

# **Drinking Water Quality Management Plan Report**

Livingstone Shire Council

SPID: 556

**2019-2020**

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

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# 1 Introduction

This is the Drinking Water Quality Management Plan (DWQMP) report for Livingstone Shire Council for the financial year 2019-20 i.e. 1/07/2019 to 30/06/2020

Livingstone Shire Council is a registered service provider with identification (SPID) number 556. Livingstone Shire Council is operating under an approved DWQMP to ensure consistent supply of safe quality drinking water in order to protect public health.

This is done through proactive identification and minimisation of public health related risks associated with drinking water.

This DWQMP report includes:

- the activities undertaken over the financial year in operating our drinking water service
- drinking water quality summary
- summary of our performance in implementing our approved DWQMP

This report is submitted to the Regulator to fulfil our regulatory requirement and is also made available to our customers through our website or for inspection upon request at council office.

## 2 Summary of scheme/s operated

Livingstone Shire Council was established after de-amalgamation on 1 January 2014 and has a population of more than 37,000 residents. Livingstone Shire Council is in Central Queensland with a service area of approximately 11,776 km<sup>2</sup>. Livingstone Shire Council operates four (4) drinking water schemes:

**Table 1 – Summary of schemes**

	<b>Water Source</b>	<b>Treatment processes</b>	<b>Treatment capacity</b>	<b>Towns supplied</b>
Capricorn Coast DWSS	<p>The Capricorn Coast Scheme is a multiple entity scheme that has two distinct water supplies. The first supply is Waterpark Creek, which is harvested into the Kelly's Offstream Storage.</p> <p>Water from the Woodbury WTP is supplemented by a second water supply via the Rockhampton to Yeppoon Water Supply Pipeline. The ~40 km pipeline supplies water treated conventionally by Fitzroy River Water (FRW), a business unit of Rockhampton Regional Council, at their Glenmore Water Treatment Plant in Rockhampton.</p>	<p>Water from this storage is conventionally treated (coagulation, flocculation, clarification, filtration &amp; disinfection by chlorination - at the Woodbury Water Treatment Plant (WTP), which is operated by Livingstone Shire Council.</p>	<p>Woodbury WTP - approx. 210 litres per second</p>	<p>Yeppoon, The Causeway, Kinka Beach, Zilzie, Emu Park and Keppel Sands.</p>
Nerimbera DWSS	<p>The entire water supply for "The Nerimbera area" is sourced from and are zones within the Glenmore Water Treatment Plant reticulation network. The local government</p>	<p>Coagulation, flocculation, clarification, filtration, chlorination - operated by Rockhampton Regional Council Fitzroy River Water.</p>	<p>As demand dictates</p>	<p>Nerimbera is a small community located ~8 km East of Rockhampton town Centre, and pressure is maintained by the Lakes Creek Road Water Pump Station. Livingstone Shire Council has no pumps or</p>

	<b>Water Source</b>	<b>Treatment processes</b>	<b>Treatment capacity</b>	<b>Towns supplied</b>
	boundary separates this zone from the Glenmore WTP reticulation network.			reservoirs in the Nerimbera zone. There is an abattoir located at the far end of this reticulation zone, and this is a high-risk customer. There is no further treatment or re-chlorination in this zone
The Caves (Mt Charlton) DWSS	The entire water supply for "The Caves" areas are sourced from and are zones within the Glenmore Water Treatment Plant reticulation network. Livingstone Shire Council has control only of re-chlorination at Mt Charlton reservoir. The local government boundary separates this zone from the Glenmore WTP reticulation network.	Coagulation, flocculation, clarification, filtration, chlorination - operated by Rockhampton Regional Council Fitzroy River Water.	As demand dictates	The Caves area, located to the north of Rockhampton, includes the Mt Charlton, Ramsay Creek, Etna Creek, Glenlee, Glendale, Rockyview and The Caves communities. The Capricorn Correctional Centre is a major customer in this zone. Water is supplied to Livingstone Shire Council at the Ramsay St Pump Station. There is a small reticulation area off Argyle St where drinking water returns to Fitzroy River Water (FRW) control. Both LSC and FRW agree that there is no further increase in public health risks to Fitzroy River Water (FRW) due to this arrangement.
Marlborough DWSS	Bore Water Catchment	Bore water is treated by bag filtration and/or reverse osmosis prior to disinfection	Approx. 1.3 Litres per second  Approx. 110 kL per day	This is a bore water catchment to tap scheme that serves the community of Marlborough. It is fully owned and operated by Livingstone Shire Council.

