RMIP	Service Delivery
River Park	OFI- 5	Review the instrument list to see why the River Park WTP instrument had not been calibrated.	Portable plant laboratory equipment captured on Lab instrument list, Lab source equipment when needed and update the list. The device had been calibrated – sticker was not located at time of audit.	Completed	Service Delivery / Laboratory
All schemes	OFI- 6	Ensure that all superseded calibration stickers are removed.	When new calibration stickers are applied, remove the old sticker.	Added to RMIP	Service Delivery / Laboratory
Whole of Service	OFI- 7	Add a scenario for water treatment for the mock emergency practice	To be discussed with Water Services management team.	Added to RMIP	Governance / Management
Whole of Service	OFI- 8	The RMIP short-term, medium-term, and long-term actions need to be in accordance with the DWQMP guideline.	All existing and new items captured in RMIP that are assigned a 'high' or 'extreme' mitigated risk category will be given a short-term and long-term action.	Added to RMIP	Governance / Management
All schemes	OFI- 9	It is suggested that the customer complaints could be reviewed graphically to see if there are any historical or seasonal trends.	This OFI will not be actioned as it is not believed to provide any beneficial/actionable information.	Not Actioned	Governance Team

System / Scheme	Grade	Improvement Item	Action notes	Status of actions	Responsibility
All schemes	OFI- 10	Consider adding Giardia and Cryptosporidium testing in plan updates	This OFI will not be actioned as Council currently utilise surrogate parameters and has operational actions in place to reduce the risk of Giardia and Cryptosporidium.	Not Actioned	Governance / Laboratory
Laboratory	OFI- 11	Continue with plans to undertake monthly proficiency checks to ensure quality-controlled testing occurs with high confidence	This OFI will not be actioned as Council does not currently have microbiological NATA accreditation (for which this action is in reference to). At the time that NATA accreditation is sought, it is understood that NATA will require more than the monthly proficiency check to ensure quality controlled testing is occurring.	Not Actioned	Laboratory
All schemes	OFI- 12	Consider a 2-tank hypo dosing system at all relevant sites to avoid dumping the chemical and to minimise manual handling.	This OFI will not be actioned as operators have already reduced the size of the chlorine containers and Rocky Point and Wallaville sites are in the process of changing from liquid chlorine to gas.	Not Actioned	Service Delivery
All schemes	OFI- 13	Continue with plans to add jar tests as formalised tasks inside FOCUS.	This OFI will not be actioned as jar test results are already recorded in FOCUS action- through a manual process. Jar testing samples are tested at the large plant sites only (Branyan, Kalkie).	Not Actioned	Service Delivery
Whole of Service	OFI- 14	Ensure that the mobile turbidity kit has turbidity standards with it.	This OFI will not be actioned as turbidity standards are held at the larger WTP sites (Branyan, Kalkie). Operators check mobile turbidity instruments against turbidity standards prior to use at these larger sites.	Not Actioned	Service Delivery / Laboratory
Whole of Service	OFI- 15	Add target and alert limits to the SCADA systems at the plant, and alert limits on VirtualViewX, which need to correspond to each other to remove ambiguity.	The limits in SCADA are deliberately set either lower or higher than the DWQMP/ADWG limits to provide time for the operators to address the issue and undertake remedial actions at the plant in advance of breaching the set reportable limits.	Completed	Service Delivery / SCADA Officer
Whole of Service	OFI- 16	Undertaken training for all remaining staff for reticulated water safety, such as with WIOA.	Annual WIOA training (voluntary) currently done as well as all staff do Aqua Card, asbestos training when required. Ongoing training opportunities are available to all Water Services staff. (Similar to RMIP action 22-39)	On going	Service Delivery
All schemes	OFI- 17	Link the flushing program to the verification sampling program to determine if there is a correlation.	This OFI will not be actioned as Council does not have the operational resources to undertake this action and does not see any operational benefit.	Not Actioned	Laboratory / Planning
Moore Park	OFI- 18	Consider undertaking leakage repairs at the Moore Park 1.8 ML treated water tank	This OFI will not be actioned as the tank has been checked and does not appear to be leaking.	Not Actioned	Service Delivery
Whole of Service	OFI- 19	Ensure that a Sodium Hypochlorite management plan is implemented and that it includes chlorate management.	This is a regulated requirement in Information Notice 29/05/2025 condition 7.8- this action will be addressed at the next DWQMP review due 30/06/2026. Duplicate action (RMIP action 22-20).	Refer to RMIP	Governance / Service Delivery
Whole of Service	OFI- 20	OFI from 2020: Whilst calibration occurs, it is suggested that the operators specifically check that the instrument readings match the verification records as an additional confirmation of the SCADA results accuracy.	This action has been addressed, believe there was some confusion on site during the audit: Instrumentation checks against SCADA forms part of the Weekly WTP action and recurring 3monthly Fixed Instrumentation Calibration action in FOCUS Works Management System. Please note Council reviewed our entire DWQMP in 2022, this review included the review of the RMIP. Any actions not captured in the current DWQMP following the 2022 review are Null and void.	Completed	Service Delivery / SCADA Officer

10. Customer Service Standard Review

In accordance with the *Water Supply (Safety and Reliability) Act 2008* Section 120 the customer service standard (CSS) must be reviewed at least every five (5) years.

BRC Water Services Customer Service Standards was reviewed on 23/05/2024, no changes were made to the document and the CSS published version MD-6-017 Rev. 1.2 10/09/2019 on Council's website remains current.

It is recognised that the following statement was included in the 2023/24 DWQMP Annual Report:

"The CSS is undergoing further review to align with the current Council structure and will be completed and published to Council's website early 2025."

However, since the publishing of the 2023/24 DWQMP annual report, Councils organisational restructure has seen the employment of a new General Manager Infrastructure Operations and Delivery and Water Services Branch Manager. The alignment of the CSS with Council's new structure is being driven by these roles and is currently underway.

11. Verification Monitoring – Water Quality Information & Summary

BRC undertakes verification monitoring across the drinking water network to ensure the provision of safe and reliable drinking water to our customers. Verification monitoring sites are utilised for sample collection for several monitoring programs undertaken by Councils Central Laboratory and other external laboratories, including ALS. The quantity and location of microbiological monitoring sites is provided in the following table:

Table 5. Monitoring Site Details per WSA

Water Service Areas	Minimum number of monitoring samples/week	Minimum number of monitoring samples/month	Number per BRC Scheme	Location of verification monitoring sites
Bundaberg	1	10	3 per week / 12 per month	BRC's DWQMP Appendix D
Kalkie	1	3	2 per week / 3 per month	
Gregory River	1	0	2 per week / 5 per month	
Gin Gin	1	0	1 per week / 1 per month	
Moore Park Beach	1	0	1 per week / 1 per month	
River Park	0	1	1 per month	
Rocky Point	0	1	1 per month	
Wallaville *	0	1	1 per month	
Lake Monduran	0	1	1 per month	

* From 27/11/2024 Wallaville WTP is no longer operational; the plant has been isolated, treated drinking water is being supplied to Wallaville township from the Gin Gin WSA.

Verification monitoring for 2024-2025 has been compliant with the verification monitoring programs as stated in the BRC DWQMP *Section 14.1 – Water Quality Monitoring*.

To determine compliance, verification monitoring results are assessed against the following:

- ❖ Drinking water quality criteria prescribed in the *Public Health Regulation 2018*,
- ❖ Health guideline values in the ADWG (2011); and
- ❖ Water quality criteria stated in the *Water Quality and Reporting Guideline for a Drinking Water Service*.

The water quality data for 2024-2025 has been summarised in Appendix A, including the 12 month 'rolling' annual value *E.coli* compliance table. The reported statistics do not include results derived from repeat samples, or from emergency or investigative samples undertaken in response to an elevated result, as described in the ADWG-6 Version 4 (updated June 2025) section 10.3.1.

100% Microbial compliance was achieved for all BRC WSA's, excluding Lake Monduran WSA, during the 2024-2025 financial year. Lake Monduran WSA achieved 92.3% microbial compliance following a reported *E.coli* exceedance in December 2024, refer to Table 2 page 9.

