



Safe Drinking Water Act 2003

2009/2010 Annual Water Quality Report

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1 Introduction

This 2009/2010 Annual Report to the Secretary to the Department of Health (the Department), has been prepared to satisfy the annual reporting requirements of the *Safe Drinking Water Act (SDWA) 2003* and demonstrate Goulburn-Murray Water's ongoing commitment to safe drinking water by addressing threats to raw water quality. Appendix 1 details reporting requirements under the *Safe Drinking Water Act 2003* and *Safe Drinking Water Regulations 2005*.

The report is set out as follows:

- Section 2 Roles and responsibilities of Goulburn-Murray Water (G-MW) under the Safe Drinking Water Act 2003.
- Section 3 G-MW reporting against regulatory requirements.
- Section 4 Details additional activities that are undertaken by G-MW that benefit water quality in the catchment.

Members of the public requiring further information regarding the above matters can contact Francine Noble, Catchment Health Coordinator, during business hours on (03) 5833 5500 or by email francinen@g-mwater.com.au. Water quality data collected by G-MW is available to the public via the Victorian Water Resources data warehouse site – www.vicwaterdata.net.

2 G-MW as a Water Storage Manager

Goulburn-Murray Water (G-MW) manages the bulk water delivery and transfer for around 30% of Victoria, or approximately 68,000 square km. G-MW operates 16 bulk water storages and an extensive network of water distribution channels pipelines and natural carriers to deliver raw water to its customers. Customers use their own infrastructure to take water from these supply systems via a pump or gravity irrigation outlet.

Water supplied by G-MW is not chlorinated or treated to improve its taste and odour and should never be considered fit for human consumption without being properly treated.

G-MW provides bulk water in accordance with Bulk Water Entitlement Agreements to urban water corporations for treatment and supply to their customers in 86 towns across northern Victoria and along the River Murray as far downstream as Merbein (See Appendix 2 for a list of towns supplied). The Bulk Water Entitlements deal with quantity of supply rather than quality. G-MW does not operate the reticulated supply systems within these towns. There are some settlements, eg Goulburn Weir and Kirwans Bridge, where residents may hold a water entitlement with G-MW but this use is not for human consumption.

G-MW recognises that water is supplied to regional urban water corporations for treatment and distribution for drinking water purposes. Our commitment to drinking water quality management is reflected in the corporate drinking water quality policy. This Policy requires G-MW to address threats to safe drinking water by *the preparation and implementation, as resources allow, of Water Storage Manager Risk Management Plans.*

The *Safe Drinking Water Act 2003* (SDWA) requires water storage managers such as G-MW to prepare, implement, review and revise risk management plans (RMPs) in relation to its supply of water to any party who treats water for human consumption. Water corporations and other parties who treat water for human consumption are known as water suppliers under the SDWA.

For the purposes of the Act, a Victorian water corporation is a water storage manager if it releases water from the storage it manages to a water supplier; or permits the water supplier to take water directly from the water storage.

A Victorian water corporation may also be deemed to be a water storage manager if the water supplier has a right to take water from the water storage or from any point downstream of the water storage; and the water storage manager is aware that the water supplier may exercise that right.

Given that water from most of G-MW storages is used to supply drinking water across northern and western Victoria and along the River Murray, the spatial scope of such plans is enormous.

2.1 The Water Storage Manager Role

G-MW as a water storage manager supplies water in a number of different ways to regional water suppliers (Coliban Water, Central Highlands Water, North East Water, Goulburn Valley Water, Grampians Wimmera Mallee Water and Lower Murray Water).

Water can be supplied via the following:

- Directly from storages.
- From the outlet of storages (eg Bendigo supply from Lake Eppalock).
- Indirectly from rivers supplied by storages (eg Shepparton from Lake Eildon on Goulburn River).
- From channel systems (eg Tatura and towns in the Central Goulburn Irrigation Area) that might receive water supplies directly from storages or on river weirs.

3 Report components required by Regulation

3.1 Emergency, incidents or events

(a) information about actions taken by the water storage manager in respect of each emergency, incident or event that has arisen that has affected—

- (i) the quality of the water supplied for drinking purposes generally; and
- (ii) the quality of the water supplied where that supply posed a risk to human health; and

In order to understand incident information below, it should be noted that the catchments in northern Victorian where water may be harvested, are open to a variety of land and water based activities and are not, for example, closed to access and/or use such as Melbourne's catchments. These land use activities may include agriculture, aquaculture, forestry, industry, regional urban centres, townships, major transport infrastructure and recreation.

Within the 2009/2010 year, G-MW recorded 194 incidents of which 73 were regarded as potentially having the ability to affect the quality of water supplied to regional water corporation or potentially posed a risk to human health. None of these incidents were classed as emergencies. Each incident is handled using G-MW's incident response procedure which includes formal processes for communicating about, responding to and reviewing the incidents. Details of these incidents are listed in Appendix 4.

Of the 73 incidents recorded during another relatively dry and hot year, only six were related to G-MW works or operations. These six incidents are noted in Appendix 4. The remaining incidents were caused by person(s) unknown, landholders or regional water suppliers external to G-MW.

3.2 Blue Green Algal (BGA) Blooms

BGA blooms regularly occur across G-MW's region and have the potential to affect drinking water supplies. G-MW is the Local Water Manager (LWM) for BGA blooms occurring in its storages. G-MW is also Regional Coordinator (RC) for blooms that affect more than one LWM. Blooms in the River Murray are managed by NSW authorities with input from G-MW.

G-MW has developed its BGA Response Plans in line with the state wide protocols set out in the Department of Sustainability and Environment Blue-Green Algae Circular for 2009-10. BGA Response Plans have been prepared for all G-MW managed water bodies and river basins using an alert level framework to assist staff and stakeholders in recognising the significance of BGA levels or blooms (refer Table 1). These plans provide guidance on the management of any blooms that occur, including notification of relevant stakeholders.

A BGA Status Report is regularly circulated to a broad range of stakeholders including the Department of Health, regional water suppliers, Catchment Management Authorities and Shires.