### **3 DWQMP implementation**

The actions undertaken to implement the DWQMP are summarised below.

Livingstone Shire Council Infrastructure Water and Sewer staff met every month to discuss water and sewerage issues.

This provided the opportunity to refer to the approved DWQMP and emphasise the importance of using the plan. The monthly meetings were chaired by the Manager Water and Waste Operations.

Items that relate to the ongoing implementation of the DWQMP were discussed and noted.

An example of this included reviewing set points and alarms in SCADA to ensure they are set in compliance with the approved DWQMP.

These items are also recorded in the ongoing Risk Management Improvement Program (RMIP) See Table 2 below.

As part of council's induction program, any new incoming water and sewer staff are made aware of the approved DWQMP, a summary of which is part of the induction package and made available on the Livingstone Shire Council intranet and external website.

Over the last twenty-four (24) months Livingstone Shire Council has partnered with Central Queensland University in a joint collaborative water quality study of the raw water supply (including Kelly's Dam Off stream Storage) to the Capricorn Coast. Aspects of this ongoing study including relevance to the approved DWQMP were jointly presented to Council in December 2019.

Each month the Water Quality Officer delivers a report on relevant Water Quality matters - including but not limited to aspects of the approved DWQMP - to the Manager Water and Waste Operations. The Manager Water and Waste Operations then includes this information in their reporting to the Executive Leadership.

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

These were the remaining outstanding RMIP actions from the approved DWQMP as at 30 June 2020. A DWQMP review was undertaken after the end of the financial year, and the RMIP was updated at this time. A DWQMP amendment was submitted to the Regulator in September 2020, and it is anticipated that future DWQMP Reports will contain updates on the implementation of the amended DWQMP, including the new RMIP actions.

**Table 2 – Risk management improvement program implementation status**

Item	Relevant Scheme	Unmitigated Risk level	Mitigated Risk level	Actions			Priority	Responsibility	Action
				Immediate actions	Short Term (6 months)	Long Term (18 months)			
Review SCADA Limit (SCADA Access)	Capricorn Coast	Extreme 25	High 10	Investigate locking out Critical SCADA limits to remove operator level access			1	Mgr WW	To be included in Cyber Security review
Cyber Security	All	Medium 8	Low 3	Awaiting finalisation of Performance Reporting Framework from Department of Water Supply Regulation	Integrate Performance Reporting Framework into DWQMP.		1	Coord Water & Sewage Ops/ Mgr WW	Incorporate Cyber security into DWQMP in conjunction with DWQMP Review

## 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	Scheme component	Parameter	Units	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 samples non-compliant	Comments
Capricorn Coast	Kelly's Offstream Storage (Source Water)	Sulphate	mg/L	12	12	No Value	0	
		Fluoride (naturally occurring)	mg/L	12	12	1.5	0	
		Aluminium (acid-soluble)	mg/L	12	12	No Value	0	
		Copper	mg/L	12	12	2	0	
		Iron	mg/L	12	12	No Value	0	
		Lead	mg/L	12	12	0.01	0	
		Manganese	mg/L	12	12	0.5	0	
		Zinc	mg/L	12	12	No Value	0	
		pH		12	12	No Value	0	
		Turbidity	NTU	12	12	No Value	0	
		Alkalinity (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Calcium	mg/L	12	12	No Value	0	
		Chloride	mg/L	12	12	No Value	0	
Colour (True)	PCU	12	12	No Value	0			



Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
		Conductivity	µS/cm	12	12	No Value	0	
		Magnesium	mg/L	12	12	No Value	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	No Value	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	3	0.01	0	
		Cadmium	mg/L	1	3	0.002	0	
		Chromium	mg/L	1	3	0.05	0	
		Nickel	mg/L	1	3	0.02	0	
		Selenium	mg/L	1	3	0.01	0	
		Mercury	mg/L	1	1	0.001	0	
		pH		Daily	365	No Value	0	In-house Telemetry
		Turbidity	NTU	Daily	365	No Value	0	In-house Telemetry
		Sulphate	mg/L	12	12	No Value	0	
		Trihalomethanes (Total)	ug/L	4	4	250	0	
		Fluoride (naturally occurring)	mg/L	12	12	1.5	0	
		Aluminium (acid-soluble)	mg/L	12	12	No Value	0	
		Copper	mg/L	12	12	2	0	
		Iron	mg/L	12	12	No Value	0	
		Lead	mg/L	12	12	0.01	0	
		Manganese	mg/L	12	12	0.5	0	
		Zinc	mg/L	12	12	No Value	0	
		pH		12	12	No Value	0	

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Capricorn Coast	Woodbury Water Treatment Plant	Turbidity	NTU	12	12	No Value	0	
		Alkalinity (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Calcium	mg/L	12	12	No Value	0	
		Chloride	mg/L	12	12	No Value	0	
		Colour (True)	PCU	12	12	No Value	0	
		Conductivity	µS/cm	12	12	No Value	0	
		Magnesium	mg/L	12	12	No Value	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	No Value	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	3	0.01	0	
		Cadmium	mg/L	1	3	0.002	0	
		Chromium	mg/L	1	3	0.05	0	
		Nickel	mg/L	1	3	0.02	0	
		Selenium	mg/L	1	3	0.01	0	
		Mercury	mg/L	1	1	0.001	0	
		Chlorine (free)	mg/L	Daily	365	5	0	In-house Telemetry
	pH		Daily	365	No Value	0	In-house Telemetry	
	Reticulation	Chlorine (free)	mg/L	Weekly	143	5	0	In-house
		pH		Weekly	143	No Value	0	In-house
		Turbidity	NTU	Weekly	143	No Value	0	In-house
Trihalomethanes (Total) (Schofield Parade Nth)		µg/L	4	4	250	0		
Trihalomethanes (Total) (Pacific Heights)		µg/L	4	4	250	0		

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Marlborough	Source Water	Sulphate	mg/L	12	12	No Value	0	
		Fluoride (naturally occurring)	mg/L	12	12	1.5	0	
		Aluminium (acid-soluble)	mg/L	12	12	No Value	0	
		Copper	mg/L	12	12	2	0	
		Iron	mg/L	12	12	No Value	0	
		Lead	mg/L	12	12	0.01	0	
		Manganese	mg/L	12	12	0.5	0	
		Zinc	mg/L	12	12	No Value	0	
		pH		12	12	No Value	0	
		Turbidity	NTU	12	12	No Value	0	
		Alkalinity (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Calcium	mg/L	12	12	No Value	0	
		Chloride	mg/L	12	12	No Value	0	
		Colour (True)	PCU	12	12	No Value	0	
		Conductivity	µS/cm	12	12	No Value	0	
		Magnesium	mg/L	12	12	No Value	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	No Value	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	3	0.01	0	
		Cadmium	mg/L	1	3	0.002	0	
		Chromium	mg/L	1	3	0.05	0	
Nickel	mg/L	1	3	0.02	0			
Selenium	mg/L	1	3	0.01	0			
Mercury	mg/L	1	1	0.001	0			

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Marlborough	Marlborough Water Treatment Plant Potable	Sulphate	mg/L	12	12	No Value	0	
		Trihalomethanes (Total)	µg/L	4	4	250	0	
		Fluoride	mg/L	12	12	1.5	0	
		Aluminium (acid-soluble)	mg/L	12	12	No Value	0	
		Copper	mg/L	12	12	2	0	
		Iron	mg/L	12	12	No Value	0	
		Lead	mg/L	12	12	0.01	0	
		Manganese	mg/L	12	12	0.5	0	
		Zinc	mg/L	12	12	No Value	0	
		pH		12	12	No Value	0	
		Turbidity	NTU	12	12	No Value	0	
		Alkalinity (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Calcium	mg/L	12	12	No Value	0	
		Chloride	mg/L	12	12	No Value	0	
		Colour (True)	PCU	12	12	No Value	0	
		Conductivity	µS/cm	12	12	No Value	0	
		Magnesium	mg/L	12	12	No Value	0	
		Nitrite	mg/L	12	12	3	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	No Value	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	3	0.01	0	
		Cadmium	mg/L	1	3	0.002	0	
		Chromium	mg/L	1	3	0.05	0	
Nickel	mg/L	1	3	0.02	0			
Selenium	mg/L	1	3	0.01	0			

