



Annual Drinking Water Quality Performance Report

1 JULY 2021 – 30 JUNE 2022

Acknowledgement of Country

Unitywater acknowledges the Traditional Owners of the lands on which we operate – the Jinibara, Kabi Kabi and Turrbal people. We recognise their significant contributions to the conservation of our environment and their deep connection to the land and waters.

We pay respect to their Elders, past, present and emerging, and acknowledge the important role all Aboriginal and Torres Strait Islander peoples continue to play within our communities.



Our Cultural Spring motif symbolises a water hole, traditionally a gathering place where knowledge is shared. The depth of colour illustrates the connection between land and water and our commitment to reconciliation, bringing our people together and fostering a deeper understanding and respect for Aboriginal and Torres Strait Islander cultures.

We are proud to have worked with Gilimbaa Creative Agency on this cultural artwork.

Contents

Drinking water at a glance	4
Message from the CEO	5
Our supply area	6
Where we sit on the grid	7
Water supply sources	8
Water quality summary	10
Drinking water quality performance snapshot	11
Microbiological performance in detail	11
Summary of Notifications to the Regulator	12
Chemical performance in detail	14
Dayboro	15
Kenilworth	16
Northern Grid	18
Southern Grid	20
The year in review	22
ISO 2000 recertification audit	22
Mains cleaning	22
Flood events & recovery	22
Servicing new areas	23
COVID-19	23
Reservoir renewals	23

Drinking water at a glance 2021-22



99.94%

compliance to Public Health Regulations

6,425

water samples collected

107,027

water quality tests conducted

103

water reservoirs

21

water reservoirs cleaned

368,885

customer connections

6290 KM

length of water mains servicing customers

56,947 ML

drinking water supplied to customers

29

reservoirs renewed or reroofed

Message from the CEO

The provision of safe drinking water to your tap is our number one priority when delivering your water services.

Unitywater's core purpose is keeping our communities healthy by providing safe and reliable water and sewerage services 24 hours a day, seven days a week. As the custodian of these essential services, we are committed to making them affordable and reliable in a sustainable way, now and into the future.

As one of our customers in Noosa, Sunshine Coast and Moreton Bay we know you rely on the safety and quality of the drinking water that we supply to you 24 hours a day, seven days a week. This annual report will give you assurance that you can continue to enjoy clean fresh water from the tap.

As a Queensland water service provider, we are obligated to meet requirements as set out by our regulator.

I am pleased to confirm that this year we have again achieved full compliance to the requirements set by the Public Health Regulation 2018 and published in the Australian Drinking Water Guidelines 2011. We carried out 107,027 water quality tests from 6,425 samples taken throughout 6,290km of network in the 2021-22 reporting period.

The severe weather and flood event that impacted the region caused unprecedented challenges for service delivery. Our team rose to the task, working to restore critical services and respond to customer enquiries which meant we were able to manage with minimal disruptions to service, whilst maintaining the quality of water supplied to our customers.

In April of this year Unitywater underwent a recertification audit to successfully maintain certification against the International Standard ISO 22000:2018 Food Safety Management Systems. This achievement was made possible by our commitment to providing safe and reliable drinking water services.

Unitywater was the first water service provider in South-East Queensland to receive the certification, which is for our Drinking Water Management System. ISO 22000 certification gives our customers additional assurance that our management systems are best practice and safeguard water supplies.






While this report demonstrates our past performance, we continue to prioritise water quality every day for your drinking water supplies. The challenges and opportunities presented by climate change, a growing population and an increase in visitors will mean innovation will continue to form part of our quality management processes.