Table 1: G-MW Blue Green Algae Alert Level Framework

	All species	Toxic species
Alert Level 1 - Low	0.04 - <0.4 mm ³ /L	0.04 - <0.4 mm ³ /L
Alert Level 2 - Medium	≥0.4 - 10 mm ³ /L	≥0.4 - 4 mm ³ /L
Alert Level 3 - High	≥10 mm ³ /L	>4 mm ³ /L

In accordance with the 2009/10 BGA response plans, G-MW advised the Department of any BGA blooms that may potentially affect public health via drinking water or recreational contact. The Department was notified of blooms likely to pose a risk to users under recreational guidelines for River Murray during 2009/10 with relevant regional water suppliers also advised. Bloom in 2009/10 of Medium and High significance are detailed in Appendix 3 and are summarised below.

River Murray Bloom

High levels of BGA developed in the River Murray stretching from Lake Hume to Koondrook (including the Yarrowonga Weir but excluding the Torrumbarry Weir) in February 2010, leading to public health warnings to avoid contact with the raw water. In the following weeks, high levels of BGA were recorded in the River Murray between Lake Hume and Swan Hill.

G-MW's Murray Valley Irrigation Area was also affected and customers were notified. BGA levels started to decline in late March 2010, and had all fallen below high alert by 1 April 2010. G-MW staff coordinated the Victorian response via the interstate response committee (Murray Region Algal Coordinating Committee), which included increased monitoring, regular media releases, letters to affected customers, phone and website information services and erection of warning signs at key access points.

There was a high level of cooperation between all agencies involved at the operational level. Debriefing workshops were held in June 2010.

Other Alerts during 2009/10

There were also isolated BGA blooms in Gum Lagoon, Little Lake Charm, Racecourse Lake and No. 1 Lagoon, the Gunbower Creek systems, Broken Creek, Tullaroop Reservoir and Torgannah Lagoon throughout 2009/10. Furthermore, there was a bloom late in the season at the end of May 2010 in the Kerang Lakes System with Kangaroo Lake, Racecourse Lake and the No. 7 Channel systems experiencing high alerts for a short period of time. Overall the number of high alerts algal blooms have increased when compared to the last BGA season.

G-MW did not need to notify the Department under Section 22 during the 2009/10 year.

Further information regarding BGA can be found on G-MW's website at www.g-mwater.com.au, along with information regarding G-MW's responsibilities for BGA monitoring and reporting. Members of the public can access bloom information by calling G-MW's BGA Hotline on (03) 5833 5785 or by contacting G-MW directly during business hours on (03) 5833 5500 or reception@g-mwater.com.au.

3.3 Issues arising from emergencies, incidents or events

(b) any issues that may have arisen out of the taking of the actions referred to in paragraph (a);

G-MW continues to work with the regional water suppliers regarding their stakeholder and public notification protocols in the case of emergency discharges from wastewater treatment plants, which is an issue for G-MW.

During this period, G-MW was advised that two regional water businesses were granted emergency discharge licenses under Section 30A of the Environment Protection Act 1970 to discharge treated wastewater into waterways. Due to the ongoing dry conditions, there was not enough dilution flows available in the waterways, so the regional water businesses could not meet their normal discharge conditions and stored and eventually filled their onsite wastewater storage lagoons full to capacity. EPA required that the regional water businesses had to undertake water quality and quantity monitoring and that all downstream water users be informed of the situation. This water monitoring data was also made available to G-MW.

3.4 Summary of exemptions and undertakings

(c) a summary of every—

- (i) exemption under section 8 of the Act and any condition imposed in relation to every exemption; and*
- (ii) written undertaking by the water storage manager accepted by the Secretary under section 30 of the Act; and*

During 2009/10 G-MW did not required any exemptions under section 8 of the Act or enter into any undertaking with the Department of Health under section 30 of the Act.

3.5 Summary of processes to disinfect or treat water

(d) a summary of the process by which the water supplied by the water storage manager is disinfected or treated and any other processes applied to the water by the water storage manager, and any issues arising out of the application of those processes; and

G-MW does not disinfect, treat or process any water supplied to its customers, as all water supplied by G-MW is not suitable for human consumption and customers are aware of this (see also Section 4.3).

3.6 List of chemical or substances

(e) a list of all the chemicals and other substances, and any processes, used by a water storage manager to disinfect or treat the water supplied, or to be supplied, by it for drinking purposes; and

G-MW does not supply water for drinking purposes and does not disinfect, treat or process any water for this purpose.

It should be noted that G-MW sometimes applies herbicides to vegetation adjacent to channels used to supply urban water. G-MW notifies the relevant drinking water supplier before this occurs.

3.7 Risk Management Plan audit findings and issues raised

(f) a summary of the findings of the most recent risk management plan audit and any issues that the approved auditor raised during the risk management plan audit.

Under Section 11 of the SDWA 2003, the Department required G-MW to have its risk management plan audited by an approved auditor prior to the 31 December 2010. The scope of the audit covered the period from 1 January 2009 to 31 December 2009 and actions taken to address any non-conformances from outcomes of 2007 SDWA audit.

In November 2009 G-MW was audited by Sheree Feaver of Parsons Brinckerhoff Australia Pty Ltd. A copy of the 2009 SDWA Audit Certificate can be found in Appendix 5.

The auditor found G-MW to be compliant with the SDWA and Regulations and to have rectified previous areas of non-conformance identified in the 2007 Audit. Seven Opportunities for Improvement (OfI) were identified through the audit process (Table 2), with all being accepted and added into G-MW's SDWA action plans for prioritization against other pending tasks. Details actions taken to address the OfIs and the status of these are also detailed in Table 2.

