

Incident reporting guideline for recycled water schemes

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1. Introduction

The recycled water provisions of the *Water Supply (Safety and Reliability) Act 2008* (the Act) commenced on 1 July 2008 and are administered by the Department of Energy and Water Supply (the department). The chief executive of the department is the regulator under the Act.

The primary aim of the recycled water provisions is to protect public health and, for certain schemes known as critical recycled water schemes, where applicable, to ensure operational continuity to meet the essential water supply needs of the community or industry.

Unless a transitional period applies, section 201 of the Act, requires:

- (1) for a single-entity recycled water scheme
 - a recycled water management plan (RWMP) to be prepared by the recycled water provider for the scheme and approved by the regulator (refer to the Recycled Water Management Plan and Validation Guideline) or
 - an exemption from having an approved RWMP granted by the regulator (refer to the Recycled Water Management Plan Exemption Guideline)
- (2) for a multiple-entity recycled water scheme
 - an RWMP to be prepared, consisting of a scheme manager plan prepared by the scheme manager¹ and scheme provider plan/s, prepared by each recycled water provider and other declared entity.

Note: Multiple-entity recycled water schemes and schemes producing and supplying recycled water sourced from coal seam gas (CSG) water are not entitled to apply for an exemption from having an approved RWMP. However, CSG recycled water schemes can apply for an exclusion decision from the requirement to prepare an RWMP. The incident reporting obligations detailed in the Incident Reporting Guideline for Recycled Water Schemes (this guideline) do not apply to recycled water schemes with exclusion decisions.

Transitional periods about recycled water are specified in sections 631 to 634 of the Act².

The Act is available online at <www.legislation.qld.gov.au>.

1.1 Aim of this guideline

This is a non-regulatory guideline; however, it does refer to mandatory incident reporting obligations required under the Act. This guideline provides specific information for a recycled water provider, scheme manager or declared entity about how to comply with incident reporting obligations, including:

- what should be considered when reporting an incident
- what information is required by the regulator
- how the information should be provided.

For the purpose of this guideline, a reference to the entity means a recycled water provider, scheme manager or declared entity, unless specified.

In this guideline, some of the regulator's requirements are mandatory as they are legislative requirements of the Act. Where the regulator's requirements are mandatory, this guideline will use the word 'must'. In these cases, the entity must supply the information required and in the manner prescribed. It is the responsibility of the entity to ensure mandatory legislative requirements of the Act are met.

In other cases, the regulator's requirements are not mandatory. If the requirement is not mandatory the word 'should' is used in this guideline. The entity is able to follow the guideline suggestion if it chooses or, alternatively, choose its own methods for achieving requirements.

If an entity chooses to use its own method for satisfying the regulator's requirement, the regulator will assess that alternative approach against the regulator's policy objectives and the overarching aims of the Act. The explanatory material in this guideline is indicative of the regulator's policy objectives and the aims of the Act.

¹ There must be a scheme manager for all multiple-entity recycled water schemes. There is no requirement for a scheme manager for single-entity recycled water schemes.

² A summary of the transitional arrangements can be found in the Recycled Water Management Plan and Validation Guideline and the Recycled Water Management Plan Exemption Guideline.

1.2 Relationship to other guidelines

This guideline accompanies the suite of recycled water regulatory guidelines prepared to assist entities in understanding the requirements of the Act. The suite of regulatory guidelines includes the:

- Recycled Water Management Plan and Validation Guideline
- Recycled Water Management Plan Exemption Guideline
- Water Quality Guideline for Recycled Water Schemes
- Annual Reporting Guideline for Recycled Water Schemes
- Recycled Water Management Plan Audit Reporting Guideline.

1.3 Relationship to other legislation and regulations

Recycled water schemes may operate under different legislation that must be complied with, for example, the:

- *Environmental Protection Act 1994*
- *Plumbing and Drainage Act 2002*
- *Public Health Act 2005* and Public Health Regulation 2005
- *Workplace Health and Safety Act 1995*.

The requirements of the Act do not negate the requirements of other legislation unless where expressly stated or by implication. It is the responsibility of the entity to determine and ensure compliance with all relevant legislative obligations.