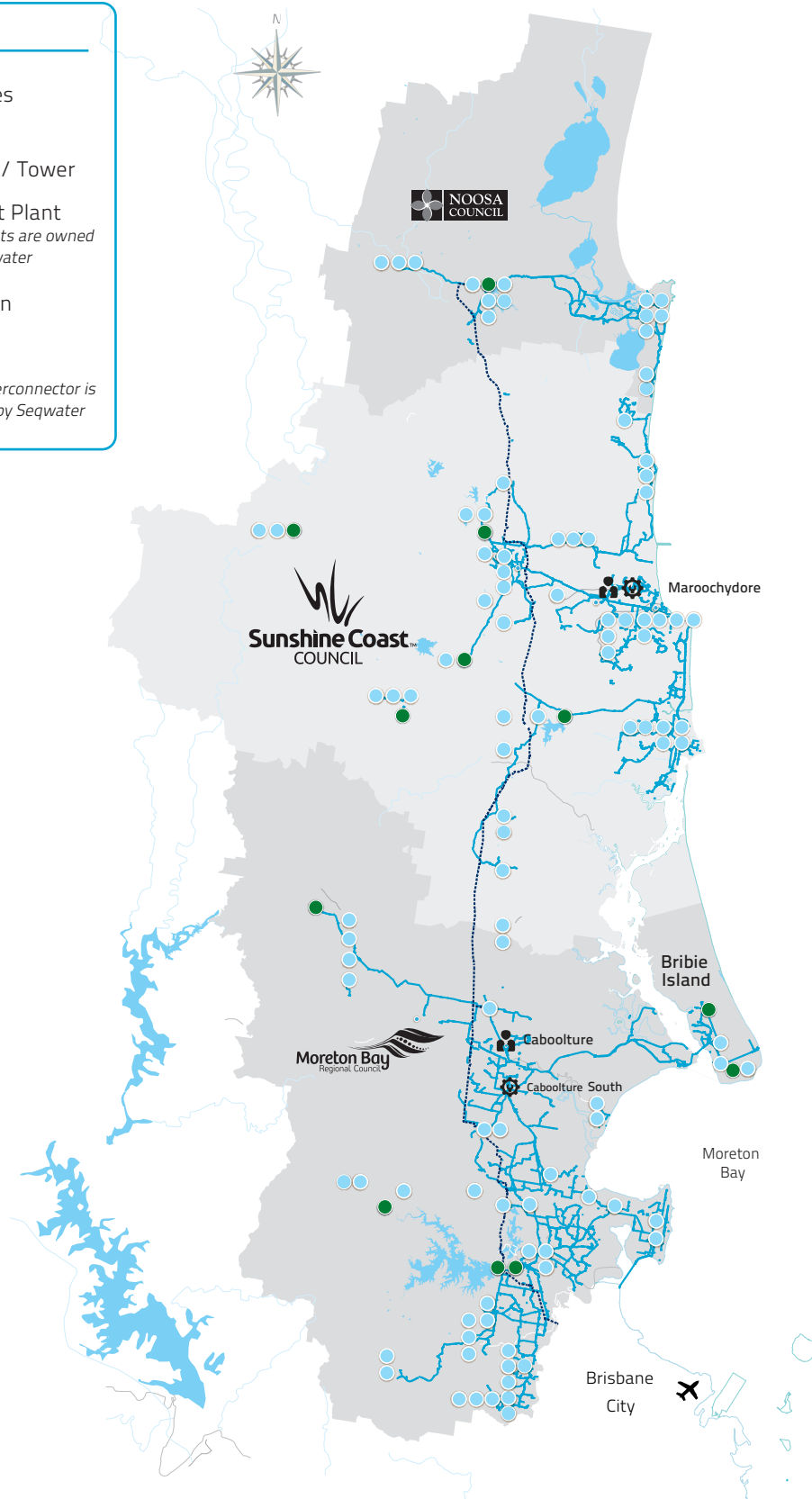
Chief Executive Officer

Anna Jackson

Our supply area

LEGEND

-  Corporate Centres
-  Service Centres
-  Water Reservoir / Tower
-  Water Treatment Plant
Water treatment plants are owned and operated by Seqwater
-  Water Trunk Main
-  NPI Supply Main
Northern Pipeline Interconnector is owned and operated by Seqwater