Table 2: 2009 Audit Outcomes and Actions Taken to Address Identified Areas of Improvement

NO.	GRADING	COMPLIANCE OR REASONS FOR NON-COMPLIANCE	PROPOSED ACTIONS	STATUS
1	Opportunity for improvement	The <i>Combined System Specific Risk Register</i> contains 600-700 hazards. It is recommended that Goulburn-Murray Water determine how it intends to use this information, because it is currently a large register to maintain and engage stakeholders to review.	Ofl accepted. Added to and prioritised within G-MW SDWS Action Plans	In progress
2	Opportunity for improvement	The <i>SSRMP's</i> , in Section 3.3, state that the risk register will be reviewed as part of the annual risk management plan review process. However, with a register of this size this is impractical. It is recommended that a process of continual review be articulated, which might focus on very high and high risks and might occur more often than annually.	Ofl accepted. Added to and prioritised within G-MW SDWS Action Plans	In progress
3	Opportunity for improvement	It is recommended that Goulburn-Murray Water annually discuss the water suppliers' Annual Water Quality Monitoring Reports and exceedances with the water suppliers. This will enable discussion about any trends in raw water quality and it will also serve as a check if Goulburn-Murray Water was appropriately notified of incidents.	Ofl accepted Water quality data trends and related issues added as routine item for discussion at meetings	Complete
4	Opportunity for improvement	It is recommended that the Major Storages Operational Monitoring Program (MSOMP) Annual Report be compiled closer to the end of the sampling/calendar year. It is understood that it is currently completed in draft form one year after the completion of the sampling year. This would enable prompter response to trends that have developed and monitoring to investigate any trends in the following year.	Ofl accepted. Aim to complete MSOMP Annual Reports within 6 months of year end.	Complete
5	Opportunity for improvement	It is recommended that the <i>BGA Incident Response Plan</i> BGA Response Procedure (Figure 1, page 6) include the notification of water suppliers of an alert level 3, along with the other agencies to be notified, when it occurs in a system supplying water to water suppliers.	Ofl accepted. Amend procedure as suggested.	Complete
6	Opportunity for improvement	It is recommended that the date that the letter is generated in the herbicide spraying sensitive user notification system be automatically generated by the database, so that the process can be traced. This would enable the Manager, Aquatic Plants or a delegate to verify these records.	Ofl accepted. Amend procedure as suggested.	Complete
7	Opportunity for improvement	Details of when elements of the <i>HLRMP</i> , <i>SSRMP's</i> and related documents should be reviewed is currently included in multiple sections of the risk management plans. In some cases the review of a particular element, such as the risk register, is mentioned in two places (Section 3.3 and Section 1.2) and the information is different in each place. It is recommended that a single table be included that at least specifies the element or document to be reviewed and the schedule.	Ofl accepted. Amend procedure as suggested.	In progress

4 Other Relevant Activities/Information

4.1 G-MW's Statement of Obligations

The Minister for Water has issued Goulburn Murray Water with a Statement of Obligations under the Water Industry Act 1994. G-MW undertakes various activities in order to meet these obligations, which can also benefit catchment water quality, namely:

- Responding to drought
- Research and development
- Regional and local government planning

These are briefly detailed below.

4.1.1 Responding to Drought

During the ongoing dry conditions, G-MW has liaised with Department of Sustainability and Environment (DSE), Catchment Management Authorities and regional water suppliers to share the limited water resources while minimizing adverse effects on the environment, town water supplies and rural water users. This work has focused predominantly on the Loddon, Campaspe and Broken River catchments.

As a result, additional water quality monitoring programs and coordination groups have been established to ensure that information is shared with relevant parties, including regional water suppliers like Coliban Water, Central Highlands Water, Goulburn Valley Water and North East Water. In some areas, notably the Goulburn and Campaspe systems, the monitoring programs have been expanded to include the effects of bushfire in the catchments.

The February 2009 fires affected parts of the Kiewa, Ovens, King, Goulburn, Campaspe and Loddon catchments. Since the fires, G-MW has worked with regional agencies and local government regarding raw water supplies in the fire affected areas. In the worst affected areas of the Goulburn and Campaspe systems, G-MW along with the CMAs, regional water businesses, restored and upgraded water monitoring sites to provide real-time turbidity data as an early warning measure for poor quality runoff from the fire affected areas.

During high rainfall periods, the results of this monitoring has been regularly circulated to ensure that regional water suppliers are aware of the quality of raw water coming downstream from these areas as well as advising other regional stakeholders of any significant changes in the system (flow and turbidity).

4.1.2 Research and Development

During 2009/10, G-MW continued several research programs developing effective monitoring tools for heavy metals, pesticides and herbicides. These monitoring tools will enable G-MW to improve its understanding of the quality of water that we are delivering to our customers, and as a result, update the risks associated with these water quality parameters. Some of these programs are being undertaken in conjunction with CSIRO, universities, state government agencies, catchment management authorities and other water businesses. The field component of these programs were completed during 2009/10 year, and the data analysis and report are now being completed.

G-MW has maintained involvement with e'Water Cooperative Research Centre and Water Quality Research Australia to improve our understanding of water system management. Many of the projects are ongoing for several years.

4.1.3 Local Government Planning

G-MW assesses planning applications to meet a range of objectives, including the requirements of the Safe Drinking Water Act to minimize risks to water quality within our catchments. Planning controls were identified as a key risk management control during the risk management plan development process. Under Section 55 of the *Planning and Environment Act 1987*, G-MW is a statutory referral authority for developments within any declared Special Water Supply Catchments and the irrigation areas. For all other areas, G-MW is only notified of any development applications as an interested or affected party under Section 52 of the *Planning and Environment Act 1987*.

G-MW assesses a large number of development applications to ensure that potential impacts on water quality are addressed by proponents and in 2009/2010, over 1100 applications were referred and assessed (Table 3). Substantial G-MW resources are applied to this function. During 2009/10, G-MW was involved in various projects (internal and external) to refine processes and reduce the number of applications referred, while at the same time ensuring that relevant applications receive appropriate scrutiny. Planning referrals received by G-MW since the implementation of the Safe Drinking Water Act 2003 are collated in Table 3.

