



## **Drinking Water Quality Management Plan Report**

Wellcamp Business Park Pty Ltd

SPID: 568

FY 2019-20

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 2019-2020.

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 five 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.

A new Pressure Reducing Valve was installed along Technology Avenue (5<sup>th</sup> May 2020) for regulating pressures for properties at the end of Technology Avenue, including the Qantas Group Pilot Academy.

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                        | 30/06/21    | Engineering Planning and Design preparations   | Work in Progress               | Infrastructure Manager         |
| WBP         | 1.2 | Valve Assembly Covers             | Preventing Vandalism   | 30/06/21    | Engineering Design and quoting being undertaken  | Work in Progress               | Infrastructure Manager         |
| WBP         | 1.3 | Training                          | Backflow Prevention Test Training for our Plumbers               | 30/06/21    | Assessing local TAFE courses for our Plumbers to attend  | Work in Progress               | Infrastructure Manager         |
| WBP         | 1.4 | Low Chlorine                      | Preventing Low Chlorine levels across WBP at Bulk Supply Offtake | 30/06/21    | 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               | 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  | 28   | 0.2-0.5mg/L  | 9                            | Commenced Weekly Testing May/June 2020 |

**Table 4. E. coli compliance with annual value**

**Drinking water scheme:** WELLCAMP BUSINESS PARK PTY LTD

| <b>Year</b>  | <b>2019 – 2020</b> |        |        |        |        |        |        |        |        |        |        |        |
|--|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Month</b>   | 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.

**Table 5 – Incidents reported to the regulator**

| Incident date | Scheme / location             | Parameter / issue  | Preventive actions  |
|---------------|-------------------------------|--|---|
| 10 June 2020  | TRC Bulk Water Supply and WBP | Low and declining Free Chlorine levels at the TRC Bulk Water offtake and across the Wellcamp Business Park (Jan – May 2020). | <ol style="list-style-type: none"><li>1. Stakeholder Meetings with DNRME, Wagner Corporation, TRC and Qld Health occurred.</li><li>2. TRC brought their new 8ML reservoir at O'Mara's Road online (25 June 2020) – localised Chlorine dosing performed there also.</li><li>3. Continued monitoring of Bulk Water Quality results (weekly) and Weekly Test results around WBP.</li></ol> |

## 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              | 1           | 0               | -        |
| <b>Total</b> | <b>0</b>       | <b>1</b>    | <b>0</b>        | <b>-</b> |

**30/07/2020** – A dirty water complaint was received by the Qantas Group Pilot Academy at one of the student residential villages (Unit #3). This was investigated and determined that there were no localised leaks/issues to have contributed here. Various other village unit external taps at Units 3B, 7B, 11A were tested, all were fine with no signs of discolour. Free chlorine was sampled at units 3B and 7B - both had good levels above 0.2mg/L. A spring hydrant out on Technology Avenue that supplies water into Qantas's Mess/Gym/Village site was flushed on 31/07/20 for 20mins and we noticed some discoloured water for about 30-35secs. This cleared and remained with good colour. Qantas were advised of our investigation and this continues to be monitored weekly.

## 7 DWQMP review outcomes

A summary of the outcomes of the review and how issues/changes raised in the review, were actioned is provided in this section.

**Table 7 – DWQMP review outcomes**

**Review Date: 16/12/2020**

| 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 is currently being updated                     | Risk Workshop scheduled for 5 Feb 2021   | The SSRA will be updated by 31 March 2021 | 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 will be updated by 31 March 2021     | Infrastructure Manager         |
| Service wide information management         | Improvements across water sampling data management                                   | Establish a process:<br>- to strengthen data filing in the shared drive<br>- to undertake regular data evaluation, for example, transfer data from PDF sheets into an Excel spreadsheet for trending | Completed                                 | Infrastructure Manager         |

| Review component        | Findings                                | Outcomes  | Status of actions   | Responsible Officer / Position |
|-------------------------|---|---|---------------------|--------------------------------|
|                         |   | - for the review and approval process of DWQMP Annual Reports                                 |                     |                                |
| Operational monitoring  | Include weekly testing of free chlorine | 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.

The first external audit of WBP's DWQMP was undertaken by Viridus Consultants in October 2019.

### Overall Compliance with the Plan

Compliance grade by component:

- Provision and conditions in the approval notice **Minor Non-Compliance**
- Implementation of preventive measures **Compliant**
- Implementation of operational and maintenance procedures **Minor Non-Compliance**
- Implementation of process for managing incidents and emergencies **Compliant**
- Implementation of operational and verification monitoring programs **Compliant**
- Implementation of the risk management improvement program **Minor Non-Compliance**
- Maintaining records **Compliant**
- Undertaking regular reviews **Compliant**

### Overall Relevance of the Plan

Compliance grade by component:

- Service description and details of infrastructure **Minor Non-Compliance**
- Catchment characteristics and water quality information **Compliant**

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<br>- to undertake regular data evaluation, for example, transfer data from PDF sheets into an Excel spreadsheet for trending<br>- 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 | <p>Undertake a comprehensive review and update of the DWQMP, including:</p> <ul style="list-style-type: none"> <li>- 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).</li> <li>- preventive measures. Ensure preventive measures have associated standard operating procedures (SOPs), where relevant, and implementation can be verified.</li> <li>- incident management process. Ensure appropriate actions for all incident levels are identified and</li> </ul> | Work in Progress  | 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. |                   |                                |