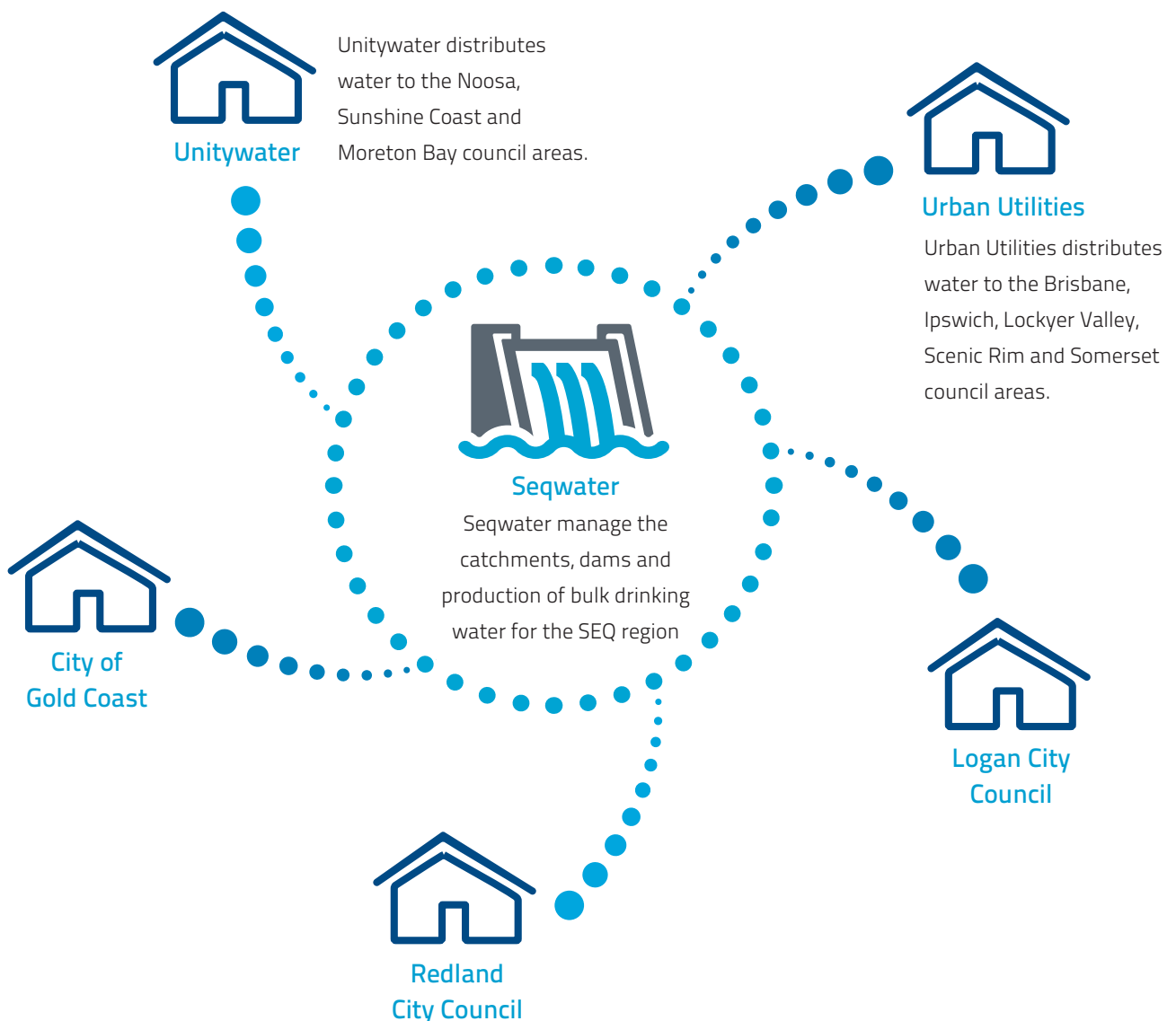
Where we sit on the grid

The South East Queensland water grid connects the water supplies from Noosa and the Sunshine Coast, through greater Brisbane and down to the Gold Coast.

This arrangement allows Seqwater to move treated 'bulk' drinking water from one area to another, reducing the risk of any single source being used up (i.e. during drought conditions).

For more detail on the bulk water supply network, go to:

seqwater.com.au/seq-water-grid



Water supply sources

Unitywater purchases bulk treated water from Seqwater. Seqwater is responsible for management of 'raw water' (the lakes, dams and desalination plant), the water treatment plants (WTP) and the delivery of treated 'bulk' water to the bulk supply points.

Please direct any queries on water sources or treatment to Seqwater seqwater.com.au/contacts

Treated drinking water enters the Unitywater network either directly from a WTP or via the major pipeline called the Northern Pipeline Interconnector (NPI). The NPI was built by the Queensland Government to provide long term water supply and security. The NPI can flow in either a northerly or southerly direction, allows water to be transferred between the Noosa, Sunshine Coast, Moreton Bay and Brisbane Councils, and is owned and operated by Seqwater.

The NPI flow direction is dependent on source water availability and regional demand and coordinated between Seqwater and the Distribution Retail Entities (Unitywater, Urban Utilities, Logan City Council, Redland City Council, and Gold Coast City Council).

For water quality reporting, Unitywater's supply network is divided into the four regions described below.

DAYBORO

This includes the Dayboro township and surrounds that receive reticulated water.