Table 3: Planning Referrals from Municipalities from 2004/05 to 2009/10

Municipality	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
Alpine Shire	46	23	105	85	69	57
Ballarat	2	10	13	11	4	9
Benalla	2	4	6	11	20	8
Bendigo	64	33	58	58	51	36
Campaspe	27	27	131	106	108	99
Central Goldfields	20	11	10	11	7	14
DPCD (Alpine Resorts/ Mt Hotham)	16		2		2	1
EPA Works Approval		1	3	1		1
Gannawarra	14	14	34	47	34	19
Hepburn	279	291	250	136	101	122
Indigo	43	30	18	8	5	8
Loddon	20	13	10	11	7	4
Macedon Ranges	142	95	87	101	124	114
Mansfield	38	18	30	46	74	49
Mildura	2	1	2	4	1	0
Mitchell	9	60	63	47	14	14
Moira	49	49	211	186	77	199
Moorabool			3	1		2
Mount Alexander	91	78	80	72	85	89
Murrundindi	60	34	49	52	24	35
Pyrenees	4	3	11	5	10	6
Shepparton	157	98	197	169	174	108
Strathbogie	46	64	42	62	62	59
Swan Hill	10	12	19	26	18	13
Towong	22	33	48	65	69	61
Wangaratta	1	4	4	3	9	3
Wodonga	16	9	8	10	12	13
Total	1,180	1,015	1,413	1,334	1,161	1,143

A list of the declared Special Water Supply Catchments can be found in Schedule 5 of the *Catchment and Land Protection Act* and there are several of these catchments in each of the system specific risk management plans.

4.2 Commencement of Supply to Melbourne Water via Sugarloaf Pipeline

In February 2010, the operation of Sugarloaf pipeline commenced. G-MW has been actively involved in engaging Melbourne Water (Water Storage Manager of Sugarloaf Reservoir), and Yarra Valley Water, City West Water, and South East Water (as the relevant Water Suppliers) to ensure that risk management plans appropriately reflect the new water supply and communication of water quality information and incident notification procedures are in place.

4.3 Multi Agency Response

G-MW has entered into waterway incident response agreements with its catchment partners in the Goulburn Broken and North East catchment regions. These agreements define the structures, roles and responsibilities for stakeholder agencies in relation waterway incident response, and provide agreed incident classification frameworks and communication protocols. There are also mechanisms for calling on response capability outside the catchment if a waterway incident exceeds the capacity of the partners to respond.

G-MW has met with the signatories of the Goulburn Broken and North East regional agreements to discuss preparedness and undertaking exercises to improve response and communications.

Whilst the Goulburn Broken and North East region agreements were finalised in 2007, an agreement for North Central region still has not been developed by stakeholder agencies. No further progress on this issue has been made since the 2008/09 annual report.

4.4 Advising Customers and Public about Non-potable Water Supplies

As all water supplied by G-MW is not suitable for human consumption, G-MW customers need to be aware of this. Following liaison with the Department and its water suppliers, G-MW has developed a management strategy to address supply of non-potable (non-drinking) water to its customers. Implementation of this strategy begun in 2007 and is available to the public upon request.

All G-MW customers are advised through an Information Statement that the water supplied by G-MW is untreated and is not suitable for drinking or food preparation. This includes any G-MW customers that provide a water supply to residential schemes, syndicates or co-operatives.

The Information Statement is available on G-MW website (<http://www.g-mwater.com.au>) and addresses the following aspects of G-MW's water supply system:

- Sources of water
- Nature of the catchments.
- Untreated (or raw) water
- Suitable uses
- Temporal changes in water quality
- Monitoring and data availability.
- Catchment management
- Incident response
- *Safe Drinking Water Act* 2003 requirements re customer notifications

In the event of an incident affecting water quality, G-MW notifies downstream customers and water suppliers (via letters, telephone and email) as well as preparing media statements for the general public. In the past, this approach has been used with other incidents such as BGA blooms and sewage spills.

4.5 Mexican (Yellow) Water Lily Infestation at Lake Nagambie

During the early 1990s, the Mexican (Yellow) Water Lily (*Nymphaea mexicana*) had become established in the Goulburn Weir pool. To manage the spread of the Mexican Waterlily, a steering committee of agency stakeholders and community members was established to oversee the assessment of various management options, particularly the mechanical harvesting and the use of herbicides. Both Goulburn Valley Water and the Department of Health were invited to participate on the steering committee because of the potential risks for water quality.

During the 2009/10 period, G-MW has continued to trial different spraying regimes and monitor their effects on water quality, both during and after the spraying. G-MW is looking to optimise its spraying regime taking into account spraying efficacy and water quality effects.

Data collected to date is being analysed. Once completed, the prepared report will be circulated to the steering committee members for discussion.

Appendix 1 **Safe Drinking Water Act 2003 Requirements**

4.6 The Act

Section 26 of the *Safe Drinking Water Act 2003* states:

- (1) *A water supplier or water storage manager must give the Secretary a report, in respect of each financial year, on the issues relating to the quality of drinking water and regulated water that are specified by the regulations for the purposes of this section.*
- (2) *A water supplier or water storage manager must include in the report any other details that are required by the regulations or by the Secretary under sub-section (3).*
- (3) *The Secretary may, by written notice published in the Government Gazette, require water suppliers or water storage managers to include specified details in any report required by this section.*
- (4) *The water supplier or water storage manager must give the report to the Secretary no later than 31 October.*
- (5) *The water supplier or water storage manager must ensure that copies of the report are made available to the public on or after the day the report is given to the Secretary.*

4.7 Safe Drinking Water Regulations

The *Safe Drinking Water Regulations 2005* Sec 15(2) set out further requirements:

15. Additional details to be included in annual reports of water suppliers or water storage managers

(2) For the purposes of section 26(1) and (2) of the Act, the required contents of the annual report of a water storage manager are—

(a) information about actions taken by the water storage manager in respect of each emergency, incident or event that has arisen that has affected—

(i) the quality of the water supplied for drinking purposes generally; and

(ii) the quality of the water supplied where that supply posed a risk to human health; and

(b) any issues that may have arisen out of the taking of the actions referred to in paragraph (a); and

(c) a summary of every—

(i) exemption under section 8 of the Act and any condition imposed in relation to every exemption; and

(ii) written undertaking by the water storage manager accepted by the Secretary under section 30 of the Act; and

(d) a summary of the process by which the water supplied by the water storage manager is disinfected or treated and any other processes applied to the water by the water storage manager, and any issues arising out of the application of those processes; and

(e) a list of all the chemicals and other substances, and any processes, used by a water storage manager to disinfect or treat the water supplied, or to be supplied, by it for drinking purposes; and

(f) a summary of the findings of the most recent risk management plan audit and any issues that the approved auditor raised during the risk management plan audit.