APPENDICES

Appendix A. Summary of Compliance with Water Quality Criteria for Drinking Water 18

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Reticulation THM's	39

Appendix B. Implementation of the DWQMP Risk Management Improvement Plan 40

Drinking water quality performance – Verification Monitoring – Bundaberg WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	374	396	Week/Month	Reticulation	1	~	2	0	1	exceedances reported to Regulator, refer to Table 2 Page 9
SPC	cfu/mL	931	374	396	Week/Month	Reticulation	~	~	~	0	864	
Faecal Coliforms	cfu/100mL	931	374	396	Week/Month	Reticulation	~	~	~	~	<1	
Physical												
Chlorine (Free)	mg/L	931	396	396	Week/Month	Reticulation	5	~	0	0.09	2.50	One verification monitoring result recorded below 0.2 mg/L
Chlorine (Total)	mg/L	931	374	396	Week/Month	Reticulation	5	~	0	0.12	2.80	
pH	pH units	931	374	396	Week/Month	Reticulation	~	~	~	6.8	8.5	
Conductivity	uS/cm	100	36	36	Quarterly	Reticulation	~	~	~	388	661	
Colour (True)	Pt-Co	100	36	36	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	36	36	Quarterly	Reticulation	~	~	~	0.15	0.45	
Inorganic												
Alkalinity	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	28	162	
Calcium Hardness	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	27.5	160.1	
Chloride	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	77.02	111.0	
Fluoride	mg/L	100	36	36	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	49.9	195.1	
Nitrate	mg/L	100	36	36	Quarterly	Reticulation	50	~	0	<1.0	20.15	
Nitrite	mg/L	100	36	36	Quarterly	Reticulation	3	~	0	0.03	0.11	
Phosphate (Dissolved)	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	<1.0	4.08	
Magnesium	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	5.0	11.24	
Sodium	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	40.45	64.36	
Sulphate	mg/L	100	36	36	Quarterly	Reticulation	500	~	0	3.0	22.1	
Calcium	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	11.01	64.03	
Total Dissolved Solids	mg/L	100	36	36	Quarterly	Reticulation	~	~	~	260.0	442.9	
Metals												
Aluminium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	0.03	0.06	
Antimony	mg/L	48	18	18	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	18	18	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	18	18	Biannual	Reticulation	2	~	0	0.008	0.024	
Beryllium	mg/L	48	18	18	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	18	18	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	18	18	Biannual	Reticulation	4	~	0	<0.05	0.08	
Caesium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	18	18	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	18	18	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	18	18	Biannual	Reticulation	0.05	~	0	<0.001	0.003	
Cobalt	mg/L	48	18	18	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	18	18	Biannual	Reticulation	2	~	0	0.002	0.014	
Dysprosium	mg/L	48	18	18	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	18	18	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	18	18	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	18	18	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	18	18	Biannual	Reticulation	~	~	~	<0.05	0.13	
Lanthanum	mg/L	48	18	18	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	18	18	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	18	18	Biannual	Reticulation	~	0.006	0	0.001	0.002	
Lutetium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	18	18	Biannual	Reticulation	0.1	~	0	<0.001	0.005	
Molybdenum	mg/L	48	18	18	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	18	18	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	18	18	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	18	18	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	18	18	Biannual	Reticulation	~	0.009	0	<0.001	0.002	
Samarium	mg/L	48	18	18	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	18	18	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	18	18	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	18	18	Biannual	Reticulation	~	0.801	0	0.024	0.103	
Tellurium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	18	18	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	18	18	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	18	18	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	18	18	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	18	18	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	18	18	Biannual	Reticulation	~	~	~	<0.005	0.021	
Zirconium	mg/L	48	18	18	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	8	8	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	72	67	Monthly	Raw / Filters	~	~	~	2.81	14.32	Branyan filters not operational when sampled in April 2025
Chlorates	mg/L	256	72	70	Seasonal	Treated	0.8 (Interim)	~	0	<0.005	0.17	Peatey St GWTP offline for maintenance in May and June 2025
MIB	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	8.2	
		60	12	12		Treated	~	~	~	<1.0	2.7	
Geosmin	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	85.0	
		60	12	12		Treated	~	~	~	<1.0	1.8	
Algal Count	mm3/L	56	8	16	Seasonal	Raw	~	~	~	0.0005	1.8953	Biovolume results assessed, reported to Qld Health & QWSR as required
PFAS	µg/L	4	4	4	6 monthly	Raw	0.07	~	2	<0.01	0.597	Exceedances relate to Dr Mays Rd test bore, monitoring bore only, bore decommissioned 14/05/2025
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38 non-compliant samples reported to the Regulator (refer to Table 2 Page 9)					
		52	20	24		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	5 (4 ground / 1 surface)	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Kalkie WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	144	151	Week/Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	144	151	Week/Month	Reticulation	~	~	~	0	169	
Faecal Coliforms	cfu/100mL	931	144	151	Week/Month	Reticulation	~	~	~	~	<1	
Physical												
Chlorine (Free)	mg/L	931	144	151	Week/Month	Reticulation	5	~	0	0.18	2.40	One verification monitoring result recorded below 0.2 mg/L
Chlorine (Total)	mg/L	931	144	151	Week/Month	Reticulation	5	~	0	0.24	2.90	
pH	pH units	931	144	151	Week/Month	Reticulation	~	~	~	7.0	7.7	
Conductivity	uS/cm	100	20	20	Quarterly	Reticulation	~	~	~	411	543	
Colour (True)	Pt-Co	100	20	20	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	20	20	Quarterly	Reticulation	~	~	~	0.10	0.40	
Inorganic												
Alkalinity	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	30	51	
Calcium Hardness	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	31.8	55.5	
Chloride	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	78.17	101.68	
Fluoride	mg/L	100	20	20	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	65.8	111.7	
Nitrate	mg/L	100	20	20	Quarterly	Reticulation	50	~	0	<1.0	11.2	
Nitrite	mg/L	100	20	20	Quarterly	Reticulation	3	~	0	0.03	0.11	
Phosphate (Dissolved)	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	2.0	4.25	
Magnesium	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	7.54	13.49	
Sodium	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	43.08	58.14	
Sulphate	mg/L	100	20	20	Quarterly	Reticulation	500	~	0	15.43	59.32	
Calcium	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	12.72	22.21	
Total Dissolved Solids	mg/L	100	20	20	Quarterly	Reticulation	~	~	~	275.4	363.8	
Metals												
Aluminium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	0.02	0.06	
Antimony	mg/L	48	8	8	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	8	8	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	8	8	Biannual	Reticulation	2	~	0	0.029	0.046	
Beryllium	mg/L	48	8	8	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	8	8	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	8	8	Biannual	Reticulation	4	~	0	<0.05	0.05	
Caesium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	8	8	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	8	8	Biannual	Reticulation	~	0.07	0	<0.001	0.001	
Chromium	mg/L	48	8	8	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	8	8	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	8	8	Biannual	Reticulation	2	~	0	0.004	0.014	
Dysprosium	mg/L	48	8	8	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	8	8	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	8	8	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	8	8	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	8	8	Biannual	Reticulation	~	~	~	<0.05	0.10	
Lanthanum	mg/L	48	8	8	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	8	8	Biannual	Reticulation	0.005	~	0	<0.001	0.003	
Lithium	mg/L	48	8	8	Biannual	Reticulation	~	0.006	0	<0.001	0.001	
Lutetium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	8	8	Biannual	Reticulation	0.1	~	0	0.001	0.012	
Molybdenum	mg/L	48	8	8	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	8	8	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	8	8	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	8	8	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	8	8	Biannual	Reticulation	~	0.009	0	~	0.002	
Samarium	mg/L	48	8	8	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	8	8	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	8	8	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	8	8	Biannual	Reticulation	~	0.801	0	0.148	0.229	
Tellurium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	8	8	Biannual	Reticulation	~	~	~	<0.001	0.004	
Titanium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	8	8	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	8	8	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	8	8	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	8	8	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	8	8	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	8	8	Biannual	Reticulation	~	~	~	<0.005	0.020	
Zirconium	mg/L	48	8	8	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	8	8	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	84	81	Monthly	Raw / Filters	~	~	~	2.20	10.28	Filter #5 not operational when sampled in April 2025 and Filter #6 not operational in June 2025
Chlorates	mg/L	256	24	24	Seasonal	Treated	0.8 (Interim)	~	0	0.06	0.50	
MIB	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	5.6	
		60	12	12		Treated	~	~	~	<1.0	1.4	
Geosmin	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	10.5	
		60	12	12		Treated	~	~	~	<1.0	1.8	
Algal Count	mm3/L	56	8	13	Seasonal	Raw	~	~	~	0.0006	0.3534	Biovolume results assessed, reported to Qld Health & QWSR as required
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	4	4		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	1 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Moore Park WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	72	77	Week/Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	72	77	Week/Month	Reticulation	~	~	~	0	360	
Faecal Coliforms	cfu/100mL	931	72	77	Week/Month	Reticulation	~	~	~	0	1	
Physical												
Chlorine (Free)	mg/L	931	72	77	Week/Month	Reticulation	5	~	0	0.72	1.88	
Chlorine (Total)	mg/L	931	72	77	Week/Month	Reticulation	5	~	0	0.91	2.00	
pH	pH units	931	72	77	Week/Month	Reticulation	~	~	~	7.1	7.6	
Conductivity	uS/cm	100	8	8	Quarterly	Reticulation	~	~	~	468	481	
Colour (True)	Pt-Co	100	8	8	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	8	8	Quarterly	Reticulation	~	~	~	0.15	0.25	
Inorganic												
Alkalinity	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	27	41	
Calcium Hardness	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	21.2	32.0	
Chloride	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	96.0	117.44	
Fluoride	mg/L	100	8	8	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	42.2	70.0	
Nitrate	mg/L	100	8	8	Quarterly	Reticulation	50	~	0	5.4	13.58	
Nitrite	mg/L	100	8	8	Quarterly	Reticulation	3	~	0	<0.03	<0.10	
Phosphate (Dissolved)	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	~	<2.0	
Magnesium	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	5.04	9.0	
Sodium	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	60.0	73.58	
Sulphate	mg/L	100	8	8	Quarterly	Reticulation	500	~	0	<5.0	33.0	
Calcium	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	8.49	13.0	
Total Dissolved Solids	mg/L	100	8	8	Quarterly	Reticulation	~	~	~	313.6	320.3	
Metals												
Aluminium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	0.01	0.02	
Antimony	mg/L	48	4	4	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	4	4	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	4	4	Biannual	Reticulation	2	~	0	0.028	0.029	
Beryllium	mg/L	48	4	4	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	4	4	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	4	4	Biannual	Reticulation	4	~	0	<0.05	0.08	
Caesium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	4	4	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	4	4	Biannual	Reticulation	~	0.07	0	<0.001	0.001	
Chromium	mg/L	48	4	4	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	4	4	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	4	4	Biannual	Reticulation	2	~	0	0.002	0.012	
Dysprosium	mg/L	48	4	4	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	4	4	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	4	4	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	4	4	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.05	
Lanthanum	mg/L	48	4	4	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	4	4	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	4	4	Biannual	Reticulation	~	0.006	0	0.002	0.004	
Lutetium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	4	4	Biannual	Reticulation	0.1	~	0	0.002	0.004	
Molybdenum	mg/L	48	4	4	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	4	4	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	4	4	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	4	4	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	4	4	Biannual	Reticulation	~	0.009	0	0.002	0.003	
Samarium	mg/L	48	4	4	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	4	4	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	4	4	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	4	4	Biannual	Reticulation	~	0.801	0	0.042	0.097	
Tellurium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	4	4	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	4	4	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	4	4	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	4	4	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	4	4	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	4	4	Biannual	Reticulation	~	~	~	<0.005	0.008	
Zirconium	mg/L	48	4	4	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	4	4	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	12	9	Monthly	Raw	~	~	~	10.16	13.19	Vecellios Rd WTP offline at time of sampling in January, February and June 2025.
			12	8		Reservoir	~	~	~	2.76	5.62	Vecellios Rd WTP offline at time of sampling in January, February and June 2025, Reservoir empty at time of sampling in May 2025.
Chlorates	mg/L	256	24	24	Seasonal	Treated	0.8 (Interim)	~	0	0.06	0.50	
MIB	ng/L	60	4	3	Monthly	Raw	~	~	~	~	<1.0	Vecellios Rd WTP offline at time of sampling June 2025, not supplying network.
		60	4	3		Treated	~	~	~	~	<1.0	
Geosmin	ng/L	60	4	3	Monthly	Raw	~	~	~	<1.0	1.8	Vecellios Rd WTP offline at time of sampling June 2025, not supplying network.
		60	4	3		Treated	~	~	~	~	<1.0	
Algal Count	mm3/L	56	8	38	Seasonal	Raw	~	~	~	0.0034	7.4283	Biovolume results assessed, reported to Qld Health & QWSR as required. Vecellios Rd WTP offline, not supplying network.
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38 non-compliant samples reported to the Regulator (refer to Table 2 Page 9)					
		52	8	8		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	2 (1 ground / 1 surface)	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – River Park WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	24	25	Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	24	25	Month	Reticulation	~	~	~	0	24	
Faecal Coliforms	cfu/100mL	931	24	25	Month	Reticulation	~	~	~	~	<1	
Physical												
Chlorine (Free)	mg/L	931	24	25	Month	Reticulation	5	~	0	0.77	2.50	
Chlorine (Total)	mg/L	931	24	25	Month	Reticulation	5	~	0	0.91	2.80	
pH	pH units	931	24	25	Month	Reticulation	~	~	~	6.9	7.3	
Conductivity	uS/cm	100	4	4	Quarterly	Reticulation	~	~	~	589	661	
Colour (True)	Pt-Co	100	4	4	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	4	4	Quarterly	Reticulation	~	~	~	0.15	0.25	