GENERAL OPERATION:

This area is normally supplied from the Dayboro WTP

- The Dayboro WTP treats water extracted from bores located in the North Pine River and supplies the Dayboro region.
- Dayboro is not connected to the South East Queensland water grid. Water can be imported via water tankers if necessary.

KENILWORTH

This includes the Kenilworth township and surrounds that receive reticulated water.

GENERAL OPERATION:

This area is normally supplied from the Kenilworth WTP

- The Kenilworth WTP treats water extracted from bores located in the Mary River and supplies the Kenilworth region.
- Kenilworth is not connected to the South East Queensland water grid. Water can be imported via water tankers if necessary.

NORTH

This includes all areas within the Sunshine Coast and Noosa Councils that receive reticulated water, i.e. Caloundra, Maleny, Maroochy North, Maroochy South, Noosa and Railway Towns (excludes Kenilworth).

GENERAL OPERATION:

This area is normally supplied from the Noosa, Image Flat, Landers Shute and Ewen Maddock WTPs with supplementary supply via the NPI.

- The Noosa WTP treats raw water from Lake Macdonald and the Mary River to supply the Noosa area (includes Cooran, Pomona and Cooroy). Water from Noosa WTP can also supplement the NPI.
- The Image Flat WTP treats raw water from Cooloolabin Dam, Wappa Dam and Poona Dam to supply the Maroochy North area.
- The Landers Shute WTP treats raw water from Baroon Pocket Dam and supplies the Maroochy South, Maleny, Caloundra and Railway Towns areas. Water from Landers Shute WTP also supplements the NPI.
- The Ewen Maddock WTP treats raw water from Ewen Maddock Dam and supplies the Caloundra area.

SOUTH

This includes all areas within the Moreton Bay Regional Council that receive reticulated water, i.e. Bribie Island, Caboolture, Pine Rivers North, Pine Rivers South, Redcliffe & Woodford (excludes Dayboro).

GENERAL OPERATION:

This area is normally supplied from the North Pine WTP and water via the NPI.

- North Pine WTP treats water from North Pine Dam and supplies the Bribie Island, Caboolture, Pine Rivers North, Pine Rivers South, Redcliffe & Woodford region via the NPI.
- The NPI can additionally be supplied with water treated from both Landers Shute WTP and Mt Crosby WTPs depending on water source availability.

YOUR SUBURB AND ITS WATER SUPPLY REGION

To find out more about the water supply and quality in your area, go to this link and use your postcode to view the annual water quality results.

unitywater.com/about-us/our-business/water-quality

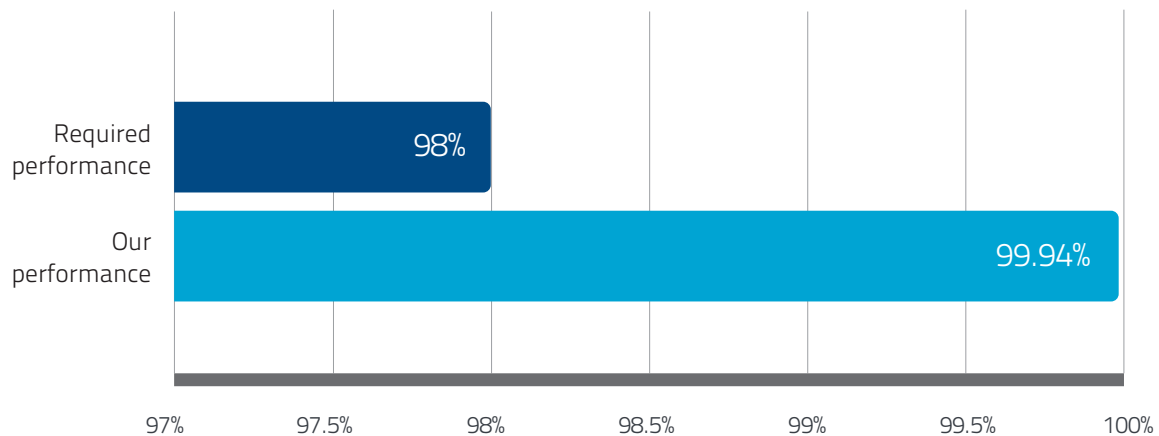
Water quality summary

In 2021-22, Unitywater collected 6,425 water samples and performed 107,027 water quality tests. All test results met the requirements under the Public Health regulations and the Australian Drinking Water Guidelines Health and Aesthetic Limits. The details of this testing are provided in the summaries below.