Appendix 2 Towns supplied from G-MW storages

Towns supplied from G-MW managed storages – Murray system

Town	Storage / Source	Customer
BARMAH	River Murray	Goulburn Valley Water
BELLBRIDGE	Lake Hume (River Murray arm)	North East Water
	River Murray	North East Water
BERRIWILLOCK (R)	River Murray	Grampians Wimmera Mallee Water
BUNDALONG	Lake Mulwala Back Water (Ovens River arm)	North East Water
	Ovens River	North East Water
CHILINOGOLLAH (R)	River Murray	Grampians Wimmera Mallee Water
CHINKAPOOK (R)	River Murray	Grampians Wimmera Mallee Water
COBRAM	River Murray	Goulburn Valley Water
COHUNA	Gunbower Creek	Coliban Water
CULGOA	River Murray	Grampians Wimmera Mallee Water
DARTMOUTH	Mitta Mitta River	North East Water
DEVENISH	Lake Mulwala (River Murray)	North East Water
ECHUCA	River Murray	Coliban Water
GUNBOWER	Taylor's Creek	Coliban Water
KATAMATITE	Channel No 7/3	Goulburn Valley Water
KERANG	Loddon River	Lower Murray Water
	River Murray	
	TIA 14/2 Channel	
KOONDROOK	River Murray	Lower Murray Water
LALBERT	River Murray	Grampians Wimmera Mallee Water
LEITCHVILLE	Supply channel off Taylor's Creek	Coliban Water
	Gunbower Creek	
	TIA 5/1 Channel	
MANANGATONG	River Murray	Grampians Wimmera Mallee Water
MILDURA	River Murray	Lower Murray Water
MILDURA WEST	River Murray	Lower Murray Water
MOYHU	King River	North East Water
MURRABIT	River Murray	Lower Murray Water
MYSTIC PARK (R)	Kangaroo Lake	Lower Murray Water
NANDALY (R)	River Murray	Grampians Wimmera Mallee Water
NATHALIA	Broken Creek	Goulburn Valley Water
NULLAWIL	River Murray	Grampians Wimmera Mallee Water
NUMURKAH	Broken Creek	Goulburn Valley Water
OUYEN	River Murray	Grampians Wimmera Mallee Water
OXLEY	King River	North East Water

Town	Storage / Source	Customer
PATCHEWOLLOCK (R)	River Murray	Grampians Wimmera Mallee Water
PIANGIL	River Murray	Lower Murray Water
PICOLA	Channel No 9/9/9	Goulburn Valley Water
RED CLIFFS	River Murray	Lower Murray Water
ROBINVALE	River Murray	Lower Murray Water
RUTHERGLEN	River Murray	North East Water
SEA LAKE	River Murray	Grampians Wimmera Mallee Water
SPEED (R)	River Murray	Grampians Wimmera Mallee Water
ST JAMES	Lake Mulwala (River Murray)	North East Water
STRATHMERTON (VIA COBRAM)	River Murray	Goulburn Valley Water
SWAN HILL	River Murray	Lower Murray Water
TALLANGATTA	Lake Hume Mitta Mitta River	North East Water
TEMPY (R)	River Murray	Grampians Wimmera Mallee Water
TUNGAMAH	Lake Mulwala (River Murray)	North East Water
ULTIMA	River Murray	Grampians Wimmera Mallee Water
UNDERBOOL (R)	River Murray	Grampians Wimmera Mallee Water
WAHGUNYAH	River Murray	North East Water
WAICHIE	River Murray	Grampians Wimmera Mallee Water
WALPEUP	River Murray	Grampians Wimmera Mallee Water
WANGARATTA	King River Ovens River	North East Water
WODONGA	River Murray	North East Water
WUNGHNU	Broken Creek Via pipeline from Numurkah	Goulburn Valley Water
YARRAWONGA	Lake Mulwala (River Murray) River Murray	North East Water

Towns supplied from G-MW managed storages – Goulburn system

Location Supplied	Supply	Customer
ALEXANDRA	Goulburn River	Goulburn Valley Water
AVENEL	Goulburn River	Goulburn Valley Water
BIRCHIP*	Waranga Western Channel (Goulburn or Loddon River Water)	Grampians Wimmera Mallee Water
BONNIE DOON	Lake Eildon, Brankeet Arm	Goulburn Valley Water
BOORT	Supply Channel off the Waranga Western Channel	Coliban Water
BROADFORD	Goulburn River	Goulburn Valley Water
COLBINABBIN	Waranga Western Channel	Goulburn Valley Water

Location Supplied	Supply	Customer
CONGUPNA	Goulburn River	Goulburn Valley Water
COROP	Waranga Western Channel	Goulburn Valley Water
DINGEE (R)	Pyramid No 1 Channel	Coliban Water
DOOKIE	East Goulburn Main Channel	Goulburn Valley Water
EILDON	Lake Eildon	Goulburn Valley Water
GIRGARRE	7/12/9 Channel	Goulburn Valley Water
GOULBURN WEIR (BAXTERS RD) (R)	Lake Nagambie	Goulburn Valley Water
JARKLIN (R)	Serpentine Creek	Coliban Water
KATANDRA WEST	3/25 Channel	Goulburn Valley Water
KIRWANS BRIDGE (R)	Lake Nagambie	Goulburn Valley Water
KYABRAM	Central Goulburn 9 Channel	Goulburn Valley Water
LOCKINGTON	Campaspe No 24 Channel	Coliban Water
MACORNA (R)	Supply Channel off Waranga Western Channel	Coliban Water
MELBOURNE	Goulburn River (VIA SUGARLOAF PIPELINE)	Melbourne Water (on behalf of City West Water, South East Water, and Yarra Valley Water)
MERRIGUM	Central Goulburn 9 Channel	Goulburn Valley Water
MITIAMO (R)	Supply Channel off Waranga Western Channel	Coliban Water
MOLESWORTH	Goulburn River	Goulburn Valley Water
MOOROOPNA	Goulburn River	Goulburn Valley Water
MURCHISON	Goulburn River	Goulburn Valley Water
MYSIA (R)	Waranga Western Channel	Coliban Water
NAGAMBIE	Lake Nagambie	Goulburn Valley Water
NATHALIA	Broken Creek	Goulburn Valley Water
PYRAMID HILL	Supply Channel off Waranga Western Channel	Coliban Water
QUAMBATOOK*	Waranga Western Channel via Normanville Pipeline (Goulburn or Loddon River water)	Grampians Wimmera Mallee Water
ROCHESTER	Campaspe River Campaspe No. 2 Channel Waranga Western Channel	Coliban Water
RUSHWORTH	Waranga Basin	Goulburn Valley Water
SEYMOUR	Goulburn River	Goulburn Valley Water
SHEPPARTON	Goulburn River	Goulburn Valley Water
STANHOPE	1/12/9 Channel	Goulburn Valley Water