2. Incident reporting

2.1 Incident reporting obligations

For a recycled water scheme operating under an approved RWMP or a granted exemption, incident reporting is required under sections 270 and 271 of the Act. These requirements, for the purposes of this guideline, will be referred to as incident reporting obligations. Incident reporting obligations require communication between entities and the regulator and allow the regulator to review proposals to ensure planned actions are adequate. It also increases accountability for entities in relation to the quality of recycled water it provides to its users. These obligations apply to both the entity that becomes aware of an incident (the alerting entity) and to any other entity managing a part of the scheme that is responsible for taking action to correct the incident (the responsible entity). Refer to section 3 of this guideline for further details on the alerting entity and responsible entity.

2.2 Reportable incidents under this guideline

For the purpose of this guideline, incident reporting obligations only apply to three particular types of incidents. These incidents are:

- (1) **Noncompliance with water quality criteria.** Recycled water schemes operating under an approved RWMP or a granted exemption must, under section 270 of the Act, report any noncompliance with the scheme's water quality criteria³. The alerting entity must immediately report the noncompliance when it becomes aware that the quality of water produced or supplied under the scheme does not comply with the water quality criteria relevant for the scheme. A noncompliance occurs when the water quality criteria set for a parameter and monitored under the scheme is breached. This could include, for example, when a resample value shows the chlorine residual is less than the required minimum value stated in the scheme's water quality criteria.
- (2) **Failure to conduct testing as required by the water quality criteria for the scheme.** An incident under section 270 of the Act can also occur when a recycled water scheme fails to undertake the water quality testing set as a condition of an approved RWMP or granted exemption. This refers to missing data arising from failure to test and other situations, for example, laboratory errors.
- (3) **Prescribed incidents.** Recycled water schemes, operating under an approved RWMP or granted exemption must, under section 271 of the Act, report any prescribed incidents. The alerting entity must immediately report any prescribed incidents when it becomes aware that a prescribed incident has happened in relation to itself or the scheme. Prescribed incidents are specified by the regulator under a regulation⁴.

If for any reason the entity is unsure an incident has occurred in relation to the scheme it should contact the regulator.

³ A scheme's water quality criteria consist of water quality standards set by Queensland Health and conditions of an approved RWMP or granted exemption set by the regulator (refer to the Water Quality Guideline for Recycled Water Schemes).

⁴ 'Prescribed incident' means an incident prescribed under a regulation.

2.3 Other reporting requirements

An entity is only required to comply with the incident reporting obligations stated in this guideline if the incident relates to the scheme's water quality criteria or is a prescribed incident in a regulation. However, this does not remove the entity's obligations to comply with any other reporting requirements, including those specified as a condition of an approved RWMP or granted exemption. Other reporting requirements may also include:

- protocols for communication between the entity and the regulator documented in the entity's incident and emergency response plan in the approved RWMP for the scheme
- environmental purposes, such as to meet an obligation under the Environmental Protection Act
- communication protocols established for the entity's own contractual obligations.

While entities need to comply with other reporting requirements for their scheme, they do not need to follow the incident reporting process outlined in this guideline. They should follow any appropriate processes depending on the particular reporting requirement.

Where other reporting requirements need to be complied with, entities need to consider the appropriate processes for each of these reporting requirements as this is outside the scope of this guideline.

3. Responsibilities of each entity when an incident occurs

When an alerting entity first becomes aware of an incident it must immediately⁵ contact the regulator to report the incident. This notification must occur without delay once the alerting entity becomes aware of the incident, for example, within three hours. If the alerting entity⁶ is not responsible for taking corrective actions for the incident, for example, in a multiple-entity recycled water scheme, the alerting entity must also immediately contact the responsible entity. However, for most schemes the alerting entity and responsible entity will be the same.

For a multiple-entity recycled water scheme, the scheme manager, recycled water providers and other declared entities under the scheme may all be responsible for the incident. In this case, each responsible entity is required to notify the regulator of its role in the incident and the action it is taking to correct the incident. Notification to the regulator must occur when the responsible entity becomes aware of the incident or was notified of the incident by the alerting entity.

This notification must be submitted to the regulator in the approved form as soon as practicable⁷, for example, a noncompliance with water quality criteria must be reported using the Notice of Noncompliance with Water Quality Criteria—Recycled Water form. The responsible entity must submit this form as soon as the information is available and it is capable of reporting the information to the regulator, which should be submitted within 24 hours of the responsible entity becoming aware of the noncompliance. This form is available on the department's website at <www.dews.qld.gov.au>.

