

Drinking Water Quality Management Plan

Drinking Water Service Annual Report 2024-25

Livingstone Shire Council

SPID: 556



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1/12/2025	Michael Dalton	Draft	V1	Peter Stapleton	A2300433

Date	Approver	Position
8/12/2025	Chris Hocking	Manager Water and Waste Operations

1 Introduction

This drinking water service annual report has been prepared to meet the requirements of sections 141 and 142 of the Water Supply (Safety and Reliability) Act 2008 (the Act), for the 2024-25 financial year (FY).

This drinking water service annual report documents the performance of the Livingstone Shire Council's drinking water service with respect to:

- The water quality performance of the Council's drinking water supply;
- Details of information provided to the Regulator under sections 102 and 102A of the Act, for noncompliance with water quality criteria;
- The actions taken to implement the DWQMP;
- Details of customer complaints relating to drinking water quality;

This report assists the Queensland Water Supply Regulator, the Department of Local Government, Water and Volunteers (DLGWV) to determine whether the approved DWQMP and the approval conditions have been complied with. It also provides a mechanism for the Livingstone Shire Council to report publicly its performance in managing drinking water quality. This report is available on the Council's website (www.livingstone.qld.gov.au).

This report has been prepared in accordance with the Guideline for the preparation, review and audit of drinking water quality management plans published by DLGWV.

2 Summary of scheme/s operated

Livingstone Shire Council was established after de-amalgamation on 1 January 2014 and has a permanent population of 42849 (as at 30/06/2024) residents. Livingstone Shire Council is in Central Queensland with a service area of approximately 11,776 km2. Livingstone Shire Council operates four (4) drinking water schemes:

Table 1 – Summary of schemes

	Water Source	Treatment processes	Treatment capacity	Towns supplied
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>	Water from this storage is conventionally treated (coagulation, flocculation, clarification, filtration & disinfection by chlorination - at the Woodbury Water Treatment Plant (WTP), which is operated by Livingstone Shire Council.	Woodbury WTP - approx. 230 litres per second	Yeppoon, The Causeway, Kinka Beach, Zilzie, Emu Park and Keppel Sands.
Nerimbera DWSS	<p>The entire water supply for "The Nerimbera area" is sourced from and is a zone within the Glenmore Water Treatment Plant reticulation network. The local government boundary separates this zone from the Glenmore WTP</p>	Coagulation, flocculation, clarification, filtration, chlorination - operated by Rockhampton Regional Council Fitzroy River Water.	As demand dictates	<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 reservoirs in the Nerimbera zone. There is a major customer in this zone - abattoir</p>

	Water Source	Treatment processes	Treatment capacity	Towns supplied
	reticulation network.			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	<p>The entire water supply for "The Caves" area is a zone within the Glenmore Water Treatment Plant reticulation network.</p> <p>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.</p>	Coagulation, flocculation, clarification, filtration, chlorination - operated by Rockhampton Regional Council Fitzroy River Water.	As demand dictates	<p>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 Creek flowmeter. 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.</p>
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	<p>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.</p>

3 DWQMP implementation

The actions undertaken to implement the DWQMP are summarised below.

Livingstone Shire Council Infrastructure Water and Sewer staff meet every month to discuss water and sewerage issues. This provides the opportunity to refer to the approved DWQMP and emphasise the importance of using the plan with any items that relate to the ongoing implementation discussed and noted.

Any relevant issues are 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 records management system and external website.

Each month the Technical Specialist Treatment Operations reports on relevant Water Quality matters - including but not limited to aspects of the approved DWQMP - to the Coordinator Water & Sewage Process Operations - who then reports to the Manager Water and Waste Operations. The Manager Water and Waste Operations then reports to the Executive Leadership team by exception.

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

Table 2 – Risk management improvement program implementation status

Item	Relevant Scheme(s)	Unmitigated Risk level	Mitigated Risk level	Actions			Responsibility	Status
				Immediate actions (1-2 weeks)	Short Term	Long Term (2026/2027)		
Deliberate contamination (incl cyber security attacks with a physical element)	Whole of System	High	Medium		Undertake site security upgrades. site security checked.	New automatic security gate installed and chemical shed locks re-keyed. CCTV camera installed at WWTP.	Manager Water and Waste	Complete as of October 2025.
Low chlorine residuals supplied by Rockhampton RC	Nerimbera and The Caves	High	Medium		Renegotiation of Bulk Water Supply Agreement in 2024 to increase chlorine residual levels in water supplied by FRW	Install chlorine monitoring devices on boundary points to monitor residuals.	Coordinator Water & Sewerage Process Operations	Ongoing.
Chlorine residuals in networks supplied by Rockhampton RC	Nerimbera and The Caves	High	Medium		Provide historic trends of chlorine residuals showing improvement over the last 18 months.		Coordinator Water & Sewerage Process Operations	Disinfection residual graphs will be included in next amendment of the DWQMP.

