

Water Quality Policy

Commitment:

WaterNSW is committed to effectively managing our water supply to provide our customers high quality, safe water that is fit for purpose and consistently meets appropriate water quality guidelines for the protection of public health.

Scope:

This policy applies to water taken from the State's water rights by WaterNSW under our water access licences and supplied by WaterNSW as drinking water, or as bulk water with the final end use as drinking water to customers such as Sydney Water, and the councils of Wingecarribee Shire, Goulburn Mulwaree, Shoalhaven City and Oberon.

Actions:

To demonstrate our commitment and accountability WaterNSW will:

- Maintain and implement a Water Quality Management System which is consistent with the Australian Drinking Water Guidelines, NSW Health amendment or any other requirements specified by NSW Health or IPART
- Maintain and implement Quality Assurance Plans for WaterNSW private water supplies to ensure safe and reliable drinking water
- Achieve a high level of compliance with relevant regulatory requirements, industry standards and internal controls
- Effectively manage our water supply systems, to protect and promote water quality based on a multi-barrier approach
- Utilise a risk-based approach for the identification and assessment of potential water quality hazards and implementation of appropriate controls
- Deliver scientific research focussed on protecting and enhancing water quality to increase our understanding of water quality risk and support the development of management strategies.
- Maintain and implement a water monitoring program informed by research and knowledge of the water supply system, its risks, critical control points and the needs of customers and stakeholders
- Maintain and implement a Water Quality Incident Response Protocol and incident response capability to ensure that public health is effectively protected, during and in anticipation of incidents
- Manage issues relating to water quality and public health in partnership with customers and NSW Health, and jointly review and evaluate water quality management practices from catchment to customer
- Protect and enhance the quality of water in declared catchment areas by delivering the actions outlined by the Source Water Protection Strategy
- Implement and maintain operational procedures to optimise the quality of water to be supplied for treatment whilst minimising the effects on system yield
- Maintain sufficient resources and operational processes to review and continually improve our Water Quality Management System.

Accountability:

Employees and contractors will:

- Support the protection of water quality, by identifying and reporting any occurrence that may have a potential adverse impact on water quality
- Follow Standard Operating Procedures, the Water Quality Incident Response Protocol and any instruction given by WaterNSW
- Complete any actions assigned to them under the Water Quality Improvement Plan
- Develop, maintain and implement relevant activities under our Water Quality Management System
- Undertake training to ensure awareness of and commitment to water quality responsibilities.

Leaders will:

- At all times lead by example in the protection of water quality and public health
- Provide resources, instruction and supervision to enable employees to fulfil their water quality responsibilities
- Continually review water management practices, risks and opportunities for improving water quality.

Approved by
The Chief Executive Officer and Board of WaterNSW
27 June 2023