Inorganic												
Alkalinity	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	86	99	
Calcium Hardness	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	41.8	48.9	
Chloride	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	71.31	93.61	
Fluoride	mg/L	100	4	4	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	93.6	111.4	
Nitrate	mg/L	100	4	4	Quarterly	Reticulation	50	~	0	<1.0	1.25	
Nitrite	mg/L	100	4	4	Quarterly	Reticulation	3	~	0	~	<0.10	
Phosphate (Dissolved)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	~	<0.40	
Potassium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	3.80	4.66	
Magnesium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	12.44	15.0	
Sodium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	75.98	90.46	
Sulphate	mg/L	100	4	4	Quarterly	Reticulation	500	~	0	67.53	92.62	
Calcium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	16.71	19.57	
Total Dissolved Solids	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	394.6	442.9	
Metals												
Aluminium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	0.03	0.09	
Antimony	mg/L	48	2	2	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	2	2	Biannual	Reticulation	2	~	0	0.038	0.041	
Beryllium	mg/L	48	2	2	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	2	2	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	2	2	Biannual	Reticulation	4	~	0	<0.05	0.06	
Caesium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	2	2	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	2	2	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	2	2	Biannual	Reticulation	2	~	0	0.003	0.006	
Dysprosium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	2	2	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.05	
Lanthanum	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	2	2	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	2	2	Biannual	Reticulation	~	0.006	0	~	<0.001	
Lutetium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	0.003	0.005	
Molybdenum	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	2	2	Biannual	Reticulation	0.02	~	0	~	0.001	
Neodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	2	2	Biannual	Reticulation	~	0.009	0	~	<0.002	
Samarium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	2	2	Biannual	Reticulation	~	0.801	0	0.182	0.188	
Tellurium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	2	2	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	2	2	Biannual	Reticulation	~	~	~	0.016	0.021	
Zirconium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	4	4	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	12	12	Monthly	Raw	~	~	~	7.64	13.64	
			12	12		Reservoir	~	~	~	3.23	5.62	
Chlorates	mg/L	256	12	12	Seasonal	Treated	0.8 (Interim)	~	0	0.05	0.41	
MIB	ng/L	60	4	4	Monthly	Raw	~	~	~	1.5	13.7	
		60	4	4		Treated	~	~	~	2.6	8.6	
Geosmin	ng/L	60	4	4	Monthly	Raw	~	~	~	1.5	7.2	
		60	4	4		Treated	~	~	~	<1.0	1.8	
Algal Count	mm3/L	56	8	38	Seasonal	Raw	~	~	~	0.0007	1.0345	Biovolume results assessed, reported to Qld Health & QWSR as required.
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	4	4		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	1 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Rocky Point WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	24	25	Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	24	25	Month	Reticulation	~	~	~	0	472	
Faecal Coliforms	cfu/100mL	931	24	25	Month	Reticulation	~	~	~	<1	2	
Physical												
Chlorine (Free)	mg/L	931	24	25	Month	Reticulation	5	~	0	1.16	2.70	
Chlorine (Total)	mg/L	931	24	25	Month	Reticulation	5	~	0	1.33	3.10	
pH	pH units	931	24	25	Month	Reticulation	~	~	~	7.1	7.5	
Conductivity	uS/cm	100	4	4	Quarterly	Reticulation	~	~	~	325	338	
Colour (True)	Pt-Co	100	4	4	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	4	4	Quarterly	Reticulation	~	~	~	0.15	0.31	
Inorganic												
Alkalinity	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	28	31	
Calcium Hardness	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	24.2	28.0	
Chloride	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	67.32	70.5	
Fluoride	mg/L	100	4	4	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	54.1	60.6	
Nitrate	mg/L	100	4	4	Quarterly	Reticulation	50	~	0	12.03	16.61	
Nitrite	mg/L	100	4	4	Quarterly	Reticulation	3	~	0	~	<0.10	
Phosphate (Dissolved)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	~	<0.40	
Potassium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	<2.0	2.13	
Magnesium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	6.90	7.82	
Sodium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	33.62	37.84	
Sulphate	mg/L	100	4	4	Quarterly	Reticulation	500	~	0	5.62	6.90	
Calcium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	9.67	11.19	
Total Dissolved Solids	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	217.8	226.5	
Metals												
Aluminium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	<0.01	0.02	
Antimony	mg/L	48	2	2	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	2	2	Biannual	Reticulation	2	~	0	<0.001	0.093	
Beryllium	mg/L	48	2	2	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	2	2	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	2	2	Biannual	Reticulation	4	~	0	<0.05	0.05	
Caesium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	2	2	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	2	2	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	2	2	Biannual	Reticulation	2	~	0	0.002	0.003	
Dysprosium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	2	2	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	2	2	Biannual	Reticulation	~	~	~	<0.05	0.06	
Lanthanum	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	2	2	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	2	2	Biannual	Reticulation	~	0.006	0	0.005	0.006	
Lutetium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	0.008	0.029	
Molybdenum	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	2	2	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	2	2	Biannual	Reticulation	~	0.009	0	~	0.006	
Samarium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	2	2	Biannual	Reticulation	~	0.801	0	0.027	0.029	
Tellurium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	2	2	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Zirconium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	4	4	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	12	12	Monthly	Raw	~	~	~	<1.0	1.30	
			12	12		Reservoir	~	~	~	~	<1.0	
Chlorates	mg/L	256	12	12	Seasonal	Treated	0.8 (Interim)	~	0	0.05	0.41	
Pesticide	µg/L	52	4	4	Quarterly	Treated	Refer to Pesticide Summary Table Page 38					
Radiological	Bq/L	15 (6 ground / 9 surface)	1 groundwater	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Gregory River WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	180	194	Week/Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	180	194	Week/Month	Reticulation	~	~	~	0	600	
Faecal Coliforms	cfu/100mL	931	180	194	Week/Month	Reticulation	~	~	~	~	<1	
Physical												
Chlorine (Free)	mg/L	931	180	194	Week/Month	Reticulation	5	~	0	0.48	2.70	
Chlorine (Total)	mg/L	931	180	194	Week/Month	Reticulation	5	~	0	0.62	3.00	
pH	pH units	931	180	194	Week/Month	Reticulation	~	~	~	6.9	7.5	
Conductivity	uS/cm	100	12	12	Quarterly	Reticulation	~	~	~	578	859	
Colour (True)	Pt-Co	100	12	12	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	12	12	Quarterly	Reticulation	~	~	~	0.10	0.35	
Inorganic												
Alkalinity	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	17	25	
Calcium Hardness	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	17.6	32.4	
Chloride	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	91.0	192.88	
Fluoride	mg/L	100	12	12	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	45.0	81.3	
Nitrate	mg/L	100	12	12	Quarterly	Reticulation	50	~	0	0.09	1.15	
Nitrite	mg/L	100	12	12	Quarterly	Reticulation	3	~	0	<0.03	<0.10	
Phosphate (Dissolved)	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	2.62	4.0	
Magnesium	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	6.0	13.14	
Sodium	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	83.0	134.72	
Sulphate	mg/L	100	12	12	Quarterly	Reticulation	500	~	0	82.82	98.19	
Calcium	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	7.0	12.97	
Total Dissolved Solids	mg/L	100	12	12	Quarterly	Reticulation	~	~	~	387.3	575.5	
Metals												
Aluminium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	0.02	0.03	
Antimony	mg/L	48	6	6	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	6	6	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	6	6	Biannual	Reticulation	2	~	0	0.032	0.043	
Beryllium	mg/L	48	6	6	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	6	6	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	6	6	Biannual	Reticulation	4	~	0	<0.05	0.09	
Caesium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	6	6	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	6	6	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	6	6	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	6	6	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	6	6	Biannual	Reticulation	2	~	0	0.002	0.004	
Dysprosium	mg/L	48	6	6	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	6	6	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	6	6	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	6	6	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.05	
Lanthanum	mg/L	48	6	6	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	6	6	Biannual	Reticulation	0.005	~	0	<0.001	0.001	
Lithium	mg/L	48	6	6	Biannual	Reticulation	~	0.006	0	<0.001	0.001	
Lutetium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	6	6	Biannual	Reticulation	0.1	~	0	<0.001	0.001	
Molybdenum	mg/L	48	6	6	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	6	6	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	6	6	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	6	6	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	6	6	Biannual	Reticulation	~	0.009	0	0.003	0.004	
Samarium	mg/L	48	6	6	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	6	6	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	6	6	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	6	6	Biannual	Reticulation	~	0.801	0	0.07	0.111	
Tellurium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	6	6	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	6	6	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	6	6	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	6	6	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	6	6	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	6	6	Biannual	Reticulation	~	~	~	<0.005	0.005	
Zirconium	mg/L	48	6	6	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	12	12	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	36	34	Monthly	Raw / Filters	~	~	~	2.29	32.74	Only one filter in operation at time of sampling in August and September 2024.
Chlorates	mg/L	256	60	84	Seasonal	Treated	0.8 (Interim)	~	0	0.14	0.54	
MIB	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	2.9	
		60	12	12		Treated	~	~	~	~	<1.0	
Geosmin	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	10.3	
		60	12	12		Treated	~	~	~	~	<1.0	
Algal Count	mm3/L	56	8	10	Seasonal	Raw	~	~	~	0.0032	0.0507	Biovolume results assessed, reported to Qld Health & QWSR as required.
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	4	4		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	2 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Gin Gin WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	84	85	Week/Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	84	85	Week/Month	Reticulation	~	~	~	0	43	
Faecal Coliforms	cfu/100mL	931	84	85	Week/Month	Reticulation	~	~	~	0	1	
Physical												
Chlorine (Free)	mg/L	931	84	85	Week/Month	Reticulation	5	~	0	0.83	3.50	
Chlorine (Total)	mg/L	931	84	85	Week/Month	Reticulation	5	~	0	0.99	3.50	
pH	pH units	931	84	85	Week/Month	Reticulation	~	~	~	7.3	7.9	
Conductivity	uS/cm	100	10	10	Quarterly	Reticulation	~	~	~	425	570	
Colour (True)	Pt-Co	100	10	10	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	10	10	Quarterly	Reticulation	~	~	~	0.10	0.25	
Inorganic												
Alkalinity	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	54	68	
Calcium Hardness	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	27.1	37.2	
Chloride	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	97.15	133.47	
Fluoride	mg/L	100	10	10	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	52.0	72.6	
Nitrate	mg/L	100	10	10	Quarterly	Reticulation	50	~	0	1.10	3.17	
Nitrite	mg/L	100	10	10	Quarterly	Reticulation	3	~	0	<0.03	<0.10	
Phosphate (Dissolved)	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	2.59	3.20	
Magnesium	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	6.0	8.86	
Sodium	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	58.0	90.7	
Sulphate	mg/L	100	10	10	Quarterly	Reticulation	500	~	0	1.0	<5.0	
Calcium	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	10.85	14.89	
Total Dissolved Solids	mg/L	100	10	10	Quarterly	Reticulation	~	~	~	284.8	381.9	
Metals												
Aluminium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	<0.01	0.08	
Antimony	mg/L	48	5	5	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	5	5	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	5	5	Biannual	Reticulation	2	~	0	0.024	0.040	
Beryllium	mg/L	48	5	5	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	5	5	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	5	5	Biannual	Reticulation	4	~	0	<0.05	0.05	
Caesium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	5	5	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	5	5	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	5	5	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	5	5	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	5	5	Biannual	Reticulation	2	~	0	0.003	0.032	
Dysprosium	mg/L	48	5	5	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	5	5	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	5	5	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	5	5	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	5	5	Biannual	Reticulation	~	~	~	<0.05	0.12	
Lanthanum	mg/L	48	5	5	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	5	5	Biannual	Reticulation	0.005	~	0	<0.001	0.004	
Lithium	mg/L	48	5	5	Biannual	Reticulation	~	0.006	0	~	<0.001	
Lutetium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	5	5	Biannual	Reticulation	0.1	~	0	0.002	0.008	
Molybdenum	mg/L	48	5	5	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	5	5	Biannual	Reticulation	0.02	~	0	~	<0.001	
Neodymium	mg/L	48	5	5	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	5	5	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	5	5	Biannual	Reticulation	~	0.009	0	~	0.002	
Samarium	mg/L	48	5	5	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	5	5	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	5	5	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	5	5	Biannual	Reticulation	~	0.801	0	0.081	0.089	
Tellurium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	5	5	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	5	5	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	5	5	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	5	5	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	5	5	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	5	5	Biannual	Reticulation	~	~	~	<0.005	0.029	
Zirconium	mg/L	48	5	5	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	7	7	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	36	36	Monthly	Raw / Filters	~	~	~	1.45	9.86	
Chlorates	mg/L	256	24	31	Seasonal	Treated	0.8 (Interim)	~	0	0.07	0.79	
MIB	ng/L	60	12	12	Monthly	Raw	~	~	~	3.4	77.7	
		60	12	13		Treated	~	~	~	<1.0	6.7	
Geosmin	ng/L	60	12	12	Monthly	Raw	~	~	~	<1.0	33.4	
		60	12	13		Treated	~	~	~	<1.0	1.8	
Algal Count	mm3/L	56	8	17	Seasonal	Raw	~	~	~	0.0025	1.0032	Biovolume results assessed, reported to Qld Health & QWSR as required.
Pesticide	µg/L	28	4	4	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	4	4		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	2 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Wallaville WSA (as of 27/11/2024 water supplied to Wallaville WSA from Gin Gin)