Item	Relevant Scheme(s)	Unmitigated Risk level	Mitigated Risk level	Actions			Responsibility	Status
				Immediate actions (1-2 weeks)	Short Term	Long Term (2026/2027)		
Bacteria/Virus (Network)	Backflow, network contamination	High	Unlikely	Lower reservoir to increase turnover	Valving re-configuration at Lammamore reservoir to improve turnover occurring in FY 2026	Installation of booster pump & chlorination station for FY26/27 to increase residuals.	Coordinator Water & Sewerage Network Operations	New connections have backflow prevention. Potential risk at Lammamore reservoir due to low turnover.
Reservoir CCP's	All Schemes	Medium	Low		Update document MSP064 to reflect CCPs apply for all reservoirs		Coordinator Water & Sewerage Process Operations	Complete. Document MSP064 has been updated.
Chlorine CCP Limits	All Schemes	Medium	Low		Update document MSP064 to make it clear that upper limits for chlorine is for total chlorine, not free.		Coordinator Water & Sewerage Process Operations	Complete. Document MSP064 has been updated.
Customer complaints	All Schemes	Low	Low		Summarise customer complaints as reported in DWQMP annual reports		Coordinator Water & Sewerage Process Operations	Ongoing
Catchment characterisation	Capricorn Coast & Marlborough	Medium	Low		Include catchment characterisation for Capricorn Coast & Marlborough Bores		Coordinator Water & Sewerage Process Operations	Completed.
Raw Water E. Coli	Capricorn Coast Marlborough	Medium	Low		Review of Raw Water E. Coli Sampling		Coordinator Water & Sewerage Process Operations	Completed.

Item	Relevant Scheme(s)	Unmitigated Risk level	Mitigated Risk level	Actions			Responsibility	Status
				Immediate actions (1-2 weeks)	Short Term	Long Term (2026/2027)		
Potable Water Phys/chem and metals	All Schemes	Low	Low			Monthly Phys/chem and metals survey of reticulation networks for 12 months	Coordinator Water & Sewerage Process Operations	Completed by August 2026
Raw Water PFAS testing.	Marlborough & Woodbury	Medium	Low		Support advocacy at state level with LGAQ for better source control of PFAS contaminants.	PFAS testing to be conducted in early 2026	Coordinator Water & Sewerage Process Operations	Early 2026
Increase of E. Coli Sampling	Capricorn Coast	Medium	Low		E. Coli sampling increased within Capricorn coast network.		Coordinator Water & Sewerage Process Operations	Complete
New Mains connections	All Schemes	Extreme	Medium	Meeting with development services & urban construction teams to assess compliance with CDMG & risk to public health.	Implement Water mains commissioning checklist from CDMG for developers & Urban Construction team.	Audit committee to assess compliance with CDMG standards to ensure standards are met.	Manager Planning & Development & Manager Construction & Maintenance	Ongoing

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 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)	Nitrate	mg/L	12	12	50	0	
		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 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	
		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 CaCO3)	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	

Scheme name	Scheme component	Parameter	Units	No. of samples required to be collected (as per the approved DWQMP)	No of samples 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)	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	
		Cryptosporidium & Giardia	oocysts & cysts	1	1	Nil Detected	0	
		Ultra Trace Pesticides	ug/L	1	1	Nil Detected	0	
		Gross Alpha & Beta	Bq/L	1	1	Nil detected	0	
		pH		Daily	Daily	No Value	0	In-house Telemetry
		Turbidity	NTU	Daily	Daily	No Value	0	In-house Telemetry
		Nitrate	mg/L	12	12	50	0	
		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 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 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	
		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 CaCO3)	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	2	0.01	0	
		Cadmium	mg/L	1	2	0.002	0	
		Chromium	mg/L	1	2	0.05	0	
		Nickel	mg/L	1	2	0.02	0	
		Selenium	mg/L	1	2	0.01	0	
		Mercury	mg/L	1	2	0.001	0	
	Reticulation	Cryptosporidium & Giardia	oocysts & cysts	1	1	Nil Detected	0	
		Ultra Trace Pesticides	ug/L	1	1	Nil Detected	0	
		Chlorine (free)	mg/L	365	365	5	0	In-house Telemetry
		pH		365	365	No Value	0	In-house Telemetry
		Chlorine (free)	mg/L	Weekly	78	5	0	In-house
		pH		Weekly	78	No Value	0	In-house
		Turbidity	NTU	Weekly	78	No Value	0	In-house
		Trihalomethanes	µg/L	8	8	250	0	