4. How to report an incident to the regulator

There are three main steps the alerting entity and responsible entity⁶ need to complete to ensure each fulfils its incident reporting obligations. These steps are:

1. the alerting entity must immediately⁵ notify the regulator of the incident and, if applicable, the responsible entity. The regulator's contact details are listed in section 10 of this guideline
2. after notifying the regulator of the incident, the responsible entity must complete and submit the **initial notification** section of the approved form to the regulator as soon as practicable⁷
3. once the responsible entity has investigated the incident and identified any measures to prevent the incident in the future, it must complete and submit the **investigation report** section of the approved form.

The regulator may at any time during this process request further information about the incident or direct the responsible entity to take certain actions in relation to the incident. These steps are explained in further detail below. A flow chart outlining the incident reporting process is also provided in the Attachment of this guideline.

4.1 Immediately notify the regulator

As soon as the alerting entity becomes aware of an incident, it must contact the regulator immediately and, if necessary, the responsible entity, unless it has a reasonable excuse. This immediate incident notification should be done by telephoning the regulator within three hours of becoming aware of the incident. Contact details are provided in section 10 of this guideline. During this telephone call, details of the incident required by the regulator are likely to include the following information:

⁵ For the definition of immediately refer to the glossary of this guideline.

⁶ For the definitions of alerting entity and responsible entity refer to the glossary of this guideline.

⁷ For the definition of practicable refer to the glossary of this guideline.

- the entity name, location and scheme details
- the reporting officer’s details and details of the primary contact for the incident
- the possible cause of the incident
- any action being taken, or to be taken, to correct the incident including how users of the recycled water supplied by the scheme were notified of the incident and any investigations that are under way
- if the incident is a prescribed incident, details of the incident such as factors that may have led to the incident or are under investigation
- if the incident is a noncompliance with water quality criteria
 - the parameter or condition involved in the incident
 - the water quality criterion for the parameter
 - for noncompliance with a resample value—the short-term sample and resample value for the parameter or just the initial sample for schemes augmenting a drinking water supply
 - for noncompliance with an annual value—the annual value and the results that made up the annual value
 - for failure to conduct testing as required by the water quality criteria for the scheme—date the test was required and details of next scheduled test
 - any related sample values such as the history of the noncompliant parameter or other related parameters.

The above information is required so an initial assessment can be made by the regulator to determine the impact of the incident on the public, especially the end user of the recycled water. In some cases the alerting entity may not have all the information at the time it becomes aware of the incident, for example, the possible cause of the incident. This should not delay the alerting entity from contacting the regulator. Any information required by the regulator not available at the time of the immediate notification must be reported by the responsible entity in the approved form as soon as practicable.

After an initial assessment of the incident, the regulator may:

- notify any relevant government agencies of the incident, depending on the type of incident and the level of risk to public health, for example, Queensland Health
- require further information from the responsible entity to ensure public health has been protected.

The regulator also has the power to direct the alerting entity or responsible entity to take specific actions to prevent or minimise the adverse effect of the incident or to prevent the incident from happening again. A direction may be issued under section 436 of the Act. This direction may be given orally, but must be confirmed by the regulator as soon as practicable in writing. The direction must be followed by the alerting entity or responsible entity, unless the entity has a reasonable excuse, otherwise the entity could be committing an offence under section 437 of the Act.

4.2 Initial notification by responsible entity

After notifying the regulator of the incident, the responsible entity is required to take appropriate action to protect public health, conduct an investigation into the cause of the incident and instigate measures to prevent the incident in the future. The initial notification section of the approved form should be submitted by the responsible entity within 24 hours of the immediate notification to the regulator.

This initial notification must include:

- for noncompliance with water quality criteria
 - the noncompliance and the circumstances that gave rise to the noncompliance
 - any action taken, or to be taken, by the entity to correct the noncompliance
- for prescribed incidents
 - the prescribed incident and the circumstances that gave rise to prescribed incident
 - any action taken, or to be taken, by the entity to correct the prescribed incident.

This section of the approved form should confirm any details given to the regulator by the alerting entity and submission should not be delayed while the responsible entity undertakes investigations or takes corrective actions. If more information about the incident becomes available, the responsible entity can submit an amended approved form to the regulator highlighting the new information.