Public Health Regulation 2018

As a Queensland water service provider, we are obligated to meet the requirements of the *Public Health Regulation 2018*. One of these requirements is to take water samples and undertake *E. coli* testing, with a minimum of 98% of these samples returning a negative result. In 2021-22, 99.94% of our samples tested negative for *E. coli*.

PERCENT OF WATER SAMPLES IN WHICH *E. COLI* WAS NOT DETECTED



Drinking Water Quality Performance Snapshot

The table below briefly summarises drinking water performance across three categories, by each supply region.

Microbiological performance is said to have met the performance requirement if more than 98% of samples from the supply region returned a nil result for *E. coli*.

Chemical (Health) performance is said to have met the performance requirement if the 95th percentile (a statistical calculation) for each chemical is below the Australian Drinking Water Guidelines health value for that chemical.

Chemical (Aesthetic) parameters, generally related to appearance, taste and odour, are said to have met the performance requirement if the average result for each chemical is below the Australian Drinking Water Guidelines aesthetic value for that chemical.

Supply region	Microbiological performance	Chemical (Health) performance	Chemical (Aesthetic) performance
Dayboro	✓	✓	✓
Kenilworth	✓	✓	✓
North	✓	✓	✓
South	✓	✓	✓

Microbiological Performance in Detail

The table below summarises our microbiological performance against the requirements of the *Public Health Regulation 2018*:

Supply region	Minimum number of <i>E. coli</i> samples required based on population*	Number of <i>E. coli</i> samples tested	Number of positive <i>E. coli</i> results	Required performance (PHR)	Actual performance	Met PHR?
Dayboro	52	83	0	98%	100%	✓
Kenilworth	12	72	0	98%	100%	✓
Northern Grid	1288	2353	1	98%	99.96%	✓
Southern Grid	1340	2596	2	98%	99.92%	✓
Overall	2692	5104	3	98%	99.94%	✓

PHR = Public Health Regulation (2018)

*Unitywater tests over and above the minimum number of *E. coli* tests required under the *Public Health Regulation 2018* due to geographical spread of the population and a proactive risk based approach to managing public health.

Summary of Notifications to the Regulator

Under the *Water Supply (Safety & Reliability) Act 2008*, Unitywater is required to report water quality incidents including *E. coli* detections and failures of Chemical (Health) related values specified in the Australian Drinking Water Guidelines. Incident details are provided to the water supply regulator, including a summary of corrective and preventative actions. There were four notifications made to the regulator during the financial year:

Scheme	Description	Corrective and Preventative Actions
Pine Rivers North	<i>E. coli</i> result of 2 MPN/100mL on 10/11/21 at Browns Rd NPI Offtake	Investigation identified that the <i>E. coli</i> detection at the bulk supply sample point was caused by a sampling error, where the sample tap was not correctly sterilised. Immediate resampling was carried out and <i>E. coli</i> was not detected in the resample. Additional measures were taken to reduce the occurrence of sample contamination which includes the development of more specific training of contamination risks during sampling for the Scientific Services team.
Noosa	Bromate result of 0.03 mg/L on 24/1/22 at Noosa WTP BSP	Immediate resampling was conducted, and results were within ADWG guidelines. Detections of Bromate usually originate from the water treatment plant (WTP). Seqwater confirmed that there were no issues at the Noosa WTP. Investigation was carried out by Scientific Services which identified an incorrect sampling bottle was used to take the sample. Preventative actions included updating the laboratory procedures for preserving sample integrity.
Pine Rivers South	<i>E. coli</i> result of 1 MPN/100mL on 1/3/22 at Eatons Hill Reservoir	Immediate resampling was carried out and <i>E. coli</i> was not detected in resamples. Investigations concluded that the recent rain event and a reservoir integrity issue contributed to the <i>E. coli</i> detection. Corrective actions were initiated to improve chlorine levels and works were carried out to restore reservoir integrity.
Railway Towns	<i>E. coli</i> result of 15 MPN/100mL on 24/5/22 at Glasshouse Mountains – Fullerton Rd Reservoir	Immediate resampling was carried out and <i>E. coli</i> was not detected in resamples. An assessment of reservoir condition was conducted, and investigations concluded that a reservoir integrity issue combined with the recent rain event contributed to the <i>E. coli</i> detection. The reservoir was cleaned and gaps in the roof flashing were sealed.

