

Notification of a drinking water event or detection of a parameter with no water quality criteria

Explanatory notes and instructions

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Requirement to complete this form

Water Supply (Safety and Reliability) Act 2008

These explanatory notes will assist drinking water service providers to complete a paper based or interactive PDF form for a Notification of a drinking water event or detection of a parameter with no water quality criteria (the form) — this form is required in addition to reporting immediately by phone.

This form is to be completed and submitted to inform the regulator of a drinking water event or detection of a parameter with no water quality criteria as specified by the regulator in the conditions for your drinking water quality management plan.

The terms used in these explanatory notes, and in the form, are defined in the Water quality and reporting guideline for a drinking water service and the *Water Supply (Safety and Reliability) Act 2008* (the Act), and are provided in the Appendix.

Before completing the form, you should be aware of your rights and obligations under the Act. The legislation can be viewed at the Office of the Parliamentary Counsel website at <www.legislation.qld.gov.au>.

To access an electronic copy of the Act:

1. Go to the website and type in the address <www.legislation.qld.gov.au> in the web browser
2. Click on the Current legislation heading
3. Click on W and scroll down the list of Acts to *Water Supply (Safety and Reliability) Act 2008*
4. Click on *Water Supply (Safety and Reliability) Act 2008* to open the document. **Note**— as the document is in PDF format, you will need to have Acrobat Reader installed on your computer to view it
5. Follow step (2) to (4) to access other legislation or regulations.

Purpose of the Notification of a drinking water event or detection of a parameter with no water quality criteria

The form is to be used by the drinking water service provider to inform the regulator of a drinking water event or detection of a parameter with no water quality criteria, including the circumstances that gave rise to the notification. (**Note:** This form is in addition to reporting immediately by phone).

The drinking water service provider must give the regulator notice of the following in this form as soon as practicable—

- (a) an event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat or provide drinking water.
- (b) detection of any parameter with no water quality criteria

An event, or the detection of a parameter with no water quality criteria are reportable when they are not managed under your approved drinking water quality management plan and you are concerned or believe that public health may be impacted as a result, as specified by the regulator in the additional reporting condition of your approval.



Instructions for completing the form

Note: You are required to complete a separate form for each drinking water event or detection of a parameter with no water quality criteria.

Where a drinking water event or a parameter with no water quality criteria is detected at one or more locations in a drinking water scheme, e.g. very high turbidity as a result of failure of filtration was detected at four locations in the reticulation system; it would be considered one event. Likewise, if chlorate was detected in multiple locations in reticulation during the same monitoring cycle; while all results are reportable, it would be considered the one notification.

This form can be completed by hand or electronically.

If completing the form by hand, please:

- print neatly in BLOCK LETTERS
- use a black ballpoint pen only
- do not use correction fluid or tape
- initial any alterations
- complete all relevant sections of the form.

If completing the interactive PDF form, please:

- ensure the relevant boxes are ticked and leave all other boxes blank
- complete all relevant sections of the form.

Note: The form must be printed and signed prior to submission to the regulator.

If additional information is to be provided, please use separate sheets and attach them to the form.

Should you have any queries when completing this form, please contact the Queensland Water Supply Regulator, Department of Energy and Water Supply (the regulator) on 07 3247 4486 (business hours Monday to Friday).

Initial notification

This section of the form is to be completed and submitted as per the following timeframes after becoming aware of the event or detection of a parameter with no water quality criteria. Reporting the event or detection of a parameter with no water quality criteria (and circumstances that gave rise to it) is required immediately (for example, **within three hours**) by telephone. This is followed by submitting the initial notification section of the form **within 24 hours**.

1. Drinking water service provider details

Drinking water service provider

Please enter your registered service provider name as per the regulator's service provider register.



Service provider identification (SPID) number

Please enter your registered SPID number on the form in the box provided. Your SPID number can be obtained from previous correspondence.

Drinking water scheme

Please enter the name of the drinking water scheme to which this notification relates.

2. Contact details for this notification

This is the person who will be contacted by the regulator as an initial point of contact in relation to the event or detection of a parameter with no water quality criteria. Details to be provided include:

- the name of the contact person
- the title of the position occupied by the contact person within your organisation
- phone, fax and mobile numbers and postal and email address details of the contact person.