Location Supplied	Supply	Customer
TALLAROOK	Goulburn River	Goulburn Valley Water
TALLYGAROPNA	Goulburn River	Goulburn Valley Water
TATURA	Central Goulburn 3/5A Channel	Goulburn Valley Water
TONGALA	Central Goulburn 19/28/9 Channel	Goulburn Valley Water
TOOLAMBA	Goulburn River	Goulburn Valley Water
WATERFORD PARK	Goulburn River	Goulburn Valley Water
WHYCHEPROOF*	Waranga Western Channel (Goulburn or Loddon River water)	Grampians Wimmera Mallee Water

(R) = Regulated supplies under the SDWA

*Supply can either be from Goulburn or Loddon River water

Towns supplied from G-MW managed storages – Loddon system

Location Supplied	Storage /Supply	Customer
AXEDALE	Eppalock Reservoir	Coliban Water
AXEDALE	Waranga Western Channel	Coliban Water
BALLARAT	Newlyn Reservoir	Central Highlands Water
BENDIGO	Eppalock Reservoir	Coliban Water
BENDIGO	Waranga Western Channel	Coliban Water
BIRCHIP*	Waranga Western Channel (Goulburn or Loddon River water)	Grampians Wimmera Mallee Water
BRIDGEWATER	Loddon River	Coliban Water
GOORNONG	Campaspe River	Coliban Water
HEATHCOTE	Eppalock Reservoir	Coliban Water
HEATHCOTE	Waranga Western Channel	Coliban Water
LAANECOORIE	Loddon River	Coliban Water
MARYBOROUGH	Tullaroop Reservoir	Central Highlands Water
MELBOURNE	Goulburn River (via Sugarloaf Pipeline and Reservoir)	Melbourne Water on behalf of South East Water, Yarra Valley Water, & City West Water
MYSIA (R)	Waranga Western Channel	Coliban Water

Location Supplied	Storage /Supply	Customer
QUAMBATOOK*	Waranga Western Channel via Normanville Pipeline (Goulburn or Loddon River water)	Grampians Wimmera Mallee Water
RAYWOOD	Waranga Western Channel Lake Eppalock	Coliban Water
ROCHESTER	Campaspe No. 2 Channel	Coliban Water
ROCHESTER	Campaspe River	Coliban Water
ROCHESTER	Waranga Western Channel	Coliban Water
SEBASTIAN (R)	Eppalock Reservoir	Coliban Water
SEBASTIAN (R)	Waranga Western Channel (Goulburn or Loddon River water)	Coliban Water
SERPENTINE	Serpentine Creek	Coliban Water
WYCHEPROOF*	Waranga Western Channel (Goulburn or Loddon River water)	Grampians Wimmera Mallee Water

(R) = Regulated supplies under the SDWA

*Supply can either be from Goulburn or Loddon River water

Appendix 3 Summary of Blue Green Algal Blooms during 2009/10

Basin/System	Storage or Waterway	Location	Bloom Start Date	Bloom End Date	Duration (days)	Maximum Alert Level reached^	Comment
Broken	Broken Creek #	Between Katamatite and East Goulburn Main outfall	2 Mar 2010	9 Apr 2010	38	3	Customers notified by media release and letters GVW notified via BGA status report and sent raw laboratory results
Broken	Boosey Creek		-	-	-	2	
Broken	Lake Nillahcootie		-	-	-	2	
Goulburn	Lake Eildon #		-	-	-	2	GVW notified via G-MW BGA status report and sent raw laboratory results
Goulburn	Greens Lake		-	-	-	2	
Goulburn	Goulburn Weir #		-	-	-	2	GVW notified via G-MW BGA status report and sent raw laboratory results
Goulburn	Waranga Basin #		-	-	-	2	GVW notified via G-MW BGA status report and sent raw laboratory results
Campaspe	Lake Eppalock #		-	-	-	2	CW notified via G-MW BGA status report and sent raw laboratory results
Loddon	Tullaroop Reservoir #	Entire lake	26 Mar 2010	14 May 2010	49	3	Customers notified by media release and letters CHW notified via BGA status report and sent raw laboratory results
Loddon	Cairn Curran Reservoir		-	-	-	2	
Loddon	Laanecoorie Reservoir #		-	-	-	2	CW notified via G-MW BGA status report and sent raw laboratory results
Loddon	Newlyn Reservoir #		-	-	-	2	CHW notified via G-MW BGA status report and sent raw laboratory results