Scheme	Description	Corrective and Preventative Actions
Dayboro	During minor works at Dayboro LL Reservoir on 23/6/22, an oily film was noticed on the surface of the water.	Immediate sampling of the surface water and sample tap was carried out and results were within ADWG guidelines. An assessment of reservoir condition and network water quality was conducted. Investigations concluded that the issue was likely related to a faulty mixer and that there was no risk to public health. The failed mixer and oily film on the surface water were removed and the reservoir was cleaned.

Chemical performance in detail

Dayboro

CHEMICAL (HEALTH) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	3	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	16	<0.005	<0.005	<0.005	<0.005	0.02	✓
Chlorate	mg/L	43	0.01	0.97	0.18	0.66	N/A	N/A
Chlorine Free	mg/L	95	<0.1	1.6	0.96	1.40	5	✓
Chlorine Total	mg/L	95	0.3	1.7	1.09	1.60	5	✓
Copper	mg/L	17	<0.01	0.02	<0.01	0.01	2	✓
Fluoride	mg/L	14	0.11	0.97	0.79	0.92	1.5	✓
HAAs	ug/L	4	<60	67	<60	63.10	N/A	N/A
Lead	mg/L	17	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	35	<0.01	<0.01	<0.01	<0.01	0.5	✓
Nickel	mg/L	17	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrate NO3 (calc)	mg/L	23	<0.02	13.8	1.79	6.56	50	✓
Nitrite as NO2	mg/L	24	<0.02	<0.02	<0.02	<0.02	3	✓
THMs	µg/L	43	13	213	55	117	250	✓

Dayboro

CHEMICAL (AESTHETIC) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO ₃	27	64.1	118	88.80	108.00	N/A	N/A
Aluminium	mg/L	35	<0.02	0.04	<0.02	0.03	0.2	✓
Calcium	mg/L	27	5.5	17.1	13.13	16.27	N/A	N/A
Chloride	mg/L	14	27	84	40.50	71.65	250	✓
Colour Apparent	PCU	35	<1	3	1.13	2.53	15	✓
Colour True	PCU	35	<1	1.9	<1	1.63	15	✓
Conductivity	uS/cm	95	238	376	308	351	1000	✓
Copper	mg/L	17	<0.01	0.02	<0.01	0.01	1	✓
Iron	mg/L	35	<0.01	0.02	<0.01	0.01	0.3	✓
Magnesium	mg/L	27	5.9	10.6	8.92	10.07	N/A	N/A
Manganese	mg/L	35	<0.01	<0.01	<0.01	<0.01	0.1	✓
pH	pH Units	95	6.9	7.6	7.2	7.5	6.5-9.2	✓
Potassium	mg/L	14	1.4	2.1	1.66	1.91	N/A	N/A
Silica as SiO ₂	mg/L	3	14	15	14.33	14.90	80	✓
Sodium	mg/L	14	26	47	33.4	45.7	180	✓
Sulphate	mg/L	14	5	28	8.5	18.3	250	✓
Temperature	°C	95	15.8	32.1	22.8	28.5	N/A	N/A
Total Hardness	mg/L as CaCO ₃	27	38	82	69.56	77.70	200	✓
Turbidity	NTU	95	0.09	0.42	0.20	0.34	5	✓
Zinc	mg/L	17	<0.01	0.02	<0.01	0.01	3	✓

Kenilworth

CHEMICAL (HEALTH) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Bromate	mg/L	4	<0.005	0.007	<0.005	0.006	0.02	✓
Chlorate	mg/L	36	<0.01	0.19	0.10	0.18	N/A	✓
Chlorine Free	mg/L	120	0.1	1.8	1.01	1.60	5	N/A
Chlorine Total	mg/L	120	0.2	2.1	1.11	1.70	5	✓
Copper	mg/L	20	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	13	<0.1	0.25	0.21	0.25	1.5	✓
HAAs	ug/L	4	<60	<60	<60	<60	N/A	✓
Lead	mg/L	20	<0.01	<0.01	<0.01	<0.01	0.01	N/A
Manganese	mg/L	36	<0.01	<0.01	<0.01	<0.01	0.5	✓
Nickel	mg/L	20	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrate NO3 (calc)	mg/L	11	0.18	11.5	2.56	9.45	50	✓
Nitrite as NO2	mg/L	12	<0.02	<0.02	<0.02	<0.02	3	✓
THMs	µg/L	36	5	82	30	52	250	✓