		Chlorates (Total)	mg/L	8	8	0.8mg/L Advised by Water Supply Regulator of Qld Health Directive	0	
Scheme name	Scheme component	Parameter	Units	No. of samples required to be collected (as per the approved DWQMP)	No of samples collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of samples exceeding water quality criteria	Comments
Marlborough	Source Water	Nitrate	mg/L	12	12	50	0	
		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 ₃)	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 ₃)	mg/L	12	12	No Value	0	
		Total Organic Carbon	mg/L	4	4	No Value	0	
		Arsenic	mg/L	1	2	0.01	0	
		Cadmium	mg/L	1	2	0.002	0	
		Chromium	mg/L	1	2	0.05	0	
		Nickel	mg/L	1	2	0.02	0	
		Selenium	mg/L	1	2	0.01	0	
		Mercury	mg/L	1	2	0.001	0	
		Cryptosporidium & Giardia	oocysts & cysts	1	1	Nil Detected	0	

		Ultra Trace Pesticides	ug/L	1	1	Nil Detected	0	
		Gross Alpha & Beta	Bq/L	1	1	Nil detected	0	

Scheme name	Scheme component	Parameter	Units	No. of samples required to be collected (as per the approved DWQMP)	No of samples collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of samples exceeding water quality criteria	Comments
Marlborough Water Treatment Plant Potable	Marlborough Water Treatment Plant Potable	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 ₃)	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 ₃)	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 collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of samples exceeding water quality criteria	Comments
Marlborough	Reticulation	Mercury	mg/L	1	1	0.001	0	
		Cryptosporidium & Giardia	oocysts & cysts	1	1	Nil Detected	0	
		Ultra Trace Pesticides	ug/L	1	1	Nil Detected	0	
		Chlorine (free)	mg/L	365	365	5	0	In-house Telemetry
		pH		365	365	No Value	0	In-house Telemetry
		Conductivity	µS/cm	365	365	No Value	0	In-house Telemetry
		Chlorine (free)	mg/L	12	12	5	0	In-house
		pH		12	12	No Value	0	In-house
		Turbidity	NTU	12	12	No Value	0	In-house
		Trihalomethanes (Total) (Marlborough School)	µg/L	4	4	250	0	
Caves & Nerimbera (RRC)	Source Water	Chlorates (Total) (Marlborough School)	mg/L	4	4	0.8mg/L Advised by Water Supply Regulator of Qld Health Directive	0	
		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 collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of samples exceeding water quality criteria	Comments
Caves & Nerimbera (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 ₃)	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	
Caves & Nerimbera (RRC)	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 ₃)	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 collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of samples exceeding water quality criteria	Comments
Caves & Nerimbera (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 ₃)	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	
		Trihalomethanes	µg/L	8	8	250	0	Includes four (4) samples each for The Caves & Nerimbera
		Chlorates (Total)	mg/L	8	8	0.8mg/L Advised by Water Supply Regulator of Qld Health Directive	0	Includes four (4) samples each for The Caves & Nerimbera

Table 5 - Reticulation *E. coli* verification monitoring

Drinking Water Scheme:	Year	Total samples – all schemes												
		2024						2025						
		Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected			21	16	15	19	20	20	20	19	22	36	30	31
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			179	182	184	186	186	187	188	187	188	192	193	192
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

Drinking Water Scheme:	Year	Capricorn Coast												
		2024						2025						
		Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected			8	6	6	7	6	8	10	9	12	24	20	21
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			78	80	78	78	79	78	80	84	85	91	109	122
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											