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	10	10	Month	Reticulation	1	~	0	~	<1	
SPC	cfu/mL	931	10	10	Month	Reticulation	~	~	~	1	9	
Faecal Coliforms	cfu/100mL	931	10	10	Month	Reticulation	~	~	~	~	<1	
Physical												
Chlorine (Free)	mg/L	931	10	10	Month	Reticulation	5	~	0	1.11	2.02	
Chlorine (Total)	mg/L	931	10	10	Month	Reticulation	5	~	0	1.20	2.70	
pH	pH units	931	10	10	Month	Reticulation	~	~	~	6.9	7.6	
Conductivity	uS/cm	100	2	2	Quarterly	Reticulation	~	~	~	324	539	
Colour (True)	Pt-Co	100	2	2	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	2	2	Quarterly	Reticulation	~	~	~	0.10	0.35	
Inorganic												
Alkalinity	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	28	59	
Calcium Hardness	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	37.1	86.6	
Chloride	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	125.45	211.37	
Fluoride	mg/L	100	2	2	Quarterly	Reticulation	1.5	~	0	<0.15	0.17	
Hardness (Total)	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	81.5	202.2	
Nitrate	mg/L	100	2	2	Quarterly	Reticulation	50	~	0	~	<1	
Nitrite	mg/L	100	2	2	Quarterly	Reticulation	3	~	0	~	<0.10	
Phosphate (Dissolved)	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	~	<0.40	
Potassium	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	3.73	3.81	
Magnesium	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	10.66	27.75	
Sodium	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	68.98	108.91	
Sulphate	mg/L	100	2	2	Quarterly	Reticulation	500	~	0	5.14	13.67	
Calcium	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	14.83	34.63	
Total Dissolved Solids	mg/L	100	2	2	Quarterly	Reticulation	~	~	~	217.1	361.1	
Metals												
Aluminium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.01	
Antimony	mg/L	48	1	1	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	1	1	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	1	1	Biannual	Reticulation	2	~	0	~	<0.001	
Beryllium	mg/L	48	1	1	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	1	1	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	1	1	Biannual	Reticulation	4	~	0	~	<0.05	
Caesium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	1	1	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	1	1	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	1	1	Biannual	Reticulation	0.05	~	0	~	<0.001	
Cobalt	mg/L	48	1	1	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	1	1	Biannual	Reticulation	2	~	0	~	0.009	
Dysprosium	mg/L	48	1	1	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	1	1	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	1	1	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	1	1	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.05	
Lanthanum	mg/L	48	1	1	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	1	1	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	1	1	Biannual	Reticulation	~	0.006	0	~	<0.001	
Lutetium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	1	1	Biannual	Reticulation	0.1	~	0	~	0.002	
Molybdenum	mg/L	48	1	1	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	1	1	Biannual	Reticulation	0.02	~	0	~	0.001	
Neodymium	mg/L	48	1	1	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	1	1	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	1	1	Biannual	Reticulation	~	0.009	0	~	0.001	
Samarium	mg/L	48	1	1	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	1	1	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	1	1	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	1	1	Biannual	Reticulation	~	0.801	0	~	0.166	
Tellurium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	1	1	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	1	1	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	1	1	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	1	1	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	1	1	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	0.009	
Zirconium	mg/L	48	1	1	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	1	1	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	10	10	Monthly	Raw / Filters	~	~	~	2.85	13.47	
			5	7		Treated	~	~	~	2.44	3.98	
Chlorates	mg/L	256	24	31	Seasonal	Treated	0.8 (Interim)	~	0	0.07	0.79	
MIB	ng/L	60	1	1	Monthly	Raw	~	~	~	~	1.6	
		60	1	1		Treated	~	~	~	~	<1.0	
Geosmin	ng/L	60	1	1	Monthly	Raw	~	~	~	~	3.9	
		60	1	1		Treated	~	~	~	~	1.0	
Algal Count	mm3/L	56	4	5	Seasonal	Raw	~	~	~	0.014	0.2597	Biovolume results assessed, reported to Qld Health & QWSR as required.
Pesticide	µg/L	28	2	2	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	2	2		Treated						
Radiological	Bq/L	15 (6 ground / 9 surface)	1 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Drinking water quality performance – Verification Monitoring – Lake Monduran WSA