Basin/System	Storage or Waterway	Location	Bloom Start Date	Bloom End Date	Duration (days)	Maximum Alert Level reached^	Comment
Murray (Hume to Nyah)	Yarrowonga Weir #	Entire lake	15 Feb 2010	1 Apr 2010	45	3	15 February 2010 a regional bloom was declared in River Murray (Hume to Swan Hill, excluding the Torrumbarry Weir) until 1 April 2010. GVW/NEW notified via BGA status report and sent raw laboratory results
Murray (Hume to Nyah)	Murray Valley Irrigation Area #	Entire Irrigation Area	2 Mar 2010	9 Apr 2010	38	3	Customers notified by media release and letters GVW/NEW notified via BGA status report and sent raw laboratory results
Murray (Hume to Nyah)	Torgannah Lagoon		2 Mar 2010	9 Apr 2010	38	3	Customers notified by media release and letters
Murray (Hume to Nyah)	Torrumbarry Weir		-	-	-	2	
Torrumbarry Irrigation Area	Gum Lagoon	Gum Lagoon	26 Nov 2009	21 Dec 2009	25	3	Customers notified by letters
Torrumbarry Irrigation Area	No. 1 Lagoon	Near Gunbower Creek	30 Dec 2009	19 Jan 2010	20	3	Customers notified by letters
Torrumbarry Irrigation Area	Kerang Lakes	Little Lake Charm	12 Jan 2010	8 Feb 2010	27	3	Customers notified by letters
Torrumbarry Irrigation Area	Kerang Lakes	Racecourse Lake	18 Jan 2010	1 Feb 2010	14	3	Customers notified by letters
Torrumbarry Irrigation Area	Murray River/Gunbower Creek system #	National Channel, from River Murray to Gunbower Weir	22 Feb 2010	19 Mar 2010	25	3	Customers notified by letters CW notified via G-MW BGA status report and sent raw laboratory results
Torrumbarry Irrigation Area	Kerang Lakes	Bloom present in Kangaroo Lake, Racecourse Lake and No 7 Channel system	20 May 2010	3 Jun 2010	14	3	Customers notified by media release and letters
Torrumbarry Irrigation Area	Kow Swamp System		-	-	-	2	

Notes:

NS Not sampled

* Blooms are defined as any blue-green algal outbreak that is \geq Alert level 3.

Waterbodies from which urban water authorities take their water supply.

^ G-MWs alert framework is based on DSE's Algae circular for 2009/2010 and is as follows:

	All species	Toxic species
Alert Level 1 - Low	0.04 - <0.4 mm ³ /L	0.04 - <0.4 mm ³ /L
Alert Level 2 - Medium	\geq 0.4 - 10 mm ³ /L	\geq 0.4 - 4 mm ³ /L
Alert Level 3 - High	\geq 10 mm ³ /L	>4 mm ³ /L

Appendix 4 Environmental incidents reported during 2009/10 related to water quality

Date	Incident	Level	Location	Cause
08-Jul-09	Dead animal in plastic lined channel, CG9	Level 1	Channel	Natural occurrence
13-Jul-09	Oil spill at construction site nr Colbinabbin	Level 1	Channel	Unknown
13-Jul-09	Illegal rubbish dumping in Little Creek, Woodstock	Level 1	Unregulated waterway	Public
16-Jul-09	Dairy effluent discharge into Campaspe River	Level 2	Unregulated waterway	Unknown
20-Jul-09	Earthworks on Shore of Goulburn Weir	Level 1	Reservoir	Landholder
21-Jul-09	Unauthorised works on foreshore of Goulburn Weir	Level 2	Reservoir	Landholder
24-Jul-09	Dead Animals in Channel	Level 1	Channel	Unknown
29-Jul-09	Oil spill at construction site nr Rochester	Level 1	Channel	Unknown
06-Aug-09	Excavation works on G-MW land - On or just above Full Supply Level, Lake Eildon	Level 2	Reservoir	Landholder
13-Aug-09	Sewerage Spill into Kilmore Creek, Kilmore	Level 2	Unregulated waterway	Urban Water Authority
20-Aug-09	Concrete & building material dumped in tributary of Goulburn River Northwood	Level 2	Customer property	Unknown
31-Aug-09	4 dead calves in WWC at Dingee	Level 1	Channel	Unknown
03-Sep-09	Dairy effluent discharge to drain	Level 2	Drain	Landholder
10-Sep-09	Dead Cow in CG 36/9 channel	Level 1	Channel	Unknown
14-Sep-09	Dead Animal in Plastic lined Channel (Kangaroo)	Level 1	Channel	Unknown
16-Sep-09	Dead Kangaroo in CG No 2 Channel	Level 1	Channel	Unknown
02-Oct-09	CAPSIZED CABIN CRUISER - TAYLOR BAY LAKE EILDON	Level 1	Reservoir	Other (provide details)
12-Oct-09	Emergency discharge arrangements for Kyneton WWTP	Level 1	Unregulated waterway	Urban Water Authority
26-Oct-09	Lake Eildon Jerusalem Creek septic tank overflow to sealed car park.	Level 1	Reservoir	G-MW

Date	Incident	Level	Location	Cause
30-Oct-09	Dead Fox and Rabbit in CG 28/9 Channel	Level 1	Channel	Unknown
30-Oct-09	Dead kangaroo in WWC at Dingee No.6 Offtake	Level 1	Channel	Unknown
02-Nov-09	Grass Fire Bed of Lake Eppalock	Level 1	Reservoir	Unknown
02-Nov-09	Tree Fire at Lake Eppalock	Level 1	Reservoir	Natural occurrence
04-Nov-09	Dead Kangaroo in CG 2 Channel	Level 1	Channel	Unknown
11-Nov-09	Dead sheep in channel	Level 1	Channel	Unknown
12-Nov-09	Dead fox in Channel CG 28/9	Level 1	Channel	Unknown
18-Nov-09	Commercial Houseboat - Potential Effluent Overflow - Lake Eildon	Level 1	Reservoir	Customer
24-Nov-09	Sewer spill into Kilmore Creek, nr highway	Level 1	Unregulated waterway	Urban Water Authority
24-Nov-09	Vehicle in Lake Eppalock	Level 1	Reservoir	Public
25-Nov-09	Dead cow in Loddon River at Laanecoorie	Level 1	Unregulated waterway	Unknown
04-Dec-09	Fire Kelly Bay - Eildon	Level 2	Reservoir	Unknown
08-Dec-09	Dead Hare in CG 28/9	Level 1	Channel	Unknown
24-Dec-09	Rubbish dumped in Waranga Western Channel	Level 1	Channel	Unknown
27-Dec-09	Effluent spill - Ruptured Hose - Point Worner Mooring Head - Lake Eildon	Level 1	Reservoir	Other (provide details)
05-Jan-10	Lake Eppalock - Grass Fire	Level 1	Reservoir	Natural occurrence
06-Jan-10	Diesel tank in the Goulburn River	Level 2	Regulated waterway	Unknown
08-Jan-10	Lake Eildon - Speed boat fire	Level 2	Reservoir	Customer
08-Jan-10	Possible effluent spill - Lake Eildon	Level 1	Reservoir	Unknown
11-Jan-10	Dead kangaroo in channel CG 6/4	Level 1	Channel	Other (provide details)
11-Jan-10	Lake Buffalo flood	Level 1	Reservoir	Natural occurrence