4.3 Investigation report

Once the responsible entity has completed its investigation into an incident and identified the measures it will take to prevent a recurrence of the incident, the responsible entity must complete and submit the second section of the approved form. For example, if the incident is a noncompliance with water quality criteria, the responsible entity would submit the investigation report section of the approved form. Ideally an investigation into an incident should be broad enough to identify other similar potential incidents and preventative actions across the scheme.

The investigation report must include:

- for noncompliance with water quality criteria
 - any action taken by the entity to correct the noncompliance
 - the measures the entity will take to prevent the noncompliance in the future
- for prescribed incidents
 - any action taken by the entity to correct the prescribed incident
 - the measures the entity will take to prevent the prescribed incident happening again in the future.

The responsible entity may include any additional documentation to support the information it has supplied in the approved form. This could include, for example, submitting any analysis or report which was used to identify the factors that caused the incident. However, the regulator may require this information be submitted separately.

The incident reporting obligations do not cease until all reportable information is provided to the regulator.

5. Additional requirements for schemes augmenting a drinking water supply

If a scheme is augmenting a drinking water supply and breaches a water quality standard set by Queensland Health in the Public Health Regulation⁸, the responsible entity must undertake a public health risk assessment. This requirement is in addition to the incident reporting obligations outlined in this guideline and should address any risks caused to public health by the quality of recycled water supplied during the incident. The public health risk assessment should commence as soon as a test result indicates a water quality standard has not been met.

When the incident is initially reported, the responsible entity should inform the regulator when it expects to complete its public health risk assessment. Once the assessment is completed it should be submitted to the regulator. For information on what should be undertaken in the public health risk assessment, the responsible entity should contact Queensland Health⁹.

6. Ongoing incidents

Each individual incident in a scheme must be reported to the regulator. However, in some circumstances an individual incident may relate to a previously reported incident. This may occur because the previously reported incident requires ongoing corrective action before it can be resolved. For example, each resample value that breaches the water quality criterion for a particular parameter must be reported to the regulator. However, in some circumstances numerous resample values for a parameter are caused by the same circumstance and are part of ongoing corrective action.

For each initial notification of a noncompliance with a water quality criterion, the responsible entity should detail any additional information about the ongoing corrective actions, including a review of previous incidents that may relate to the water quality breach. Each notification should be submitted to the regulator in the initial notification section of the approved form. The responsible entity should also include any interim corrective action being taken to ensure it is supplying recycled water that meets the required water quality criteria for its scheme. The entity may include all the reported incidents in one investigation report. However, the entity should inform the regulator of this action before submitting the investigation report section of the approved form.

7. Outcomes of an incident report

Once an incident is reported, the regulator will assess whether the entity has taken sufficient action to manage any possible health impacts of the incident on the public, especially the end user of the recycled water. During this assessment the regulator may seek advice from, or give information to, Queensland Health or other relevant agencies.

If the regulator or Queensland Health believe there is a risk to public health, each agency may take independent action under the relevant legislation to ensure public health is protected. The entity will be informed of the required action by the relevant agency.

8. Other actions to consider for incidents

When a reportable incident occurs, the scheme must follow any incident management protocols for the scheme. These may include any procedures that form part of the scheme's approved RWMP or conditions set by the regulator in an information

⁸ This requirement does not currently include recycled water schemes augmenting a drinking water supply if the recycled water is sourced from CSG water.

⁹ For contact details visit Queensland Health's website at <www.health.qld.gov.au>.

notice for the decision. These may differ for each scheme based on the particular uses, risks and circumstances of the scheme. The protocols or conditions may require schemes to cease supply of out-of-specification recycled water, undertake some form of retreatment and retesting of substandard water, or proceed to environmental release under a license issued under the Environmental Protection Act before supply of recycled water can recommence.

If a scheme with an approved RWMP needs to stop production or supply of recycled water and the stoppage is not covered within the approved RWMP or its conditions, the entity also needs to report this as an unscheduled stoppage. The requirement to notify the regulator of an unscheduled stoppage is a statutory condition of its approved RWMP under section 208(2) of the Act. A Notice of Unscheduled Stoppage form is available on the department's website at <www.dews.qld.gov.au>.

9. Incident information for annual reports and public reports

The Act requires entities with an approved RWMP or granted exemption to prepare an annual report for each financial year. The annual report provides an accountability mechanism to users of recycled water and the general public. Incidents reported to the regulator under sections 270 and 271 must be included in the scheme's annual report. For further information on annual reporting requirements see the Annual Reporting Guideline for Recycled Water Schemes.