3. Details of telephone report to the regulator

Provide the name of the person who reported the event or detection of a parameter with no water quality criteria by telephone to the regulator, the name of the officer who took the report and the date and time.

4. Notification type

Tick the appropriate box (event or detection of a parameter with no water quality criteria) to which this initial notification relates.

5. Other communication

Have you informed any other organisation/agency about this event or detection of a parameter with no water quality criteria?

If you have notified any other person or organisation/agency, please provide their organisation/agency name, contact name, phone number, date notified and email address to enable the regulator to contact them if necessary.

6. Event or detection of a parameter with no water quality criteria information

This section requires the details of the event or detection of a parameter with no water quality criteria to be provided to the regulator. A full description of and the circumstances that led to the event or detection of a parameter with no water quality criteria should be provided, along with the immediate impact.

If completing this form by hand and additional information is to be provided, please use separate sheets and attach them to the form.



Sample information (if applicable)

Initial sample

This section requires the initial sample details to be provided to the regulator.

Information required includes:

- system location i.e. raw/source water, treated water from water treatment plant, or reticulation
- date sample taken
- time sample taken
- parameter i.e. water quality parameter(s) to which the notification relates (e.g. chlorate, emerging pesticides)
- sample location/s i.e. the specific location where sample was collected such as High Street Reservoir, 56 Gray Street Highsville or Queen Street Water Treatment Plant
- results of analysis record the test result value and the units on the laboratory report (e.g. 1.7 mg/L).
- date results were received
- laboratory name where analysis was undertaken or the process if your own laboratory is used.

7. Immediate investigation and corrective action

Provide details of any investigation and immediate corrective action undertaken by the drinking water service provider. If immediate corrective actions have taken place, what and when the corrective action took place and if any public health notification has already taken place, or will be required. If immediate corrective actions have not been taken, describe reasons why.

If completing this form by hand and additional space is required, please use separate sheets and attach them to the form.

Follow up sample/s (if applicable)

This section requires the details of the follow up sample to be provided to the regulator.

Information required includes:

- indicate whether follow up sample/s have been taken? (This must include a sample(s) from the original location(s) where the parameter was detected)
- if yes, the expected timeframe for receipt of the results, including date and time
- if no, when follow up sample/s are expected to be taken, including date and time.

8. Further action

Provide details of further action being taken by the drinking water service provider.

If completing this form by hand and additional space is required, please use separate sheets and attach them to the form.



9. Declaration

This form is to be signed and dated on the day of completion by an officer, with appropriate authority to sign on behalf of the drinking water service provider, prior to submitting it to the regulator. In signing this form you are declaring that the information is true and accurate.

10. Submission

Provide a copy of the form including all additional information by fax or email to the regulator. The regulator's fax and email details are located on the form.

Investigation report

This is the second section of the form and is to be completed and submitted when the provider has identified the measures the provider will take to prevent the drinking water event in the future or manage the detected parameter with no water quality criteria.

11. Drinking water service provider details

Drinking water service provider

Please enter your registered service provider name as per the regulator's service provider register.

Service provider identification (SPID) number

Please enter your registered SPID number on the form in the box provided. Your SPID number can be obtained from previous correspondence.

Drinking water scheme

Please enter the name of the drinking water scheme to which this notification relates.

12. Contact details for this notification

This is the person who will be contacted by the regulator as an initial point of contact in relation to the event or detection of a parameter with no water quality criteria. Details to be provided include:

- the name of the contact person
- the title of the position occupied by the contact person within your organisation
- phone, fax and mobile numbers and postal and email address details of the contact person.

13. Details of initial notification of event or detection of a parameter with no water quality criteria

Please provide the date the event or detection of a parameter with no water quality criteria was initially reported to the regulator.



14. Notification type

Tick the appropriate box (event or detection of a parameter with no water quality criteria) to which this investigation report relates.