Kenilworth

CHEMICAL (AESTHETIC) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO ₃	68	46	192	116.40	176.95	N/A	N/A
Aluminium	mg/L	36	<0.02	<0.02	<0.02	<0.02	0.2	✓
Calcium	mg/L	68	14.6	29.7	19.95	27.96	N/A	N/A
Chloride	mg/L	6	33	43	38.50	43.00	250	✓
Colour Apparent	PCU	36	<1	2.3	<1	1.98	15	✓
Colour True	PCU	36	<1	1.1	<1	<1	15	✓
Conductivity	uS/cm	120	251	511	357	475	1000	✓
Copper	mg/L	20	<0.01	<0.01	<0.01	<0.01	1	✓
Iron	mg/L	36	<0.01	<0.01	<0.01	<0.01	0.3	✓
Magnesium	mg/L	68	7.2	16.9	11.03	15.33	N/A	N/A
Manganese	mg/L	36	<0.01	<0.01	<0.01	<0.01	0.1	✓
pH	pH Units	120	6.9	7.6	7.2	7.5	6.5-9.2	✓
Potassium	mg/L	6	1.1	1.2	1.13	1.20	N/A	N/A
Silica as SiO ₂	mg/L	2	23	24	23.50	23.95	80	✓
Sodium	mg/L	6	34	48	37.5	45.0	180	✓
Sulphate	mg/L	6	6.9	10	8.1	9.5	250	✓
Temperature	°C	120	17.3	29.4	23.0	27.1	N/A	N/A
Total Hardness	mg/L as CaCO ₃	68	73	141	95.31	131.95	200	✓
Turbidity	NTU	120	<0.05	0.64	0.11	0.24	5	✓
Zinc	mg/L	20	<0.01	<0.01	<0.01	<0.01	3	✓

Northern Grid

CHEMICAL (HEALTH) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	88	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	64	<0.005	0.03	<0.005	0.010	0.02	✓
Chlorate	mg/L	511	<0.01	0.3	0.05	0.21	N/A	N/A
Chlorine Free	mg/L	3,087	<0.1	2.8	1.02	1.70	5	✓
Chlorine Total	mg/L	3,087	<0.1	3	1.17	1.90	5	✓
Copper	mg/L	538	<0.01	0.03	<0.01	<0.01	2	✓
Fluoride	mg/L	130	0.14	0.95	0.80	0.91	1.5	✓
HAA5	ug/L	19	<60	<60	<60	<60	N/A	N/A
Lead	mg/L	536	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	1,244	<0.01	0.06	<0.01	<0.01	0.5	✓
Nickel	mg/L	538	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrate NO3 (calc)	mg/L	189	<0.02	1.91	0.67	1.50	50	✓
Nitrite as NO2	mg/L	201	<0.02	1.25	<0.02	<0.02	3	✓
THMs	µg/L	843	5	155	49	103	250	✓

Northern Grid

CHEMICAL (AESTHETIC) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO ₃	680	10	70.3	41.61	52.30	N/A	N/A
Aluminium	mg/L	1,244	<0.02	0.13	<0.02	0.02	0.2	✓
Calcium	mg/L	680	8.8	39.2	21.83	31.00	N/A	N/A
Chloride	mg/L	130	6	78	22.58	40.00	250	✓
Colour Apparent	PCU	1,145	<1	13	<1	2.58	15	✓
Colour True	PCU	1,145	<1	2.4	<1	1.00	15	✓
Conductivity	uS/cm	3,084	154	372	226	295	1000	✓
Copper	mg/L	538	<0.01	0.03	<0.01	<0.01	1	✓
Iron	mg/L	1,244	<0.01	0.64	<0.01	0.02	0.3	✓
Magnesium	mg/L	679	1.3	11.6	4.21	8.01	N/A	N/A
Manganese	mg/L	1,244	<0.01	0.06	<0.01	<0.01	0.1	✓
pH	pH Units	3,084	6.6	9.1	7.4	8.0	6.5-9.2	✓
Potassium	mg/L	132	<1	2.6	1.48	2.10	N/A	N/A
Silica as SiO ₂	mg/L	90	3	11	7.91	10.55	80	✓
Sodium	mg/L	132	7	35	17.0	31.0	180	✓
Sulphate	mg/L	130	16	94	31.6	54.1	250	✓
Temperature	°C	3,066	14.7	30.3	22.8	27.3	N/A	N/A
Total Hardness	mg/L as CaCO ₃	679	37	109	71.95	91.20	200	✓
Turbidity	NTU	3,083	<0.05	13	0.15	0.32	5	✓
Zinc	mg/L	538	<0.01	0.02	<0.01	<0.01	3	✓

