



Drinking Water Quality Management Plan Report

McKinlay Shire Council

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SPID: 00084

2018-2019

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1 Introduction

This annual report has been prepared in accordance with section 142 of the *Water Supply (Safety and Reliability) Act 2008* (the Act). The purpose of this annual report is to provide the Water Supply Regulator with information on the overall performance of the DWQMP for the period 1 July 2018 to 30 June 2019.

McKinlay Shire Council is a registered service provider with identification (SPID) number 00084.

The report includes the activities undertaken over the financial year in the operation of our drinking water service in order to protect public health, drinking water quality summaries and summary of our performance implementing our approved DWQMP.

2 Summary of scheme/s operated

McKinlay Shire Council (MSC) is responsible for the management of four (4) water supply systems, these include;

- Julia Creek
- McKinlay
- Kynuna; and
- Nelia

The water supply for each township is sourced from deep bores tapping the Great Artesian Basin (GAB).

A summary of the current demands on these schemes is provided in Table 1 below.

Table 1 – List of Drinking Water Schemes

Scheme Name and Community Served	Operator	Current Figures			
		*Permanent Population	*Seasonal & Transit Population	Connections	Demand (kL/d)
Julia Creek	MSC	511	<3000	348	1,440
McKinlay	MSC	23	<150	49	72.3
Kynuna	MSC	13	<75	31	9.6
Nelia	MSC	5	<20	8	13.6

*Permanent Population based on 2016 Census State Suburb Data

*Seasonal & Transit Population based on events

3 DWQMP implementation

Council submitted an Amendment Application of its Drinking Water Quality Management Plan to the Regulator on the 22 September 2017 which was approved with conditions on 3 September 2018.

One of the conditions was to submit an action plan to the Regulator by 12 October 2018 with a timeline to show how Council would comply with the condition set out by the Regulator. A full review of the DWQMP is to be undertaken by 21 November 2019.

The Action Plan is shown in Section 7 of this report.

4 Verification monitoring - water quality information and summary

Council undertake sampling on all four (4) water supply schemes on a monthly basis and send through the samples to Townsville Water Laboratory for analysing. A summary of the results are identified in the table below;

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
All Schemes	E.coli	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	Less than 1 E.coli/100ml	Nil	Council undertook vermin proofing of the storage tanks at McKinlay which has improved the water quality.
All Schemes	Thermotolerant Coliforms	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February</i>	No guideline value	Nil	

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
			<i>and June</i>			
All Schemes	pH	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	6.5 – 8.5 Aesthetic Limit	Twelve (12)	The McKinlay Township samples are just over the max aesthetic limit of 8.5
All Schemes	TDS	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	No guideline value (good palatability, should not exceed 600mg/L)	Seventeen (17)	The McKinlay Township samples are around 610mg/L
All Schemes	Colour	Julia Creek 2 per month McKinlay	Julia Creek 2 per month McKinlay		Nil	

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
		2 per month Kynuna 2 per month Nelia 1 per month	2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	15HU Aesthetic Limit		
All Schemes	Turbidity	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	5NTU Aesthetic Limit	Fourteen (14)	Kynuna bores experience in periods of high flows an increased Turbidity levels from soluble minerals and salts Council has installed filtering units before the town residence to control this issue.
All Schemes	Ammonia	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not</i>	0.5mg/L Aesthetic Limit	One (1)	Sample taken from McKinlay Bore

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
			<i>occur in February and June</i>			
All Schemes	Iron	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	0.3mg/L Aesthetic Limit	Thirteen (13)	Samples taken from Kynuna Township
All Schemes	Manganese	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	0.5mg/L Health Limit 0.1mg/L Aesthetic Limit	Nineteen (19) Aesthetic Only	Samples taken from Nelia and Kynuna Bore
All Schemes	Sodium	Julia Creek 2 per month McKinlay	Julia Creek 2 per month McKinlay		Twenty (20)	Samples taken from the McKinlay Township with samples averaging around

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
		2 per month Kynuna 2 per month Nelia 1 per month	2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	180mg/L Aesthetic Limit		220mg/L Sodium a month
All Schemes	Copper	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	2mg/L Heath Limit	Nil	
All Schemes	Fluoride	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not</i>	1.5mg/L Health Limit	Twenty Four (24)	Both Julia Creek and McKinlay Townships have an open incident with the Regulator. Monthly testing results are sent through by email.

