Drinking Water Quality Management Plan Report

Wellcamp Business Park Pty Ltd

SPID: 568

FY 2020-21

This report has been prepared in accordance with the Drinking Water Quality Management Plan Report Guidance Note.

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1 Introduction

This annual report documents the performance of the Wellcamp Business Park Pty Ltd (WBP) water supply as a water service provider with respect to its Drinking Water Quality Management Plan (DWQMP) for the financial year 2020-2021.

The goal of the DWQMP is the protection of the public health through the identification and minimisation of any public health related risks associated with drinking water.

This annual report assists the Regulator to determine whether the approved DWQMP and any conditions of approval have been complied with and provides a mechanism for providers to report publicly on their performance in managing drinking water quality.

This report includes a drinking water quality summary where drinking water across the WBP remained E.coli free during the financial year.

2 Summary of scheme/s operated

WBP receives drinking water from the Toowoomba Regional Council (TRC) bulk supply water main network. This water comes from TRC's raw water storage reservoirs before being treated at Mt Kynoch water treatment plant. From Mt Kynoch the water is sent through the water main to a relatively new 8ML reservoir on Toowoomba-Cecil Plains Road/O'Mara's Road, Charlton.

Drinking water for WBP is supplied from the Wellcamp Business Park's water main. Currently it enters the site through a 150mm trunk main and is distributed via the 150mm distribution network.

Drinking water is supplied to the Wellcamp Airport terminal and to properties within the Business Park off the trunk main network.

With expected growth of WBP a storage reservoir will be installed on-site. This will help to supply the correct water pressure to the site for firefighting purposes. The underground pipe network will also expand from 13 km to a finished total of 14.6 km.

The water main network within WBP is now over six (6) years old.

3   DWQMP implementation

The actions undertaken to implement the DWQMP are summarised below.

Water and Wastewater staff meet fortnightly to discuss any water/wastewater issues across the WBP. This provides the opportunity to refer to our approved DWQMP and emphasise the importance of using the plan. These meetings are organised and chaired by Infrastructure Manager. Any new employees are made aware of our DWQMP through our WBP site induction process.

During the period weekly sampling/testing of Free Chlorine around the WBP has been occurring using a Hach DR300 kit. These data results are recorded and graphed for trending and monitoring.

The actions undertaken to implement the risk management improvement program are discussed in Table 2.

Table 2 – Risk management improvement program implementation status

Scheme name	Ref	Component	Improvement actions	Target date	Actions taken to date	Status and revised target date	Responsible Officer / Position
WBP	1.1	Future On-site Storage Reservoirs	Preventing Loss of Supply events from TRC	30/06/22	Engineering Planning and Design preparations	Work in Progress	Infrastructure Manager
WBP	1.2	Valve Assembly Covers	Preventing Vandalism	30/06/22	Engineering Design and quoting being undertaken	Work in Progress	Infrastructure Manager
WBP	1.3	Training	Backflow Prevention Test Training for our Plumbers	30/06/22	Assessing local TAFE courses for our Plumbers to attend. Unable to attend course due to high priority projects onsite	Work in Progress	Infrastructure Manager
WBP	1.4	Low Chlorine	Preventing Low Chlorine levels across WBP at Bulk Supply Offtake	30/06/22	Discussing with Council as part of Bulk Water Agreement renewal. Currently TRC are planning to install a Chlorine Dosing Pump at the Bulk Supply Station/Offtake	Work in Progress. Construction of Chlorine Dosing Station at Offtake is progressing by TRC.	Infrastructure Manager
WBP	1.5	TRC Rechlorination	Implement Quarterly sampling	30/06/22	Monitor Results/Discuss with TRC	Work in Progress	Infrastructure Manager
WBP	1.6	Supply Point/Turbidity	Determine approach to monitor turbidity weekly in-house	30/06/22	Update equipment, procedures and training	Work in Progress	Infrastructure Manager

4   Verification monitoring - water quality information and summary

This section discusses the compliance with the water quality criteria.

Table 3 – Drinking water quality performance - verification monitoring

Scheme name	Parameter	No. of samples required to be collected (as per the approved DWQMP)	No. of samples actually collected and tested	Water quality criteria (i.e ADWG health guideline value)	No. of non compliant samples	Comments
WBP	E.coli	1 per month	12	Less than 1 E.coli/100ml	0	
WBP	Free Chlorine	1 per week	52	0.2-0.5mg/L	32	Commenced Weekly Testing May/June 2020

Table 4. E. coli compliance with annual value

Drinking water scheme: WELLCAMP BUSINESS PARK PTY LTD

Year	2020 – 2021											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	1	1	1	1	1	1	1	1	1	1
No. of samples collected in which E. coli is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	12	12	12	12	12	12	12	12	12	12	12	12
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0
% of samples that comply	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

5 Incidents reported to the regulator

The incidents reported to the regulator and management actions undertaken over the financial year are provided in this section.