Incidents reported under sections 270 and 271 may also need to be included for public reporting under section 274 of the Act.

10. Regulator contact details

To report an incident to the regulator, contact the Office of the Water Supply Regulator on:

Phone: 1300 596 709

Fax: 07 3405 3156

Email: DrinkingWater.Reporting@dews.qld.gov.au

Post: Queensland Water Supply Regulator

PO Box 15456

City East Qld 4002

11. Glossary

Note: The recycled water provider, scheme manager or declared entity should refer to the *Water Supply (Safety and Reliability) Act 2008* (the Act) for the meaning of the terms. For convenience, the terms referred to in this guideline and their meanings are provided below. Terms with * are taken from Schedule 3 of the Act.

Term	Meaning
Alerting entity	<p>A scheme manager, a recycled water provider or other declared entity, for a recycled water scheme, who becomes aware—</p> <p>(a) that the quality of recycled water produced or supplied under the recycled water scheme for the entity does not comply with the regulated water quality criteria for the recycled water scheme under section 270 of the Act or</p> <p>(b) that a prescribed incident has happened in relation to the alerting entity or the scheme under section 271 of the Act.</p>
Annual Reporting Guideline for Recycled Water Schemes	The guideline issued by the regulator under section 571(1)(m) of the Act.
Approved recycled water management plan (RWMP)	A recycled water management plan approved by the regulator, and not suspended or cancelled, under Chapter 3.*
Coal seam gas (CSG)	Petroleum (in any state) occurring naturally in association with coal or oil shale, or in strata associated with coal or oil shale mining.*
Condition	<p>(a) of an approved recycled water management plan, means—</p> <p>(i) any regulator conditions for the plan or</p> <p>(ii) a condition mentioned in section 208(2), (3), (5) or (6) that applies to the plan and</p> <p>(b) of an exemption, means—</p> <p>(i) any regulator conditions for the exemption or</p> <p>(ii) the condition mentioned in section 256(1).*</p> <p>A condition for an exclusion decision means any condition mentioned in section 327 of the Act.</p>
Critical recycled water scheme	A recycled water scheme declared to be a critical recycled water scheme under Chapter 3.*
CSG recycled water scheme	A recycled water scheme under which recycled water that is coal seam gas water is supplied, or produced and supplied.*
CSG water	<p>Underground water brought to the surface of the earth in connection with exploring for or producing coal seam gas, and includes coal seam gas water—</p> <p>(a) whether it is treated or untreated or</p> <p>(b) that is mixed with other water.*</p>
Declared entity	For a multiple-entity recycled water scheme, means each recycled water provider and other entity, other than the scheme manager for the scheme, declared to be part of the scheme under Chapter 3, part 8.*
Exceedence	A water quality criteria test result outside the regulated water quality criteria.
Exclusion decision	An exclusion decision made under Chapter 3, part 9A of the Act.
Exemption	Means an exemption granted from having an approved recycled water management plan for the scheme under Chapter 3, part 5 of the Act.
Immediately	Occurring or accomplished without delay; instant.