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
			<i>occur in February and June</i>			
	Heterotrophic Plate Count (HPC)	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month	Julia Creek 2 per month McKinlay 2 per month Kynuna 2 per month Nelia 1 per month <i>*Sampling did not occur in February and June</i>	Nil	Nil	

Table 4. *E. coli* compliance with annual value – Julia Creek, McKinlay, Kynuna and Nelia

Drinking water scheme: <u>Julia Creek</u>												
Year	2018 to 2019											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	2	2	2	2	2	2	2	0	2	2	2	0
No. of samples collected in which <i>E. coli</i> 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	24	24	24	24	24	24	24	22	22	22	22	20
No. of failures for previous 12 month period	1	1	1	1	1	1	1	0	0	0	0	0
% of samples that comply	95.8%	95.8%	95.8%	95.8%	95.8%	95.8%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	NO	NO	NO	NO	NO	NO	NO	YES	YES	YES	YES	YES

Drinking water scheme: McKinlay

Year	2018 to 2019											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	2	2	2	2	2	2	2	0	2	2	2	0
No. of samples collected in which <i>E. coli</i> 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	24	24	24	24	24	24	24	22	22	22	22	20
No. of failures for previous 12 month period	3	3	3	3	2	2	2	2	0	0	0	0
% of samples that comply	87.5%	87.5%	87.5%	87.5%	91.7%	91.7%	91.7%	90.9%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	NO	NO	NO	NO	NO	NO	NO	NO	YES	YES	YES	YES

Drinking water scheme: Kynuna

Year	2018 to 2019											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	2	2	2	2	2	2	2	0	2	2	2	0
No. of samples collected in which <i>E. coli</i> 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	24	24	24	24	24	24	24	22	22	22	22	20
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

Drinking water scheme: Nelia

Year	2018 to 2019											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	1	1	1	1	1	0	1	1	1	0
No. of samples collected in which <i>E. coli</i> 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	11	11	11	11	10
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

Council currently have two (2) open incidents with the Department for 'Fluoride' that we are to report every month for Julia Creek and McKinlay. A summary of non-compliant samples are identified in the verification monitoring table in Section 4 of this report.

6 Customer complaints

McKinlay Shire Council did not receive any water quality complaints during the 2018-19 Financial Year.

Table 6 – List of customer complaints about water quality

Scheme	Health concern	Dirty water	Taste and odour	Other
Kynuna				
McKinlay				
Total	0	0	0	0

7 DWQMP review outcomes

As required under the Information Notice that was issued to Council on the 5th September 2018, Council submitted an Action Plan with timeline showing how Council would comply with the conditions set by the Regulator. A copy of the action plan is shown in the tables below;

Table 7 – DWQMP review outcomes

Non-conformances from DWQMP Audit Report conducted in December 2017

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
Verify the accuracy of the flow diagram and infrastructure details for Julia Creek	The approved DWQMP states that the water tower is offline; however Council staff advised that this was never the case and the tank has continually been in use. The plan states that three bores are actively used, however in current practice, all four are in use (the Railway bore is still not connected to the reticulation) The second schematic for Julia Creek in Appendix B of the DWQMP shows two poly storage tanks at the aerodrome (originally installed for water cooling purposes), however these are no longer connected, and only one tank is physically onsite. This is a non-compliance against the accuracy of the DWQMP It is recognised that these details have all been amended in the current plan which is under assessment.	Ensure the Julia Creek schematic reflects current operation of the scheme (noting this has been done and is in the DWQMP under assessment)	Completed
Verify the accuracy of the flow diagram and infrastructure details for McKinlay	The approved DWQMP states that supply is from a single bore, however a new bore has been installed and is now the primary source, with the original bore connected as backup This is a non-compliance against the accuracy of the DWQMP. It is recognised that these details have all been amended in the current plan which is under assessment.	Ensure the McKinlay schematic reflects current operation of the scheme (noting this has already been done and is in the DWQMP under assessment)	Completed