Parameter	Units	DWQMP requirement / Year	Scheme requirement / Year	Samples Collected / Year	Frequency of Sampling	Source	ADWG Health Limit	Qld Health Limit	No. of samples Exceeding Health Values	Minimum value	Maximum value	Comments
Microbiological												
E. coli	cfu/100mL	931	24	24	Month	Reticulation	1	~	1	0	1	exceedance reported to Regulator, refer to Table 2 page 9.
SPC	cfu/mL	931	24	24	Month	Reticulation	~	~	~	0	18	
Faecal Coliforms	cfu/100mL	931	24	24	Month	Reticulation	~	~	~	0	1	
Physical												
Chlorine (Free)	mg/L	931	24	24	Month	Reticulation	5	~	0	0.64	1.92	
Chlorine (Total)	mg/L	931	24	24	Month	Reticulation	5	~	0	0.73	2.11	
pH	pH units	931	24	24	Month	Reticulation	~	~	~	7.5	8.6	
Conductivity	uS/cm	100	4	4	Quarterly	Reticulation	~	~	~	433	570	
Colour (True)	Pt-Co	100	4	4	Quarterly	Reticulation	15	~	0	~	0	
Turbidity	NTU	100	4	4	Quarterly	Reticulation	~	~	~	0.15	0.35	
Inorganic												
Alkalinity	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	56	68	
Calcium Hardness	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	32.0	45.8	
Chloride	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	93.29	128.91	
Fluoride	mg/L	100	4	4	Quarterly	Reticulation	1.5	~	0	~	<0.15	
Hardness (Total)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	53.0	76.5	
Nitrate	mg/L	100	4	4	Quarterly	Reticulation	50	~	0	1.28	3.35	
Nitrite	mg/L	100	4	4	Quarterly	Reticulation	3	~	0	<0.03	<0.10	
Phosphate (Dissolved)	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	<0.03	<0.40	
Potassium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	2.65	3.17	
Magnesium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	5.0	7.36	
Sodium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	52.0	87.28	
Sulphate	mg/L	100	4	4	Quarterly	Reticulation	500	~	0	3	<5.0	
Calcium	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	13.0	18.34	
Total Dissolved Solids	mg/L	100	4	4	Quarterly	Reticulation	~	~	~	290.1	381.9	
Metals												
Aluminium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	0.02	
Antimony	mg/L	48	2	2	Biannual	Reticulation	0.003	~	0	~	<0.001	
Arsenic	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.001	
Barium	mg/L	48	2	2	Biannual	Reticulation	2	~	0	0.017	0.019	
Beryllium	mg/L	48	2	2	Biannual	Reticulation	0.06	~	0	~	<0.001	
Bismuth	mg/L	48	2	2	Biannual	Reticulation	10	~	0	~	<0.001	
Boron	mg/L	48	2	2	Biannual	Reticulation	4	~	0	<0.05	0.05	
Caesium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Cadmium	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.0001	
Cerium	mg/L	48	2	2	Biannual	Reticulation	~	0.07	0	~	<0.001	
Chromium	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	<0.001	0.001	
Cobalt	mg/L	48	2	2	Biannual	Reticulation	~	0.065	0	~	<0.001	
Copper	mg/L	48	2	2	Biannual	Reticulation	2	~	0	0.004	0.005	
Dysprosium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Erbium	mg/L	48	2	2	Biannual	Reticulation	~	0.001	0	~	<0.001	
Gadolinium	mg/L	48	2	2	Biannual	Reticulation	~	0.003	0	~	<0.001	
Gallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Hafnium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Holmium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	