Term	Meaning
Incident	<p>For schemes operating under an approved RWMP or granted exemption, an incident occurs when the alerting entity becomes aware—</p> <ul style="list-style-type: none"> (a) that the quality of recycled water produced or supplied under the recycled water scheme for the entity does not comply with the regulated water quality criteria for the recycled water scheme under section 270 of the Act or (b) that a prescribed incident has happened in relation to the scheme. <p>These incidents are required to be reported to the regulator by the responsible entity under section 270 or 271 of the Act.</p>
Incident and emergency response plan	<p>For a recycled water scheme, means a documented plan about the procedures to be followed for incidents or emergencies that affect or may affect the quality of recycled water under the scheme, including—</p> <ul style="list-style-type: none"> (a) the preventative and corrective actions to be taken and (b) protocols for communication between entities that are part of the recycled water scheme, the regulator and any other stakeholders.*
Multiple-entity recycled water scheme	<ol style="list-style-type: none"> 1. A multiple-entity recycled water scheme means a scheme involving— <ul style="list-style-type: none"> (a) the production and supply of recycled water other than coal seam gas water or (b) the production and supply, or supply only, of recycled water that is coal seam gas water <p>by more than 1 recycled water provider, or at least 1 recycled water provider and another entity.</p> 2. A multiple-entity recycled water scheme is made up of— <ul style="list-style-type: none"> (a) each recycled water provider and other entity declared to be part of the scheme under a declaration for the scheme made under Chapter 3, part 8 and (b) the infrastructure for— <ul style="list-style-type: none"> (i) the production and supply of the recycled water or (ii) if the recycled water is coal seam gas water, the production and supply, or the supply only, of the recycled water <p>that is stated to be part of the scheme under the declaration.*</p>
Noncompliance	Means noncompliance with water quality criteria.
Practicable	Capable of being put into practice, done, or effected, especially with the available means, or with reason or prudence; feasible.
Prescribed incident	Means an incident prescribed under a regulation under section 271 of the Act.
Recycled water	<ul style="list-style-type: none"> (a) any of the following that are intended to be reused— <ul style="list-style-type: none"> (i) sewage or effluent sourced from a service provider’s sewerage (ii) wastewater, other than water mentioned in subparagraph (i) <p>or</p> (b) coal seam gas water that augments a supply of drinking water.*
Recycled water management plan	<ul style="list-style-type: none"> (a) for a single-entity recycled water scheme—a plan about— <ul style="list-style-type: none"> (i) the production and supply of recycled water other than coal seam gas water under the scheme by the recycled water provider for the scheme or (ii) the production and supply, or supply only, of recycled water that is coal seam gas water under the scheme by the recycled water provider for the scheme

Term	Meaning
	<p>or</p> <p>(b) for a multiple-entity recycled water scheme—a plan about—</p> <p>(i) the production and supply of recycled water other than coal seam gas water under the scheme</p> <p>or</p> <p>(ii) the production and supply, or supply only, of recycled water that is coal seam gas water under the scheme</p> <p>consisting of a scheme manager plan and a scheme provider plan for each declared entity for the scheme.*</p>
Recycled Water Management Plan and Validation Guideline	The guideline issued by the regulator under section 571(1)(h) and (i) of the Act.
Recycled Water Management Plan Audit Reporting Guideline	The guideline issued by the regulator under section 571(1)(l) of the Act.
Recycled Water Management Plan Exemption Guideline	The guideline issued by the regulator under section 571(1)(j) of the Act.
Recycled water provider	<p>An entity that—</p> <p>(a) owns infrastructure for—</p> <p>(i) the production and supply of recycled water other than coal seam gas water</p> <p>or</p> <p>(ii) the production and supply, or the supply only, of recycled water that is coal seam gas water</p> <p>or</p> <p>(b) another entity, prescribed under a regulation that owns infrastructure for the supply of recycled water other than coal seam gas water.*</p>
Recycled water scheme	A single-entity or a multiple-entity recycled water scheme.*
Regulator	The chief executive of the Department of Energy and Water Supply (DEWS).
Regulator conditions	<p>(a) for an approved recycled water management plan—see section 205(1) and</p> <p>(b) for an exemption—see section 253(1).*</p>
Responsible entity	A scheme manager, recycled water provider or other declared entity who is responsible for reporting an incident to the regulator in the approved form pursuant to section 270 or 271 of the Act.
Resample value	This value is the value which must be achieved on the follow-up sample (that is, the resample that occurs after the short-term value was exceeded).
Scheme manager	<p>The scheme manager for a multiple-entity recycled water scheme is the entity—</p> <p>(a) the recycled water providers and other entities declared to be part of the scheme agree is the scheme manager for the scheme</p> <p>and</p> <p>(b) either—</p> <p>(i) stated in the declaration under Chapter 3, part 8 of the Act for the scheme to be the scheme manager</p> <p>or</p> <p>(ii) stated in the notice given under section 307(2) of the Act.</p>
Scheme manager plan	For a multiple-entity recycled water scheme, means a plan about how the scheme manager for the scheme is to coordinate management of the scheme to ensure the continued operation of the scheme.*