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
Verify the accuracy of the flow diagram and infrastructure details for Kynuna	The filtration plant is not mentioned in the approved plan. This is a non-compliance against the accuracy of the DWQMP. It is recognised that these details have all been amended in the current plan which is under assessment	Ensure the Kynuna schematic reflects current operation of the scheme (noting this has already been done and is in the DWQMP under assessment)	Completed
Identify and document hazards, sources and hazardous events for each component of the water supply system	The risk register summarises hazards and hazardous events for each water system. However it appears that some key risks may have been overlooked. For example, the McKinlay risk register does not appear to explicitly cover the risk of contamination into the storage tanks, except for under the circumstances of structural damage (this remains the case in the latest draft DWQMP also). From the photos captured elsewhere in this report, vermin proofing into McKinlay Tank 1 is poor, with a large hole in the roof and an unscreened overflow pipe This was also raised in the McKinlay reservoir inspection report (also photographed elsewhere in this report) Effective vermin proofing of reservoirs is a key preventive measure to reduce the risk of faecal contamination - such as that which occurred in July 2017	Ensure the risk assessment reflects the current circumstances for each scheme, including all hazards/hazardous events that could reasonably be expected to occur (e.g. McKinlay reservoir contamination)	Not Completed The Risk Hazard Assessment tables has been updated to include the McKinlay Contamination Issues; however Council staff are further assessing the Risk Assessments to comply with Additional Condition 1(a) Due Date for Completion: 21 November 2019

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
Review of preventive measures	<p>Generally, bore fencing and bore head integrity appeared to be intact (refer to individual scheme photos). Backflow prevention valves were sighted at bores (Civic, Tower). Individual customer connections do not have meters or backflow prevention devices. This is a non-conformance with the approved DWQMP, as Appendix H - Hazard and Risk Assessment identifies backflow prevention devices as a means of preventing contamination into the reticulation system. The backflow prevention devices at the bores remains important to manage the risk of contamination into the aquifer. The Kynuna filtration plant was observed and was stated to be operational, however is not listed as a preventive measure (noted that this has been amended in the draft DWQMP).</p> <p>Disinfection following mains breaks was stated to occur, through the use of chlorine dioxide tablets. Maintenance of disinfectant residual was stated to be a preventive measure in two of four schemes, however there is no disinfection of any water supplies operated by Council. The Julia Creek generator located at the Water Tower was sighted.</p> <p>Overall, it can be stated that the preventive measures stated in the approved DWQMP (and latest draft DWQMP) are not all relevant to the respective water supplies.</p>	Review the risk assessment and ensure preventive measures listed are appropriate for the respective hazards and hazardous events.	<p>Not Completed</p> <p>Council staff are currently assessing the Preventative Measures to comply with Additional Condition 1(a)</p> <p>Due date for completion: 21 November 2019</p>

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
<p>Document all procedures and compile into an operations manual</p>	<p>Procedures were audited by interviewing Council staff, and where relevant requesting documentation referred to in procedures Reservoir Integrity and Bore Head Maintenance Procedure</p> <p>The hole in the roof of the McKinlay tank, and open overflow pipe indicates that the procedure is not in active use. The Reservoir inspection log sheet issues section contains a prompt for potential ingress points, overflow flap failure etc. This procedure also states that any operatives undertaking repair activities should have auditable evidence of having undertaken a hygiene awareness course; however the new Asset Maintenance Officer has not had this type of training. No evidence of reservoir floor sediment analysis was able to be provided. Distribution System Maintenance Procedure - Regular flushing occurs in Kynuna and McKinlay to prevent water stagnation. The procedure refers to backflow prevention devices at customer connection points however the locations have not been filled in. During the remote site audits, the auditor requested to see an example of a backflow prevention device, but was advised that the only backflow prevention was at the bores themselves. Customer Complaints Monitoring Procedure</p> <p>The auditor was advised that complaints are typically received informally, with none registered on the InfoXpert system. This is inconsistent with the procedure which states that upon receipt of a complaint, it will be lodged in InfoXpert immediately.</p>	<p>Review the procedures, and train staff appropriately to ensure documented requirements are met and risks to the water supply are minimized</p>	<p>Part Completed</p> <p>Council has removed the procedures from the DWQMP and have included into an operations manual. Training is currently being undertaken by a member of staff and Council is considering to appoint this staff member as a dedicated Water & Sewerage Officer as Council believes that giving ownership of its infrastructure to a designated position will improve the operational and maintenance activities in this area. This staff member is working to attain a Cert III in Water Operations.</p> <p>Date of Completion will be subject to access of training modules and completion of the physical requirements of the course, this is proving difficult due to our remote location. Council has made a request to the other Council's within the area to assist in mentoring and obtaining access to the different types of plants</p>