Indium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Iron	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.05	
Lanthanum	mg/L	48	2	2	Biannual	Reticulation	0.002	~	0	~	<0.001	
Lead	mg/L	48	2	2	Biannual	Reticulation	0.005	~	0	~	<0.001	
Lithium	mg/L	48	2	2	Biannual	Reticulation	~	0.006	0	~	<0.001	
Lutetium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Manganese	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	0.003	0.006	
Molybdenum	mg/L	48	2	2	Biannual	Reticulation	0.05	~	0	~	<0.001	
Nickel	mg/L	48	2	2	Biannual	Reticulation	0.02	~	0	~	0.001	
Neodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.017	0	~	<0.001	
Praseodymium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Rubidium	mg/L	48	2	2	Biannual	Reticulation	~	0.009	0	~	0.002	
Samarium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Selenium	mg/L	48	2	2	Biannual	Reticulation	0.01	~	0	~	<0.01	
Silver	mg/L	48	2	2	Biannual	Reticulation	0.1	~	0	~	<0.001	
Strontium	mg/L	48	2	2	Biannual	Reticulation	~	0.801	0	0.128	0.155	
Tellurium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Terbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Tin	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Titanium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.01	
Thallium	mg/L	48	2	2	Biannual	Reticulation	~	0.002	0	~	<0.001	
Thorium	mg/L	48	2	2	Biannual	Reticulation	~	0.004	0	~	<0.001	
Thulium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Uranium	mg/L	48	2	2	Biannual	Reticulation	0.017	~	0	~	<0.001	
Vanadium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.01	
Ytterbium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.001	
Yttrium	mg/L	48	2	2	Biannual	Reticulation	~	0.01	0	~	<0.001	
Zinc	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Zirconium	mg/L	48	2	2	Biannual	Reticulation	~	~	~	~	<0.005	
Miscellaneous												
THMs	µg/L	52	4	4	Quarterly	Reticulation	Refer to THM Summary Table Page 41					
TOCs	mg/L	336	24	0	Monthly	Raw / Filters	~	~	~	~	~	Lake Monduran WTP offline, water trucked in to supply WSA from Gin Gin.
			12	12		Treated	~	~	~	1.85	4.70	
Chlorates	mg/L	256	12	12	Seasonal	Treated	0.8 (Interim)	~	0	0.08	0.39	
MIB	ng/L	60	4	0	Monthly	Raw	~	~	~	~	~	Lake Monduran WTP offline, water trucked in to supply WSA from Gin Gin.
		60	4	4		Treated	~	~	~	<1.0	10.3	
Geosmin	ng/L	60	4	0	Monthly	Raw	~	~	~	~	~	Lake Monduran WTP offline, water trucked in to supply WSA from Gin Gin.
		60	4	4		Treated	~	~	~	<1.0	2.0	
Algal Count	mm3/L	56	8	0	Seasonal	Raw	~	~	~	~	~	Lake Monduran WTP offline, water trucked in to supply WSA from Gin Gin.
Pesticide	µg/L	28	4	0	Quarterly	Raw	Refer to Pesticide Summary Table Page 38					
		52	4	4		Treated	Lake Monduran WTP offline, water trucked in to supply WSA from Gin Gin.					
Radiological	Bq/L	15 (6 ground / 9 surface)	1 surface water	0	Groundwater 2yrs Surface Water 5yr	Treated	~	~	~	~	~	Radiological sampling was not undertaken in 2024/25

Verification Monitoring Results – all WSA's July 2024 – June 2025 – Pesticides Detected												
Scheme	Scheme Component	Parameter	Units	Limit of Reporting	Frequency of Sampling	Total No. samples collected	No. samples detected	ADWG Health Limit	Qld Health Limit	No. samples exceeding Health Limits	Min Value (µg/L)	Max Value (µg/L)
Bundaberg	Branyan WTP Reservoir	Dalapon (2,2-DPA)	µg/L	0.2	Quarterly	24	3	500	~	0	<0.20	1
		Hexazinone	µg/L	0.01			1	400	~	0	<0.01	0.01
		Metolachlor	µg/L	0.01			3	300	~	0	<0.01	0.04
		Metolachlor ESA	µg/L	0.02			2	~	300	0	<0.02	0.06
		Metolachlor-OXA	µg/L	0.05			2	~	300	0	<0.05	0.09
		Phenoxyethanol	µg/L	0.05			1	~	3000	0	<0.05	0.05
		Tebuthiuron	µg/L	0.02			3	~	200	0	0.05	0.06
	Bundaberg Depot Reservoir	Triethyl Phosphate	µg/L	0.01			1	~	~	1	<0.01	0.01 *
	Heaps St Reservoirs	Bromacil	µg/L	0.02			7	400	~	0	<0.02	0.11
		Fipronil amide	µg/L	0.02			2	~	14	0	<0.02	0.02
		Triethyl Phosphate	µg/L	0.01			1	~	~	1	<0.01	0.01 *
	Lovers Walk Reservoir	Triethyl Phosphate	µg/L	0.01			1	~	~	1	<0.01	0.01 *
Peatey St Reservoir	Phenoxyethanol	µg/L	0.05	1	~	3000	0	<0.05	0.05			
Gin Gin	Gin Gin Reservoir	Dalapon (2,2-DPA)	µg/L	0.2	Quarterly	4	4	500	~	0	0.4	0.8
		Phenoxyethanol	µg/L	0.05			1	~	3000	0	<0.05	0.12
Gregory River	Gregory Reservoir	Dalapon (2,2-DPA)	µg/L	0.2	Quarterly	4	4	500	~	0	0.3	1.4
Kalkie	Kalkie Reservoir	Dalapon (2,2-DPA)	µg/L	0.2	Quarterly	4	1	500	~	0	<0.20	0.3
		Hexazinone	µg/L	0.01			1	400	~	0	<0.01	0.03
		Metolachlor ESA	µg/L	0.02			1	~	300	0	<0.02	0.02
		Metolachlor-OXA	µg/L	0.05			1	~	300	0	<0.05	0.09
		Tebuthiuron	µg/L	0.02			2	~	200	0	<0.02	0.03
Lake Monduran	Monduran Reservoir	Dalapon (2,2-DPA)	µg/L	0.2	Quarterly	4	4	500	~	0	0.6	1.2
		Phenoxyethanol	µg/L	0.05			1	~	3000	0	<0.05	0.09
Moore Park	Murdochs Rd Groundwater Reservoir	Imidacloprid	µg/L	0.02	Quarterly	7	4	~	200	0	0.02	0.03
		Triethyl Phosphate	µg/L	0.01			1	~	~	1	<0.01	0.01 *
	Vecellios Rd Reservoir	Atrazine	µg/L	0.02			2	20	~	0	<0.02	0.04
		Atrazine, 2-hydroxy	µg/L	0.01			3	~	0.2	0	0.03	0.07
		Dalapon (2,2-DPA)	µg/L	0.2			2	500	~	0	<0.20	1.1
		Desethyl Atrazine	µg/L	0.01			1	~	0.2	0	<0.01	0.02
		Hexazinone	µg/L	0.01			3	400	~	0	0.01	0.06
		Metolachlor	µg/L	0.01			2	300	~	0	<0.01	0.03
		Metolachlor ESA	µg/L	0.02			2	~	300	0	<0.02	0.08
		Metolachlor-OXA	µg/L	0.05			2	~	300	0	<0.05	0.09
		Triethyl Phosphate	µg/L	0.01			1	~	~	1	<0.01	0.02 *
River Park	River Park Reservoir	Atrazine	µg/L	0.02	Quarterly	4	2	20	~	0	<0.02	0.06
		Atrazine, 2-hydroxy	µg/L	0.01			3	~	0.2	0	<0.01	0.02
		Dalapon (2,2-DPA)	µg/L	0.2			4	500	~	0	0.2	1
		Hexazinone	µg/L	0.01			3	400	~	0	<0.01	0.04
		Metolachlor	µg/L	0.01			3	300	~	0	<0.01	0.14
		Metolachlor ESA	µg/L	0.02			2	~	300	0	<0.02	0.11
		Metolachlor-OXA	µg/L	0.05			2	~	300	0	<0.05	0.17
		Tebuthiuron	µg/L	0.02			4	~	200	0	0.05	0.21
		Terbuthylazine	µg/L	0.01			1	10	~	0	<0.01	0.03

Verification Monitoring Results – all WSA's July 2024 – June 2025 – Pesticides Detected continued												
Scheme	Scheme Component	Parameter	Units	Limit of Reporting	Frequency of Sampling	Total No. samples collected	No. samples detected	ADWG Health Limit	Qld Health Limit	No. samples exceeding Health Limits	Min Value (µg/L)	Max Value (µg/L)
Wallaville	Wallaville Reservoir	Atrazine, 2-hydroxy	µg/L	0.01	Quarterly	2	1	~	0.2	0	<0.01	0.01
		Dalapon (2,2-DPA)	µg/L	0.2			2	500	~	0	0.2	0.5
		Hexazinone	µg/L	0.01			2	400	~	0	0.02	0.03
		Metolachlor	µg/L	0.01			1	300	~	0	<0.01	0.02
as of 27/11/2024 water supplied to Wallaville WSA from Gin Gin WSA		Metolachlor ESA	µg/L	0.02			1	~	300	0	<0.02	0.03
		Tebuthiuron	µg/L	0.02			2	~	200	0	0.13	0.14

Bundaberg Regional Council carries out full and comprehensive pesticide analysis on the received laboratory results.

* Exceedances of the ADWG and Qld Health limits are reported to the Regulator, refer to Table 2 page 9.

Rolling 12-month annual value *E.coli* compliance – All WSA's July 2024 – June 2025

	Month											
	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
% of samples which comply with the nil <i>E. coli</i> limit												
Bundaberg	100%	100%	100%	99.7%*	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.5%*
Kalkie	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Moore Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
River Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rocky Point	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gregory River	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gin Gin	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wallaville	100%	100%	100%	100%	100%	As of 27/11/2024 water supplied to Wallaville WSA from Gin Gin.						
Lake Monduran	100%	100%	100%	100%	100%	94.7%**	95.0%	95.2%	95.7%	95.7%	95.8%	96.0%

* Bundaberg WSA *E.coli* exceedances Oct 2024 and Jun 2025 reported to Regulator, refer to Table 2 page 9.