Term	Meaning
Scheme provider plan	For a multiple-entity recycled water scheme, means a plan about the production or supply of recycled water under the scheme by a recycled water provider or other declared entity for the scheme.*
Service provider	<p>A service provider includes—</p> <ul style="list-style-type: none"> (a) a local government that owns infrastructure for supplying water or sewerage services (b) a water authority that owns infrastructure for supplying water or sewerage services (c) each person who is— <ul style="list-style-type: none"> (i) the owner of one or more elements of infrastructure for supplying water or sewerage services for which a charge is intended to be made or (ii) a person nominated in a regulation as a related entity of a person who is the owner of one or more elements of infrastructure for supplying water or sewerage services for which a charge is intended to be made. <p>A service provider does not include a service supplied by infrastructure, if—</p> <ul style="list-style-type: none"> (a) the infrastructure is used solely for mining purposes or (b) the service is used only by— <ul style="list-style-type: none"> (i) the owner of the infrastructure or the owner’s guests or employees including, for example, guests at a resort or (ii) if the owner of the infrastructure is a body corporate for a community titles scheme under the <i>Body Corporate and Community Management Act 1997</i>—the occupants of lots in the scheme. <p>A person who owns infrastructure that produces and supplies recycled water is not a service provider, or that supplies recycled water that is coal seam gas water, unless the person also owns other infrastructure for supplying a water or sewerage service under section 20 of the Act.</p>
Sewage	Household and commercial wastewater that contains, or may contain, faecal, urinary or other human waste.*
Sewerage	A sewer, access chamber, vent, engine, pump, structure, machinery, outfall or other work used to receive, store, transport or treat sewage.*
Short-term value	<p>Is a value which itself does not have to be achieved by the scheme, but instead is used in the two following ways—</p> <ul style="list-style-type: none"> (a) where the exceedence of the short-term value acts as a trigger for a subsequent resample or (b) the exceedence of the short-term sample (rather than the short-term value itself) is used to calculate the annual value.
Single-entity recycled water scheme	<ul style="list-style-type: none"> (a) means a scheme involving— <ul style="list-style-type: none"> (i) the production and supply of recycled water, other than coal seam gas water, by only one recycled water provider or (ii) the production and supply, or supply only, of recycled water that is coal seam gas water by only one recycled water provider and (b) includes infrastructure, owned by the provider, for the production and supply, or the supply only, of the water.*

Supply	<p>In relation to recycled water, means—</p> <p>(a) for sewage or effluent that is recycled water—</p> <p>(i) reuse of the recycled water by the entity that produces it</p> <p>or</p> <p>(ii) supply of the recycled water, by the entity that produces it, to another entity for reuse</p> <p>or</p> <p>(b) for coal seam gas water that is recycled water—</p> <p>(i) release of the recycled water, directly or indirectly, into a water source, if the recycled water is used by a drinking water service provider in a drinking water service</p> <p>or</p> <p>(ii) delivery of the recycled water by an entity, other than a drinking water service provider who uses the recycled water in a drinking water service, to another entity, if the recycled water is used by a drinking water service provider in a drinking water service</p> <p>or</p> <p>(c) for other recycled water—supply of the recycled water, by the entity that produces it (the producer), to another entity for reuse, other than another entity that, under a guideline made by the regulator and prescribed under a regulation, is a related entity of the producer.*</p>
Transitional period	<p>The transitional periods stipulated under Chapter 9, part 5 of the Act, by which the recycled water provider must comply with the Act, and either have an approved RWMP or an exemption granted by the regulator or cease supply.</p>
Wastewater	<p>The spent or used water generated on premises from industrial, commercial or manufacturing activities, or animal husbandry activities, other than spent or used water generated from—</p> <p>(a) an agricultural activity</p> <p>or</p> <p>(b) a mining activity or Chapter 5A activity as defined under the <i>Environmental Protection Act 1994</i>, Schedule 4.*</p>
Water quality criteria	<p>(b) for recycled water, means all of the following—</p> <p>(i) the standards for the quality of recycled water, relating to the sources and uses of the water, prescribed in a regulation under the Public Health Act</p> <p>(ii) the criteria for the quality of recycled water, relating to the sources and uses of the water—</p> <p>(A) stated in a guideline, if any, made by the regulator about the quality of recycled water</p> <p>or</p> <p>(B) in relation to the quality of recycled water to which a recycled water management plan or an exemption relates—stated in a regulator condition for the plan or exemption.</p> <p>Note— A recycled water scheme may have more than one water quality criteria relevant to the scheme depending on the number of different purposes for which water is supplied.*</p>
Water Quality Guideline for Recycled Water Schemes	<p>The guideline prescribed by the regulator under section 571(1)(g) of the Act.</p>
Water service provider	<p>A person registered under Chapter 2, part 3, as a service provider for a water service.*</p>