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Marlborough		Mercury	mg/L	Yearly	1	0.001	0	
		Chlorine (free)	mg/L	Daily	365	5	0	In-house Telemetry
		pH		Daily	365	No Value	0	In-house Telemetry
		Conductivity	µS/cm	Daily	365	No Value	0	In-house Telemetry
	Reticulation	Chlorine (free)	mg/L	Monthly	13	5	0	In-house
		pH		Monthly	13	No Value	0	In-house
		Turbidity	NTU	Monthly	13	No Value	0	In-house
		Trihalomethanes (Total) (Marlborough School)	µg/L	4	4	250	0	
Glenmore (RRC)	Source Water	Nitrate	mg/L	12	12	50	0	
		Sulphate	mg/L	12	12	No Value	0	
		Fluoride	mg/L	12	12	1.5	0	
		Aluminium (acid-soluble)	mg/L	12	12	No Value	0	
		Copper	mg/L	12	12	2	0	
		Iron	mg/L	12	12	No Value	0	
		Lead	mg/L	12	12	0.01	0	
		Manganese	mg/L	12	12	0.5	0	
		Zinc	mg/L	12	12	No Value	0	
		pH		12	12	No Value	0	
		Turbidity	NTU	12	12	No Value	0	
		Alkalinity (Total as CaCO3)	mg/L	12	12	No Value	0	
		Calcium	mg/L	12	12	No Value	0	
		Chloride	mg/L	12	12	No Value	0	
		Colour (True)	PCU	12	12	No Value	0	
		Conductivity	µS/cm	12	12	No Value	0	
		Magnesium	mg/L	12	12	No Value	0	

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Glenmore (RRC)	Source Water	Nitrite	mg/L	12	12	3	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	3	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	1	0.01	0	
		Cadmium	mg/L	1	1	0.002	0	
		Chromium	mg/L	1	1	0.05	0	
		Nickel	mg/L	1	1	0.02	0	
		Selenium	mg/L	1	1	0.01	0	
		Mercury	mg/L	1	1	0.001	0	
		Water Treatment Plant	Nitrate	mg/L	12	12	50	0
	Sulphate		mg/L	12	12	No Value	0	
	Trihalomethanes (Total)		µg/L	4	4	250	0	
	Fluoride		mg/L	12	12	1.5	0	
	Aluminium (acid-soluble)		mg/L	12	12	No Value	0	
	Copper		mg/L	12	12	2	0	
	Iron		mg/L	12	12	No Value	0	
	Lead		mg/L	12	12	0.01	0	
	Manganese		mg/L	12	12	0.5	0	
	Zinc		mg/L	12	12	No Value	0	
	pH			12	12	No Value	0	
	Turbidity		NTU	12	12	No Value	0	
	Alkalinity (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0		
Calcium	mg/L	12	12	No Value	0			
Chloride	mg/L	12	12	No Value	0			
Colour (True)	PCU	12	12	No Value	0			
Conductivity	µS/cm	12	12	No Value	0			

Scheme name	Scheme component	Parameter	Units	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 samples exceeding water quality criteria	Comments
Glenmore (RRC)	Water Treatment Plant	Magnesium	mg/L	12	12	No Value	0	
		Nitrite	mg/L	12	12	3	0	
		Potassium	mg/L	12	12	No Value	0	
		Sodium	mg/L	12	12	No Value	0	
		Total Dissolved Solids	mg/L	12	12	No Value	0	
		Hardness (Total as CaCO <sub>3</sub> )	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	1	0.01	0	
		Cadmium	mg/L	1	1	0.002	0	
		Chromium	mg/L	1	1	0.05	0	
		Nickel	mg/L	1	1	0.02	0	
		Selenium	mg/L	1	1	0.01	0	
		Mercury	mg/L	1	1	0.001	0	