Nil Incidents over this reporting period.

Table 5 – Incidents reported to the regulator

Incident date	Scheme / location	Parameter / issue	Preventive actions

6   Customer complaints

This section discusses details of any complaints received about the drinking water service

Refer to section 2.3.6 in the Guidance Note.

Table 6 – Example: customer complaints about water quality

Scheme	Health concern	Dirty water	Taste and odour	Other
WBP	0	0	0	-
Total	**0**	**0**	**0**	-

Nil Reported over this reporting period.

7 DWQMP review outcomes

Wellcamp Business Park conducted a site specific risk assessment with the assistance of an external provider on the 11th February 2021, the replacement of the risk assessment within the DWQMP initiated a wider review of related aspects of the DWQMP. The review of the DWQMP was completed on the 9th March 2021, with the DWQMP then finalised, and the amended plan submitted to the Regulator on 18th March 2021.

Table 7 – DWQMP review outcomes

Review Date: 30/06/2021

Review component	Findings	Outcomes	Status of actions	Responsible Officer / Position
Service description	No changes	N/A	N/A	Infrastructure Manager
Details of infrastructure	No changes	N/A	N/A	Infrastructure Manager
Water quality and catchment characteristics	No changes	N/A	N/A	Infrastructure Manager
Risk assessment	The WBP Site Specific Risk Assessment has been updated	Completed	Completed	Infrastructure Manager
Operations and maintenance procedures	No changes	N/A	N/A	Infrastructure Manager
Management of incidents and emergencies	No changes	N/A	N/A	Infrastructure Manager
Risk management improvement program	A number of improvement actions have been implemented and some are still in progress	The risk management improvement program will be revised	RMIP has been updated	Infrastructure Manager
Service wide information management	Improvements across water sampling data management	Establish a process: - to strengthen data filing in the shared drive - to undertake regular data evaluation, for example,	Completed	Infrastructure Manager

Review component	Findings	Outcomes	Status of actions	Responsible Officer / Position
		transfer data from PDF sheets into an Excel spreadsheet for trending - for the review and approval process of DWQMP Annual Reports		
Operational monitoring	Weekly testing of free chlorine. Turbidity to be monitored weekly from 2021 FY.	Trend the weekly free chlorine data to ensure adequate residual is maintained in the network.	Completed/Occurring	Infrastructure Manager
Verification monitoring	No changes	N/A	N/A	Infrastructure Manager

8   DWQMP audit findings

The audit findings and any recommendations and/or opportunities for improvement (OFI), including how these were actioned are discussed below.

No new/additional audit findings since external audit was undertaken by Viridus Consultants in October 2019.

The actions undertaken to address the audit recommendations are outlined in Table 8.

Table 8 – DWQMP audit findings and status

Item	Recommendation or OFI	Action	Status of actions	Responsible Officer / Position
Rec 1	Establish a Process	- to strengthen water quality data filing in the shared drive - to undertake regular data evaluation, for example, transfer data from PDF sheets into an Excel spreadsheet for trending - for the review and approval of the DWQMP Annual Reports.	Completed	Infrastructure Manager
Rec 2	Establish a process to ensure that the DWQMP Annual Reports are prepared on time and as required.	Establish a process to ensure that the DWQMP Annual Reports are prepared on time and as required.	Completed	Infrastructure Manager
Rec 3	Procedures – Drinking Water Quality Management	Identify all significant procedures required for drinking water quality management (including training requirements), document and finalise the procedures and ensure they are implemented.	Completed	Infrastructure Manager
Rec 4	Improvement Plan	Develop and implement an Improvement Plan to demonstrate the practice of continual improvement in relation to drinking water quality management. Improvement actions can be identified from the risk assessment process, incident response, reviews and audits.	Completed	Infrastructure Manager

Item	Recommendation or OFI	Action	Status of actions	Responsible Officer / Position
		Appropriate timeframes and responsibility should be assigned to each action and progress on implementation periodically assessed.		
Rec 5	DWQMP Review & Update	Undertake a comprehensive review and update of the DWQMP, including: - the risk assessment. Water quality hazards should be specifically identified (e.g. bacteria, virus, metals, pH, turbidity etc). All relevant hazardous events should be assessed, for example, out-of-specification water quality from TRC, cross connection with the sewer network, cross contamination of tools, backflow, staff and contractor training, opportunistic pathogens (e.g. Naegleria) and cyber security (new requirement). - preventive measures. Ensure preventive measures have associated standard operating procedures (SOPs), where relevant, and implementation can be verified. - incident management process. Ensure appropriate actions for all incident levels are identified and	Completed - submitted to WSR, confirmation of approval received 3/09/2021	Infrastructure Manager

Item	Recommendation or OFI	Action	Status of actions	Responsible Officer / Position
		reporting and record keeping requirements are stipulated (including the new cyber security requirements). Prepare a contact list for internal and external stakeholders and customers, ensure this list is periodically reviewed and kept up to date.		