12. References

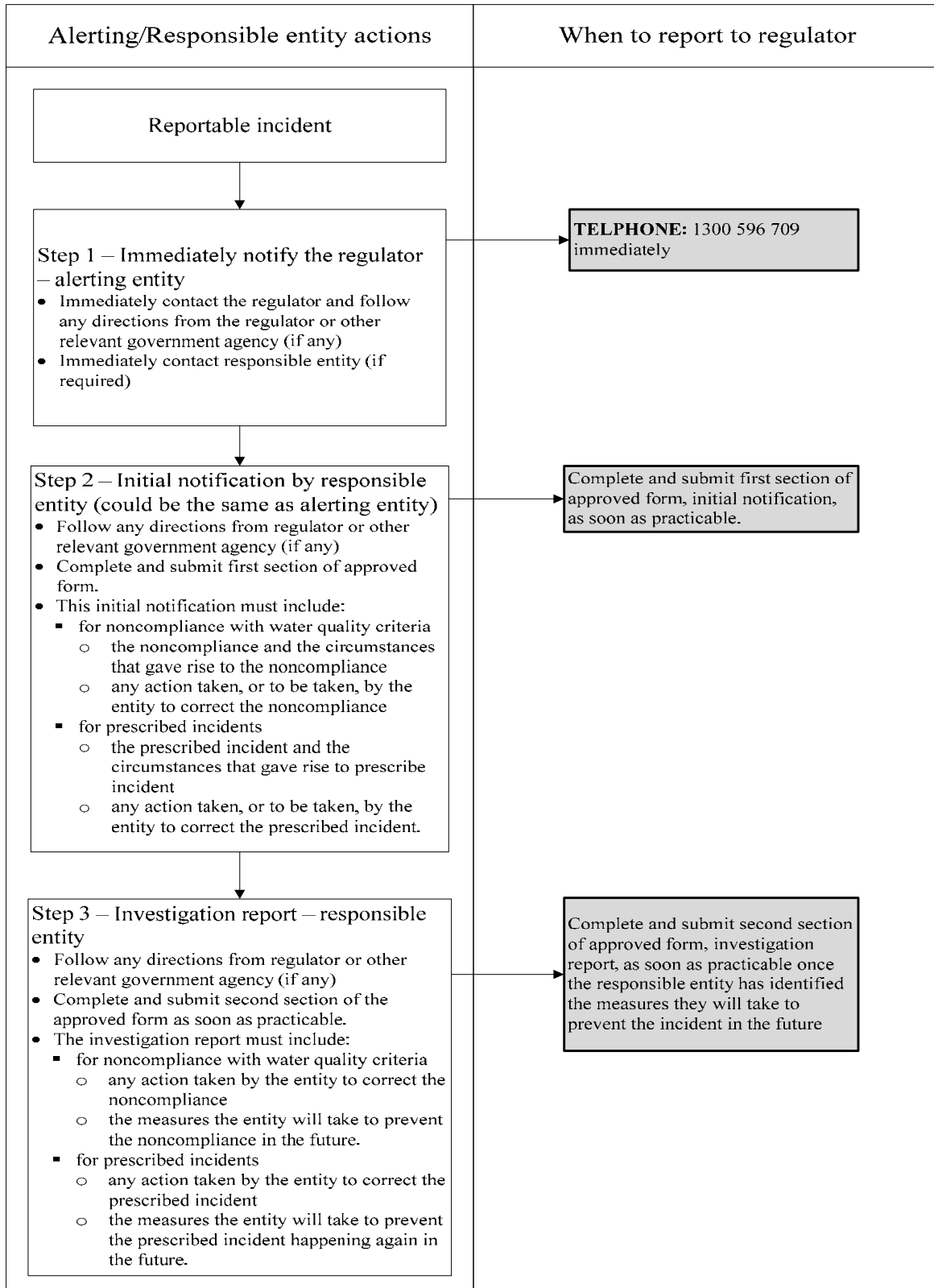
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DEWS. 2008. Recycled Water Management Plan and Validation Guideline. Brisbane: Department of Energy and Water Supply, Queensland Government.

DEWS. 2008. Recycled Water Management Plan Exemption Guideline. Brisbane: Department of Energy and Water Supply, Queensland Government.

13. Attachment

Incident Reporting Process for Recycled Water Schemes¹⁰



¹⁰ Refer to the glossary of this guideline for definitions of terms used in this Attachment.