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
<p>Verify implementation of the verification monitoring program as stated in the DWQMP</p>	<p>Verification monitoring data since the date of DWQMP approval (30/09/2016) were audited to verify compliance with the DWQMP. Note the dataset audited was current to October 2017</p> <p>Summary of findings: Julia Creek Microbial: Samples collected monthly at 9 Coyne Street (sample tap shown in photograph) from October 2016 to October 2017 Samples collected monthly at 25 Byrne Street from October 2016 to December 2016 No results were available for the Airport Residence within the audit timeframe. From January 2017 onwards, the second sampling point (Byrne Street) was relocated to firstly 9 Shaw Street, then 4 Amberley Drive. As the DWQMP is specific about the locations and number of sampling points, this is a non-compliance with the approved DWQMP. Physical & Chemical: Sampling locations and frequency were the same as for the microbiological samples. Neither arsenic nor iodide results were available within the audit period Other schemes Microbial: Samples collected monthly for every scheme as required, from October 2016 to October 2017. Physical & Chemical: Samples were collected at the required frequency. Neither arsenic nor iodide results were available within the audit period. No TDS results were available for February and September 2017, however this is not a significant concern as conductivity results were available. Non-compliance The verification monitoring program was not implemented as stated in the approved DWQMP for Julia Creek. Two samples instead of three were collected each month for microbiological and chemical analysis, and one site location was changed. No results were available for arsenic or iodide within the audit timeframe.</p>	<p>Ensure the documented verification monitoring program in the DWQMP is adhered to (it is noted that arsenic and iodide are not included within the draft plan currently under assessment)</p>	<p>Part Completed</p> <p>The Verification Monitoring Program table has been updated in the amended DWQMP with a note that arsenic and iodide have not been tested in the past however have conducted a test to confirm if any of these perimeters are an issue. Council will update the plan as part of this review process</p> <p>Due date for Completion: 21st November 2019</p>

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
<p>Establish procedures for the daily review of drinking water quality monitoring data and consumer satisfaction</p>	<p>In July 2017 there was a detection of E. coli in the McKinlay water system. The sample was collected on 25 July 2017, received by Townsville City Council on 26 July 2017 (within holding time requirements), analysis should have been completed on 27 July 2017, however results were only sent to MSC on 2 August 2017, six days later, Furthermore, Council's nominated officer was not in the office until 7 August 2017, when the result was noticed and actioned. This is a non-compliance against the incident reporting requirements. This scenario involved multiple process failures which potentially put the community at risk for two weeks, when the result should have been available within 2 days. Council was not responsible for the initial delay, but should have had processes in place to ensure drinking water monitoring results could be reviewed by someone else without relying on a single staff member.</p>	<p>Ensure key processes do not have a single point of failure. Laboratory results should be sent to multiple recipients who have the ability to identify non-compliant results, and the laboratory should be engaged to provide a better standard of service immediately telephoning MSC upon entering a positive E.coli result.</p>	<p>Completed</p> <p>Townsville Water Laboratory have implemented better processes for notifying Council of non-compliances namely by sending through interim sample results the next day even when the results are negative. The reports are also sent to the Director of Engineering, ERS Team Leader and the Water & Sewerage Officer</p>

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
<p>Establish and document procedures for corrective action in response to non-conformance or consumer feedback</p>	<p>Appendix H- Incident and Emergency Response Plan details corrective actions to be taken in response to specific events. Following the E. coli detection in McKinlay, all of the key stated actions (report to DNRME, issue boil water, resample, mains flushing and disinfection) were undertaken.</p> <p>However section 6.2.1 of the DWQMP states that total coliforms results should be investigated as they may be an indication of a breakdown in system integrity. There were a significant number of positive total coliforms results in the second half of 2016 which were not responded to.</p>	<p>Clarify the role of total coliforms as an operational indicator in the amended DWQMP</p>	<p>Testing Completed</p> <p>Council in the past was testing for Total Coliforms. Council realized that this was a non-conformant test as to Council's water licence and could display an inaccurate result from this test. Council has changed this to a Thermotolerant Coliform (Faecal Coliform) test to have a better indication as to the requirements to Council's licence.</p> <p>Council will update Appendix H to remove Total Coliforms and replace with Thermotolerant Coliforms</p> <p>Manual Date for Completion: 21 November 2019</p>