** Lake Monduran WSA *E.coli* exceedance Dec 2024 reported to Regulator, refer to Table 2 page 9.

Summary of reticulation Trihalomethane Sampling – 2024-2025							
Water Service Area	Frequency of Sampling	Total No. of Samples	No. Samples Exceeding ADWG Health Guideline 250 µg/L	Value of Exceedances (µg/L)	Minimum value (µg/L)	Maximum value (µg/L)	Comments
Bundaberg	Quarterly	8	0	-	28	119	
Kalkie	Quarterly	8	0	-	89	170	
Gregory River	Quarterly	12	0	-	122	244	
Moore Park	Quarterly	4	0	-	<5.0	83	
Gin Gin	Quarterly	7	0	-	58	108	
River Park	Quarterly	4	0	-	87	157	
Rocky Point	Quarterly	4	0	-	23	26	
Wallaville	Quarterly	1	0	-	-	62	As of 27/11/2024 water supplied to Wallaville WSA from Gin Gin.
Lake Monduran	Quarterly	4	0	-	91	125	
	Totals	52	0				

Appendix B. Implementation of the DWQMP Risk Management Improvement Program

System / Scheme	Reference ID	Identified	Improvement Item	Target Period	Action notes	Status and Revised target date	Responsibility
River Pk	22-01	DWQMP Regular Review 2022 – Bligh Tanner	Action: Options study for alternate water supply/treatment plant Rationale: Water is trucked upon CCP critical limit exceedance, but this is not a sustainable long-term solution for managing pathogen risk	2022-23	Reviewing options to connect to Bundaberg WSA supply network. Short term measure: Truck water when required by a licenced water carter.	In progress, updated to 2026-27	Service Delivery Manager
River Pk	22-02	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate interim measures to improve sedimentation and filtration Rationale: Media is suspected to be an issue. This needs to be investigated and rectified whilst awaiting options study solution. Water is trucked upon CCP limit exceedance. CCPs to be reviewed on implementation of improvement measures	2022-23	River Park: media changed in 2022. Scheduled 'clean facility' maintenance action assigned in FOCUS for operators to inspect and clean clarifiers (clarifiers are drained, cleaned and refilled) – Schedule 460 River Park WTP Clarifiers – Monthly Drain & Refill	Completed	Service Delivery Manager
Heaps St, Works Depot, Gin Gin WTP	22-06	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate options to increase chlorine C.t. (options review) Rationale: Chlorine Ct is substantially less than 15mg.min/L at sites without a contact tank	2022-23	The option study review to increase the chlorine C.t. at Heaps St GWTP, Bundaberg Works Depot GWTP and Gin Gin WTP completed.	Completed	Manager Technical Services
Heaps St, Power St, Works Depot,	22-07	DWQMP Regular Review 2022 – Bligh Tanner	Action: Engineering solution to increase chlorine C.t.at bore sites (e.g., move dose to before reservoirs at bore sites, Rationale: Chlorine Ct is substantially less than 15mg.min/L at sites without a contact tank	2023-24	Implementation of option study recommendations (from RMIP action 22-06) scheduled for 2025/2026.	In progress, updated to 2025-26	Manager Technical Services
Gin Gin	22-08	DWQMP Regular Review 2022 – Bligh Tanner	Action: Install baffling at Gin Gin CWT. Rationale: Current Ct at rest area is approximately 6.4mg.min/L	2022-23	Review of Ct revealed that the incorrect baffling factor was applied at time of review. The correct BF has been applied, and the Ct is compliant.	Completed	Service Delivery Manager
All groundwater plants	22-09	DWQMP Regular Review 2022 – Bligh Tanner	Action: Trial enclosure of limestone bed at Lovers Walk Rationale: The open limestone beds are a potential source of vermin access and contamination.	2022-24	Covered spraybed has been installed at Lovers Walk. Trial completed. Other sites form part of 10-year program for installation.	Completed	Manager Technical Services
All groundwater plants	22-10	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review requirement for, and options to provide protozoan treatment barriers. Rationale: There is some evidence that aquifers are unconfined. There are currently no protozoan barriers	2024-25	Groundwater bores Cryptosporidium and Giardia monitoring investigation undertaken in January 2025. No detection in groundwater sources.	Completed	Manager Technical Services
Branyan WTP	22-12	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review control philosophy for instigation of filter backwash, as part of wider review to establish Functional Specification. Rationale: Filter backwash based on time will not meet all plant conditions (e.g., raw water challenge. Ideally, filter should backwash on turbidity, headloss or time.	2022-23	Plant automation upgrade required at first – automation upgrade underway on site.	In progress, updated to 2026-27	Manager Technical Services
Kalkie	22-15	DWQMP Regular Review 2022 – Bligh Tanner	Action: Repair clear water tank and investigate permanent cover for module Rationale: Clear Water tank is inground with leaks which could potentially allow groundwater ingress. Currently controlled with pump to keep groundwater below tank level.	2022-23	Liner has been installed, process commissioning completed, treated water tank back online.	Completed	Service Delivery Manager
Lake Monduran	22-16	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate options for online water quality monitoring and control philosophy as part of wider review to establish Functional Specification. Rationale: Currently only online treated water quality monitoring and very limited SCADA control.	2022-23	When in operation, turbidity is monitored post filter – trips the plant.	Completed	Manager Technical Services
Whole of Service	22-17	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate water quality induction for contractor management Rationale: To ensure all contractors are aware of water quality obligations when working on drinking water assets	2022-23	Aqua card training requirement to be captured with the existing access request form.	In progress, updated to 2025-26	Business Services Manager
Whole of Service	22-18	DWQMP Regular Review 2022 – Bligh Tanner	Action: Develop and implement a process for ongoing review of operational procedures and ensuring implementation Rationale: Up to date operational documents are essential for knowledge management	2022-23	Short term measure: Identify all relevant procedures and conduct a high-level review to identify gaps, repeats Long term measure: Ensure procedures are assigned appropriate review requirements and council's corporate review process is applied (assigning of author, set review frequency).	In progress, updated to 2025-26	Service Delivery Manager

System / Scheme	Reference ID	Identified	Improvement Item	Target Period	Action notes	Status and Revised target date	Responsibility
Gregory River / Gin Gin / Lake Monduran	22-20	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review sodium hypochlorite storage management practices Rationale: Ensure hypo management practices are documented and reflect best practice to minimise formation of chlorates	2022-23	Action closed, action duplicated in DWQMP Audit 2025.	Closed- refer to RMIP 25-16	Service Delivery Manager
Lake Monduran	22-21	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review drinking water Levels of Service in light of THM issues (e.g., non-potable supply, upgrade treatment process) Rationale: THM formation in this system has been problematic	2022-23	THM's analysis results assessed, last THM exceedance recorded in March 2023. Lake Monduran WTP currently not in operation (water being trucked in from Gin Gin WSA).	Completed	Manager Technical Services
All plants	22-22	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review control functional specification / control philosophy for chlorination as part of wider review to establish Functional Specification. (note: this does not include implementation of updated control systems) Rationale: Chlorination is a CCP and an exceedance should shut down plant production to ensure safe water	2022-23	All WTP's now trip if chlorine is outside of operational limits.	Completed	Manager Technical Services
All plants	22-23	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review/formalise flushing protocol Rationale: To standardise the approach for water quality outcomes across all WSAs	2022-23	Reviewing options for information capture in existing Main Flushing Work Procedure.	In progress, updated to 2025-26	Service Delivery Manager
All surface plants	22-25	DWQMP Regular Review 2022 – Bligh Tanner	Action: Filter asset and media condition inspection. Rationale: Loss of media is evident, and cause must be established and rectified to ensure reliable filtration (Vecellios Road) Breakthroughs above alert limit are occurring more often and require investigation of cause (Branyan). Filters generally operate well, however overdue for inspection (Gin Gin). While this is a new plant, filter media is old/aged in some plants. A regime of routine inspections is good practice and will allow forward planning for replacement (Gregory). High turbidity's in clear water tank- require investigation of cause (Kalkie).	2022-24 (2-year program)	Routine scheduled 'filter inspection' maintenance actions created in FOCUS Works Management System.	Completed	Service Delivery Manager
Branyan WTP	22-26	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate installation of flow indication on push water for polymer dosing Rationale: Flow indication will allow direct detection of low/no flow on settling aid	2022-23	Installation of flow indication on polymer dosing push water completed in March 2025.	Completed	Manager Technical Services
Kalkie, Gin Gin, Gregory River	22-32	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review functional description on chlorine dosing at rechlorination site Rationale: Re-chlorination is an OCP. Currently fixed paced dosing. There may be an opportunity for better dose control	2023-24	Review of the item has identified that the risk level assigned under the risk assessment is required- will be undertaken as part of DWQMP Review 2026 Short term measure: Analyser has been installed post-chlorination at William St (monitoring measure).	In progress, updated to 30/06/2026	Manager Technical Services
Lake Monduran	22-34	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate options and justification for a second protozoan barrier Rationale: Unprotected surface water catchment. Highly manual plant with limited remote visibility of processes. Water quality results indicate processes not working optimally.	2024-25	Short term measure: Truck treated water into park from Gin Gin WTP by licensed water carter. Medium term measure: Review continuation of WTP and alternate options.	In progress, updated to 2026-27	Planning & Delivery Manager
Moore Pk (Vecellios Rd)	22-35	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review OCP limits on subnatant Rationale: If subnatant turbidity is too high can result in overload on filters.	2022-23	Sufficient dilution factor in the off-stream storage. The raw water and subnatant turbidity will trip the plant.	Completed	Service Delivery Manager
Whole of Service	22-37	DWQMP Regular Review 2022 – Bligh Tanner	Action: Develop maintenance schedule framework as part of asset management system. Rationale: A well-developed AMS is essential to ensure continued supply of safe water	2024-25	AMS now captured in FOCUS Works Management System, includes Scheduling tool and ACP's.	Completed	Planning & Delivery Manager
Whole of Service	22-38	DWQMP Regular Review 2022 – Bligh Tanner	Action: Develop water quality safety checklist as part of SWMS Rationale: A well-developed AMS is essential to ensure continued supply of safe water	2023-24	Water quality safety checklist not captured in SWMS, process achieved through AMS capture in FOCUS, Scheduling, ACP's and Aqua Cards.	Completed	Service Delivery Manager
Whole of Service	22-39	DWQMP Regular Review 2022 – Bligh Tanner	Action: Develop and implement a Verification of Competence process Rationale: VoCs will ensure operators are familiar with operational variations at different sites.	2024-25	Short term measure: Operators to rotate between the WTPs to ensure familiarity with the varying operational requirements / arrangements at the plants. Long term measure: develop process.	Updated to 2026-27	Service Delivery Manager