15. Investigation actions and outcomes

Describe all actions that were undertaken to investigate the cause of the event or detection of a parameter with no water quality criteria (e.g. physical inspection of treated water storage roof, analysis of disinfection residual, inspection of chlorinator, collection and analysis of additional water samples, physical inspections of infrastructure, information gathered from stakeholders).

Describe the outcome of your investigation. Specifically focus on parts of the investigation that led to an understanding of the cause of the drinking water event or detection of a parameter with no water quality criteria. For example (a) disinfection residual was below target limit and inspection of chlorinator revealed that chlorine had run out; (b) integrity of treated water storage reservoirs was good with no likely entry points for contamination.

Also describe parts of the investigation that did not provide answers to the cause of the drinking water event or detection of a parameter with no water quality criteria.

If completing this form by hand and additional space is required, please use separate sheets and attach them to the form.

16. Corrective actions

Describe all actions undertaken to correct the cause. For example, (a) additional chlorination of the affected water supply was undertaken and automatic chlorination was restored; (b) change of water source; (c) equipment repaired or replaced.

17. Preventative actions

Describe what you have done to prevent the event occurring again or to manage the detection of a parameter with no water quality criteria. This could include both short-term and longer term actions (e.g. (a) inspection of chlorinator/restocking schedule for chlorine has been amended to ensure chlorine will not run out; (b) communication protocols have been amended; (c) the need for automatic alarms on chlorinators has been considered).

If completing this form by hand and additional space is required, please use separate sheets and attach them to the form.

Include any additional or long term measures or actions the drinking water service provider has considered or will implement to prevent the event from occurring again; or manage the parameter with no water quality criteria.

If any of these measures are not reflected in the drinking water service provider's approved drinking water quality management plan, describe to what extent this issue is addressed in the approved plan (e.g. was this scenario risk assessed, and if so, were the appropriate preventive measures identified and implemented). Where this incident may potentially reoccur, consideration should be given to applying for an amendment of your Drinking water quality management plan using the amendment application form.

Appendix A

Definitions of the *Water Supply (Safety and Reliability) Act 2008* and terms used in the Water quality and reporting guideline for a drinking water service

Australian Drinking Water Guidelines (ADWG) incorporates the Framework for the management of the drinking water quality based on the 12 elements and provides guidance on what constitutes good quality drinking water.

Drinking water—

1. Drinking water means water, for human consumption, intended primarily as water for drinking, whether or not the water is used for other purposes.
2. Drinking water does not include—
 - (a) water that is food as defined under the *Food Act 2006* or
 - (b) water taken or supplied for domestic purposes under the Water Act.

Drinking water scheme means infrastructure owned by a drinking water service provider for single or multiple combinations of the individual components of treatment, transmission, reticulation or the storage of recycled water to augment a drinking water supply. Refer to the Water quality and reporting guideline for a drinking water service for further information.

Drinking water service means a water service that is—

- (a) the treatment, transmission or reticulation of water for supply as drinking water; or
- (b) water collection in a water storage, if the water in the storage—
 - (i) includes recycled water other than coal seam gas water; and
 - (ii) is used to augment a drinking water supply.

Drinking water service provider means a water service provider for a drinking water service.

Event means anything which has happened to a Drinking water service provider (DWSP) or DWSP's service which has escalated beyond the ability of the DWSP to control and that the DWSP believes, or is concerned, that public health may be impacted as a result.

Regulator the chief executive of the department is the regulator under the Act. The chief executive of the department, as the regulator, has delegated certain powers under the Act to the officers of the Queensland Water Supply Regulator. See schedule 3 of the Act.

Service provider identification (SPID) number is a number generated through the department's Water Industry Compliance Database (WICD) to identify the service provider.

Water quality criteria—

- (a) for drinking water, means all of the following—
 - (i) the standards for the quality of drinking water prescribed in a regulation under the Public Health Act;
 - (ii) the criteria stated in a guideline, if any, made by the regulator about the quality of drinking water;
 - (iii) the criteria for the quality of drinking water stated in a condition applying to a drinking water quality management plan.



Telephone enquiries

Water: 13 QGOV (13 74 68) business hours

Energy: 13 43 87 business hours

Visit: www.dews.qld.gov.au