Date	Incident	Level	Location	Cause
20-Jan-10	Fire on the Rochester 3/14 channel	Level 2	Channel	G-MW
22-Jan-10	Dead Hare in CG 28/9	Level 1	Channel	Unknown
22-Jan-10	Minor fire in bush reserve at Lake Eildon	Level 2	Reservoir	Person(s) unknown
25-Jan-10	Apparent decomposing material at Casey's Weir	Level 2	Regulated waterway	Unknown
29-Jan-10	Diesel tank rollover - Benalla	Level 1	Other location	Other (provide details)
08-Feb-10	Rubbish Containment Issue - Kennedy Point - Lake Eildon	Level 1	Reservoir	Public
18-Feb-10	Oil Spill - William Hovell Dam Safety Upgrade Works	Level 1	Reservoir	G-MW
23-Feb-10	Dead Kangaroos and Rabbits - Bellbridge Beach Wodonga	Level 1	Reservoir	Public
03-Mar-10	Western Waranga Channel - Dead cow	Level 1	Channel	Unknown
08-Mar-10	Seymour - Goulburn River - High turbidity in Goulburn River u/s of Seymour	Level 1	Regulated waterway	Natural occurrence
11-Mar-10	Toolamba - CG 2/2 channel, Upstream of regulator RN26 - Dead Wallaby	Level 1	Channel	Unknown
09-Mar-10	Kilmore Creek - Treated Sewage Spill	Level 1	Unregulated waterway	Unknown
17-Mar-10	Tullaroop Creek - Sediment/Gravel Discharge from Quarry	Level 2	Unregulated waterway	Unknown
17-Mar-10	Dam breach - Sediment load into unnamed tributary of Bullock Creek near Ravenswood Run.	Level 2	Landholder property	Public
18-Mar-10	Lake Eppalock - Dead redfin (20-30) observed in Kimbolton Pool	Level 2	Reservoir	Natural occurrence
18-Mar-10	Pyramid Boort - Western Waranga Channel blowout	Level 2	Channel	Unknown
28-Mar-10	Central Goulburn Irrigation Area - Channel CG No 9 - Dead Fox	Level 1	Channel	Unknown
07-Apr-10	Bet Bet Creek Minor Flood	Level 1	Regulated waterway	Natural occurrence

Date	Incident	Level	Location	Cause
15-Apr-10	Central Goulburn - Channel No 9 - 2 Dead Foxes	Level 1	Channel	Unknown
15-Apr-10	Central Goulburn - Channel No 28/9 - 1 Dead Fox	Level 1	Channel	Unknown
19-Apr-10	Lake Eppalock - Fish Death (2 small Redfin)	Level 1	Reservoir	Unknown
04-May-10	Central Goulburn - Channel 9 - Dead Kangaroo	Level 1	Channel	Unknown
17-May-10	Lake Eppalock - Effluent Line Leak	Level 1	Reservoir	Landholder
19-May-10	CG No 9 - 2 Dead Foxes	Level 1	Channel	Unknown
21-May-10	CG No 9 - Dead Rabbit	Level 1	Channel	Unknown
01-Jun-10	Goulburn River - Chemical Drums downstream of pondage	Level 1	Regulated waterway	Unknown
01-Jun-10	Nagambie - Oil Spill into Lake Nagambie	Level 2	Reservoir	Transport
02-Jun-10	CG 16/4 - 1 Dead Hare	Level 1	Channel	Unknown
02-Jun-10	CG No L6/4 - 1 Dead Fox	Level 1	Channel	Unknown
22-Jun-10	Broken River - Benalla - Truck Accident - Diesel Spill	Level 2	Regulated waterway	Transport
24-Jun-10	CG 6/4, 25/4 - Dead Animals - 2 Foxes 1 Hare	Level 1	Channel	Unknown
28-Jun-10	Mid Goulburn Catchment - Elevated Turbidity Levels	Level 1	Regulated waterway	Natural occurrence
30-Jun-10	CG 9 & 28/9 - Dead Animals - 2 Foxes and 1 Hare	Level 1	Channel	Unknown

	G-MW related incidents
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Appendix 5 2009 Safe Drinking Water Act Audit Certificate



Parsons
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ABN 80 078 004 798
NCSI Certified Quality System ISO 9001

Schedule 1

Regulation 8

Safe Drinking Water Regulations 2005

RISK MANAGEMENT PLAN AUDIT CERTIFICATE

Certificate Number: 40

Audit period: 1 January 2009 to Date of the Audit (10-13 November 2009)

To: Mr David Stewart
Managing Director
Goulburn-Murray Rural Water Corporation
PO Box 165
Tatura, Vic, 3616

Australian Business Number (ABN): 46 761 336 846

I, Sheree Feaver, after conducting a risk management plan audit of the water supplied by Goulburn-Murray Water, am of the opinion that Goulburn-Murray Water has complied with the obligations imposed by section 8(1) of the *Safe Drinking Water Act 2003* during the audit period.

Signature of approved auditor:

A handwritten signature in black ink, appearing to read 'S Feaver', written over a horizontal line.

Date: 17 December 2009

Sheree Feaver
Parsons Brinckerhoff Australia Pty Limited
Tel: (03) 9861 2383
Email: sfeaver@pb.com.au

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Glossary of Terms

This section defines the terms used throughout the document.

Term/Acronym	Description
BGA	Blue Green Algae (technically known as Cyanobacteria)
E. coli	<i>Escherichia coli</i>
HLRMP's	High Level Risk Management Plans
SSRMP'S	System Specific Risk Management Plans
Water Suppliers	Water Suppliers, as defined under the <i>Safe Drinking Water Act 2003</i>