**Table 4 - Reticulation *E. coli* verification monitoring**

Drinking Water Scheme:	Capricorn Coast												
	Year Month	2019						2020					
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	14	10	13	11	12	12	12	11	11	11	12	14	
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	143	142	141	143	143	143	141	139	139	143	141	142	
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0	
% of samples that comply (monthly samples)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Compliance with 98% annual value (previous 12 months)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Drinking Water Scheme:	Nerimbera												
	Year Month	2019						2020					
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	2	1	1	2	1	1	2	1	1	1	
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	13	13	13	13	13	13	15	15	15	
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0	
% of samples that comply (monthly samples)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Compliance with 98% annual value (previous 12 months)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	



Drinking Water Scheme:	Mount Charlton System												
	Year Month	2019						2020					
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	1	1	1	1	2	1	1	2	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	13	12	12	12	12	12	12	13	13	13	14	14	
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0	
% of samples that comply (monthly samples)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Compliance with 98% annual value (previous 12 months)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Drinking Water Scheme:	Marlborough Reticulation												
	Year Month	2019						2020					
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	1	1	1	1	1	1	1	1	2	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	13	12	12	12	12	12	12	12	12	12	12	13	
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0	
% of samples that comply (monthly samples)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Compliance with 98% annual value (previous 12 months)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

## 5 Incidents reported to the regulator

Notification to the regulator under sections 102 and 102A of the Act.

There were nil incidents reported to the regulator in the 2019 - 2020 year i.e. 01/07/2019-30/06/2020.

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

Incident date	Scheme / location	Parameter / issue	Preventive actions
Nil	Nil	Nil	Nil

## 6 Customer complaints

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

**Table 6: Customer complaints about water quality**

Scheme	Health concern	Dirty water	Taste and odour	Other
Capricorn Coast DWSS	Nil	37	18	8
The Caves (Mt Charlton) DWSS	Nil	Nil	Nil	Nil
Nerimbera DWSS	Nil	1	Nil	Nil
Marlborough DWSS	Nil	Nil	Nil	Nil
<b>Total</b>	Nil	38	18	8

DWSS - Drinking Water Supply Scheme

### Health Concern

Livingstone Shire Council investigates each complaint relating to alleged illness from our water quality, typically by testing the customers tap and closest reticulation sampling point for presence of E.coli.

From 01/7/2019 to 30/06/2020 inclusive, there were nil confirmed cases of illness arising from the drinking water supply system.

### Dirty Water

A total of thirty-eight (38) complaints related to dirty water were received from within Livingstone Shire Council from 01/07/2019 to 30/06/2020 inclusive.

From Table 6 of these thirty-eight (38) complaints, thirty-seven (37) were in the Capricorn Coast DWSS and one (1) complaint in the Nerimbera DWSS. Water mains were flushed in the adjacent local area network to rectify the Water Quality.

With reference to the Caves (Mt Charlton) DWSS, Livingstone Shire Council has no direct control over water quality received from Bulk Water Service Provider Rockhampton Regional Council.

### Taste and Odour

From Table 6 of the total eighteen (18) customer complaints related to taste & odour were from residents in the Capricorn Coast DWSS.

Complaints were investigated and where necessary appropriate testing was performed.

With reference to both the Caves (Mt Charlton) DWSS and Nerimbera DWSS, Livingstone Shire Council has no direct control over water quality received from Bulk Water Service Provider Rockhampton Regional Council.

### Other

These other enquiries related to water quality data for blended water supply, testing for rainwater tanks and water softness information for dishwashers.

## **7 DWQMP review outcomes**

A review of the DWQMP was commenced during the period: 01/07/2019-30/06/2020.

## **8 DWQMP audit findings**

There was no audit undertaken of the DWQMP during the period 01/07/2019-30/06/2020.