Drinking Water Scheme:	Nerimbera													
	Year	2024						2025						
		Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected			5	4	4	5	4	5	4	4	4	5	4	4
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			51	52	51	51	52	51	53	52	52	52	53	52
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											

Year Month	Drinking Water Scheme: Caves System											
	2024						2025					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	7	5	5	6	5	6	5	5	5	6	5	5
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	51	54	54	55	58	58	59	60	61	61	63	63
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

Year Month	Drinking Water Scheme: Marlborough Reticulation											
	2024						2025					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	1	1	0	1	1	1	1	1	1	1	1	1
No. of samples collected in which E. coli is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12-month period	12	12	12	11	11	11	11	11	11	11	11	11
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 Notifications to the Regulator under sections 102 and 102A of the Act

In the 2024-25 FY there was a single instance where the Regulator was notified under sections 102 or 102A of the Act. This was around that the Number of Samples collected during the financial year, was less than what was specified under councils Drinking Water Quality Management Plan (DWQMP) and less than what is recommended under the Australian Drinking Water Guidelines (ADWG). Immediate action was undertaken to amend the sampling schedule to increase the number of Samples collected during the financial year. At no time was there any increased risk to public health due to this incident.

Table 6 – Incidents reported to the regulator.

Incident date	Scheme / location	Parameter / issue	Preventive actions
November 2024	Capricorn coast and Marlborough Water Supply Schemes	Number of Samples collected during the financial year was less than what was specified under the DWQMP and what is recommended under the ADWG.	Amended sampling schedule to increase the number of Samples collected during the financial year.
11 th of February 2025	The Caves Water Supply Scheme	High Turbidity water supplied to LSC by Rockhampton Regional Council due to issues with their chemical dosing, clarifiers, filters, alarming and critical plant shut-down interlocks. The high turbidity water travelled from the Glenmore Water Treatment plant, into their Yaamba Rd Reservoir and was suspected to have made it into the Caves network.	Livingstone Shire Council was notified by Rockhampton Regional Council on the 12/02/2025. LSC immediately notified the regulator and undertook microbial and turbidity sampling in the Caves DWSS. All the results came back clear, and no customer complaints were received in the Caves DWSS. .

6 Customer inquiries or complaints

Under section 142(3)(g) of the Act, it is a requirement of Council to report on the number of customer complaints, general details of complaints, and the responses undertaken. Throughout the 2024-25 FY a total of 44 complaints were received relating to the quality of the drinking water supplied. Table 7 provides additional detail about the nature of the drinking water quality complaints received.

Table 7 - Customer inquiries or complaints about drinking water aesthetics or quality

Scheme	Health concern	Discoloured water	Taste and odour	Other
Capricorn Coast DWSS	Nil	30	6	7
The Caves (Mt Charlton) DWSS	Nil	Nil	Nil	1
Nerimbera DWSS	Nil	Nil	Nil	Nil
Marlborough DWSS	Nil	Nil	Nil	Nil
Total	Nil	30	6	8

DWSS - Drinking Water Supply Scheme

6.1 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.

During the 2024-25 FY inclusive, there were zero reported concerns and confirmed cases of illness arising from the drinking water supply system.

6.2 Discoloured Water

30 customer complaints were received by the Livingstone Shire Council in 2024-25 related to dirty or discoloured water. Complaints in this category are primarily the result of sloughing of sediments in the water mains, or white water due to the presence of air in the water mains. Generally, these issues are resolved quickly through operational corrective actions such as flushing.

6.3 Taste and Odour

From Table 7 - of the six (6) customer complaints related to taste & odour - six (6) complaints were from residents in the Capricorn Coast DWSS.

Complaints were investigated and where necessary appropriate testing was performed.

6.4 Other

These other enquiries related to chemical usage, fluoride, Australian Laboratory Services (ALS), water hardness, water temperature in pipes, home water filters and calcium levels.

6.5 Customer Service Standard Reviews

Council have reviewed our Customer Service Standards against our annual data entered into the SWIM annual data tool. Council has met all our standards as outlined in WMP.004 - Customer Service Standards - Water & Sewage Standards

7 DWQMP review outcomes.

There was an internal review of the DWQMP during the 2024-25 FY, with a wsr506 DWQMP Amendment Application Form submitted. These review outcomes have all been included in Table 2 - Risk management improvement program implementation status.

8 DWQMP audit findings

There was no external regulatory audit of the DWQMP during the 2024-25 FY.