System / Scheme	Reference ID	Identified	Improvement Item	Target Period	Action notes	Status and Revised target date	Responsibility
Whole of Service	22-40	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review governance of control changes and CCPs Rationale: Access to change setpoints in SCADA needs to consider the level of process risk to ensure OCPs & especially CCPs are functioning within specification.	2023-24	Operators are unable to change CCP limits in SCADA. Audit trail traceability on changes made in SCADA- changes timestamped. BRC SCADA Strategic Asset Plan completed by SAFEGroup Automation in Feb 2022- document provided to BRC.	Completed	Manager Technical Services
Whole of Service	22-43	DWQMP Regular Review 2022 – Bligh Tanner	Action: Implement OT strategy Rationale: The OT strategy has been developed to manage risk to control systems from cyber security threats. As more control systems and remote monitoring/control is introduced OT security is essential.	2022-23	In progress. Migration to a new Domain and GeoSCADA completed. Further OT strategies to come. Completed late 2024.	Completed	Manager Technical Services
Whole of Service	22-44	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review and formalise emergency preparedness Rationale: Currently rely heavily on operator experience and knowledge in an emergency (eg flood). Documenting response plans/actions will improve knowledge across the team and the response	2024-25	Review of Contingency Business Plan completed September 2025. Further works identified.	In progress, updated to 2026-27	Business Services Manager
All surface plants	22-49	DWQMP Regular Review 2022 – Bligh Tanner	Action: Alternate coagulants under investigation Rationale: Coagulant used across all WSAs is primarily based on experience and legacy. BRC is undertaking a review to ensure appropriate coagulant is being used for the water quality challenges and plant design	2022-24	Review of coagulants was undertaken. The coagulant used at Branyan WTP has been changed and is reflected in the DWQMP.	Completed	Service Delivery Manager
Bundaberg, Gin Gin	22-50	DWQMP Regular Review 2022 – Bligh Tanner	Action: Investigate options to maintain <10% limit on supernatant return Rationale: Current fixed rate flow of supernatant means drop in plant flow may result in above 10% return rate. Reliant on Operators knowing not to drop flow rates lower than threshold	2023-24	Branyan WTP and Gin Gin WTP maintaining <10% supernatant return limit, installed pumps designed to return 10% of maximum inlet flow/sec therefore plants do not have capability to return >10% on supernatant return.	Completed	Manager Technical Services
Branyan WTP	22-51	DWQMP Regular Review 2022 – Bligh Tanner	Action: Identify method to ensure PAC dosing is occurring correctly Rationale: Flow sensors only detect carrier water flow, not correct PAC dispensing	2023-24	Daily check of PAC dosing system captured in plant walkaround actions as part of following the FOCUS Works Management System implementation.	Completed	Manager Technical Services
Branyan WTP	22-52	DWQMP Regular Review 2022 – Bligh Tanner	Action: Undertake assessment and rectification of subsidence at inlet Rationale: Ongoing erosion of bank and subsidence noted in local area around inlet works	2023-24	Rocks were deposited on the bank on either side of the inlet works to stabilise the bank in 2023. No further erosion has occurred.	Completed	Service Delivery Manager
Vecellios Road	22-54	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review coagulant dose control philosophy Rationale: Fluctuations in plant flow can result in slight over/under dosing	2023-24	Online monitoring will trip the Vecellios Rd WTP if coagulation dosing is not within operational limits.	Completed	Service Delivery Manager
Vecellios Rd, River Pk	22-56	DWQMP Regular Review 2022 – Bligh Tanner	Action: Review need/options for PAC dosing. Rationale: Triggers for dosing PAC should be relative to risk and consistent across WSAs.	2023-24	Options study report completed. PAC dosing not to be used in the treatment plant process at either plant.	Completed	Service Delivery Manager
Kalkie	24-01	Operational Improvement	Action: Cover the externally located filters and enclose the area. Rationale: Protect the filters from exposure to the environment – vermin proof.	2025-26	In progress. Project to cover and enclose the filters underway by Projects and Delivery.	In progress	Service Delivery Manager
Whole of Service	24-02	DWQMP Review 2024	Action: Review the operational procedures relevant to the DWQMP as per Table 15.3 Operational Procedures. Rationale: Assess the operational procedures for relevance to the current Water Services practices	28/02/2025	Operational procedures assessed for relevance to current Water Services practice, required documents reviewed, new consolidated documents added, obsolete documents retired. Submitted to Regulator on 28/02/2025.	Completed	Service Delivery Manager
Whole of Service	25-04	DWQMP Audit 2025	Ensure that all pH buffers have either an expiry date or a manufacture date with a suitable period.	2025-26	Discussed in Water operators pre-start meeting and monthly toolbox meetings with all operators (water and wastewater).	Completed	Service Delivery / Laboratory
Whole of Service	25-05	DWQMP Audit 2025	Ensure all instruments are externally calibrated as per the manufacturer's requirements.	2025-26	Portable plant laboratory equipment captured on Lab instrument list, Lab source equipment when needed and update the list. Instrument calibrations completed by HACH – service visit 08-12/09/2025.	Completed	Service Delivery / Laboratory
Lake Monduran	25-06	DWQMP Audit 2025	Ensure that the DWQMP correctly describes the tankering operations at Lake Monduran WTP.	30/06/2026	Review of DWQMP section 11 Lake Monduran WSA to be addressed as part of the next DWQMP regular review, due by 30/06/2026.	In progress	Governance Team
All schemes	25-08	DWQMP Audit 2025	Continue with plans to upload the sample locations to the GTX GIS system.	2025-26	Sample location information provided to GIS team and uploaded to the GTX mapping system.	Completed	Governance Team

System / Scheme	Reference ID	Identified	Improvement Item	Target Period	Action notes	Status and Revised target date	Responsibility
River Park	25-09	DWQMP Audit 2025	At River Park WTP, stop the practice of dumping the hypo onto the ground. Instead, the chemical could be reused at an STP site.	2025-26	Practice stopped. Installation of hose to drain to wastewater.	Completed	Service Delivery
Murdochs Rd	25-10	DWQMP Audit 2025	Ensure that the Murdochs Road Water Treatment Plant chlorine tank is regularly cleaned out.	2025-26	In progress, replace with tank to allow easier cleaning. Cleaning FOCUS schedule to be established following tank installation.	In progress	Service Delivery
All schemes	25-12	DWQMP Audit 2025	Ensure that all superseded calibration stickers are removed.	2025-26	Issue has been raised with external contractors engaged, contractor to remove superseded stickers. Service visit completed 12/09/2025, superseded calibration stickers removed.	Completed	Service Delivery / Laboratory
Whole of Service	25-13	DWQMP Audit 2025	Add a scenario for water treatment for the mock emergency practice.	2025-26	To be discussed with Water Services management.		Governance / Management
Whole of Service	25-14	DWQMP Audit 2025	The RMIP short-term, medium-term and long-term actions need to be in accordance with the DWQMP guideline.	2025-26	All existing and new items captured in RMIP that are assigned a 'high' or 'extreme' mitigated risk category will be assigned short-term and long-term actions.	Completed	Governance / Management
Whole of Service	25-16	DWQMP Audit 2025	Ensure that a Sodium Hypochlorite management plan is implemented and that it includes chlorate management.	30/06/2025	This is a regulated requirement in Information Notice 29/05/2025 condition 7.8 and will be addressed at the next DWQMP regular review due by 30/06/2026. Similar to DWQMP Regular Review 2022 RMIP action 22-20	In progress	Governance / Management