



Drinking Water Quality Policy

Scope

This policy applies to Hunter Water's management and operation of our drinking water supply systems, ie our catchments, storages, treatment plants and water network assets.

Policy Statement

Hunter Water is committed to providing our customers with high quality, continuously safe drinking water.

As required under our operating licence, Hunter Water will maintain and fully implement a drinking water quality management system that is consistent with the Australian Drinking Water Guidelines Framework for Management of Drinking Water Quality.

Application of Policy

In partnership with our stakeholders, Hunter Water will:

- Manage water quality from catchments to customers' services by using a risk-based approach in which potential threats to water quality are identified and managed to minimise any risks to drinking water quality
- Ensure appropriate and timely monitoring and corrective actions are undertaken at Critical Control Points to ensure continuously safe drinking water is delivered to our customers
- Undertake regular water quality monitoring to verify that water quality supplied to customers complies with regulatory requirements and meets customer expectations
- Respond to customers' concerns in a timely manner
- Ensure that effective incident and emergency response plans are in place
- Participate in appropriate research and development to ensure continued understanding of drinking water quality issues and performance
- Ensure that employees and contractors involved in the supply of drinking water are appropriately trained and understand their responsibility for ensuring that water quality is protected
- Align our water quality systems and processes with the framework's proactive and multi-barrier approach to best practice water quality management
- Continually review and improve our drinking water quality management practices

Hunter Water's management, employees and contractors involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.

Associated Regulations and Standards

- Hunter Water Corporation Operating Licence 2017-2022
- 2011 National Health and Medical Research Council Australian Drinking Water Guidelines

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Terms, acronyms and definitions

Term	Definition
Critical Control Point	An activity, procedure or process at which control can be applied and which is essential to prevent a hazard or reduce it to an acceptable level.
Drinking Water	Water intended primarily for human consumption but which has other personal, domestic or household uses such as bathing and showering.
Drinking Water Quality Management System	A Drinking Water Quality Management System consists of documents, procedures and other supporting information that outlines the supplier’s systems for the safe supply of drinking water. The Drinking Water Quality Management System must address the elements of the Framework for Management of Drinking Water Quality (Australian Drinking Water Guidelines 2011) relevant to the operations of the supplier.
Multi-barrier Approach	A multi-barrier approach is universally recognised as the foundation for ensuring safe drinking water. It is a risk based approach to managing and ensuring water quality. It recognises that no single barrier is effective against all conceivable sources of contamination, nor is effective 100 per cent of the time or constantly functions at maximum efficiency.

Signed: _____

Managing Director

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