<u>Non-conformances</u>	<u>Auditors Comments</u>	<u>Recommended Actions</u>	<u>Timeframes</u>
Establish processes for internal and external audits	<p>Bligh Tanner were contacted on 14 November 2017 with a request for quotation to undertake the DWQMP regular audit. The due date for completion of the audit (21November 2017) could not be met given the short notice.</p> <p>This is a non-compliance with the regulatory requirements stated in the Information Notice for the Decision.</p>	<p>Ensure audits and reviews are planned in advance of their due dates so that regulatory timeframes are not missed.</p> <p>Consider utilizing software that provide automated notifications (e.g. a calendar appointment in MS outlook several months in advance of the due date)</p>	<p>Completed</p> <p>ERS Team Leader has set reminders in outlook with enough time to organize for future audits and reviews.</p>
Ensure that the plan is communicated and implemented, and that improvements are monitored for effectiveness	<p>The RMIP is being monitored and reported upon on an annual basis, however some items have not been completed by their nominated due Dates. For example, the installation of meters on key supply lines to understand customer consumption volumes was to be completed by March 2017. Obtaining funding/grants for staff training was to be completed by March 2016 (noting that this action is some what reliant on external factors and that the key day to day operational staff member has only been in the role since July 2017). The establishment of regular asset condition assessments was to be completed by March 2016. None of these actions have been completed as of December 2017.</p>	<p>Improve the management of the RMIP to ensure due dates are met, or apply for a minor amendment to gain regulatory approval if a due date needs to be extended</p>	<p>Part Completed</p> <p>Council staff have amended the RMIP from what was audited however need to further assess these outcomes to comply with Additional Condition 1(a)</p> <p>Date of completion: 21st November 2019</p>

Key Issues and Recommendations from Compliance Assessment conducted 22-23 May 2018

<u>Key Issue</u>	<u>Details</u>	<u>Action Recommended</u>	<u>Timeframes</u>
Operational Procedures	Operational and maintenance procedures exist, however they are not used.	Undertake training of operational maintenance procedures and ensure their use.	Council will be creating a panel for a review of all its operational and maintenance procedures for Water and Sewerage areas. This panel is expected to have the updated operational and maintenance procedures for inclusion in a designated manual Expected date of completion: June 2019
<u>Other Issues/OFI*</u>	<u>Details</u>	<u>Action Recommended</u>	
E.coli monitoring is compliant, but considered inadequate	Water is tested for E.coli on a monthly basis in four towns and sent to an external laboratory. Whilst this meets minimum Public Health Regulation 2018 standards, it may be inadequate from a practical awareness perspective, as the water is not disinfected. Use of Council's own in-house coliform test equipment would assist the cost and efficiency of the monitoring and verification process.	Consider use of Council own Coliform test equipment onsite and increase the frequency of E.coli testing to supplement external laboratory testing to better monitor the safety of drinking water.	Council notes the Regulator's comments however has chosen not to undertake internal Colilert testing due to a concern with the staffs knowledge and current skill sets that may lead to an inaccurate result at this time, this will be re-assessed on the completion of the staff training. Council to re-assess within the next 12 months

<p>Reticulation sample taps are not labelled or secured</p>	<p>The current water service operator is aware of the sample point (tap) locations in all four schemes; however these are not labelled or secured.</p>	<p>Consider labelling and securing the sample taps. Access by Council staff only may improve the integrity of the monitoring programme.</p>	<p>The current test points are on private property, Council has a right of entry agreement with the land owner to undertake the water sampling.</p>
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8 DWQMP audit findings

Pursuant to subsection 99(2)(c) of the Water Supply (Safety and Reliability) Act 2008, regular audits of the approved Drinking Water Quality Management Plan are required at specified intervals. The next regular audit of Council's plan must be completed by 21 November 2020.