Southern Grid

CHEMICAL (HEALTH) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	75	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	118	<0.005	0.02	<0.005	0.020	0.02	✓
Chlorate	mg/L	509	<0.01	0.48	0.16	0.34	N/A	N/A
Chlorine Free	mg/L	2,995	<0.1	4.9	0.28	1.20	5	✓
Chlorine Total	mg/L	3,048	<0.1	5.1	1.68	3.70	5	✓
Copper	mg/L	365	<0.01	0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	136	0.32	0.97	0.83	0.92	1.5	✓
HAA5	ug/L	20	<60	142	64.15	140.10	N/A	N/A
Lead	mg/L	365	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	962	<0.01	0.02	<0.01	<0.01	0.5	✓
Monochloramine NH ₂ Cl	mg/L	982	<0.02	3.02	0.73	2.21	3	✓
Nickel	mg/L	365	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrate NO ₃ (calc)	mg/L	1,271	<0.02	5.68	1.42	3.40	50	✓
Nitrite as NO ₂	mg/L	1,317	<0.02	1.87	0.17	0.81	3	✓
THMs	µg/L	585	7	157	55	100	250	✓

Southern Grid

CHEMICAL (AESTHETIC) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO ₃	194	10	82.6	47.30	58.50	N/A	N/A
Aluminium	mg/L	958	<0.02	0.05	<0.02	0.04	0.2	✓
Calcium	mg/L	194	3.3	33.2	17.06	24.37	N/A	N/A
Chloride	mg/L	113	13	75	28.99	42.00	250	✓
Colour Apparent	PCU	941	<1	9.3	1.42	2.90	15	✓
Colour True	PCU	941	<1	3.3	<1	1.60	15	✓
Conductivity	uS/cm	2,765	177	471	258	304	1000	✓
Copper	mg/L	365	<0.01	0.01	<0.01	<0.01	1	✓
Iron	mg/L	962	<0.01	0.24	<0.01	0.03	0.3	✓
Magnesium	mg/L	193	1.4	12	5.15	7.24	N/A	N/A
Manganese	mg/L	962	<0.01	0.02	<0.01	<0.01	0.1	✓
pH	pH Units	2,765	6.6	8.9	7.4	8.0	6.5-9.2	✓
Potassium	mg/L	117	<1	3.6	1.93	2.50	N/A	N/A
Silica as SiO ₂	mg/L	75	5	10	7.13	9.00	80	✓
Sodium	mg/L	117	13	49	24.9	43.2	180	✓
Sulphate	mg/L	114	17	72	28.1	64.4	250	✓
Temperature	°C	3,030	12.9	29.9	22.8	27.0	N/A	N/A
Total Hardness	mg/L as CaCO ₃	193	14	102	63.79	81.40	200	✓
Turbidity	NTU	2,773	<0.05	2.1	0.18	0.39	5	✓
Zinc	mg/L	365	<0.01	0.02	<0.01	<0.01	3	✓

The year in review

Unitywater is always looking to innovate the way we manage your drinking water and challenging ourselves to make improvements. We look to embrace new technologies and industry best-practice to improve efficiency and create positive benefits for our customers. Here are some of the activities we've been involved in over the last 12 months.

ISO 2000 recertification audit

Unitywater's drinking water supply is certified against the International Standard ISO 22000:2018 Food Safety Management Systems, making us one of very few Australian water service providers who have met this standard. The certification gives our customers additional assurance that our management systems are best practice and safeguard the water supply against contamination risks.

In April 2022, Unitywater underwent a recertification audit with a successful outcome assessed against the requirements of the standard. The auditor called this an 'exceptional result for a recertification given the complexity of the organisation' and this outstanding outcome was made possible by our business-wide commitment to providing safe and reliable drinking water services.

Mains cleaning

Gradually over time, tiny amounts of fine sediment can settle out of drinking water and form a fine layer on the bottom of pipes. Under usual circumstances this has no impact on water quality at the customer's tap. However, sudden changes in water flow may occasionally stir up sediments and lead to water becoming cloudy or discoloured in appearance.

To reduce the chance of this happening, Unitywater conducts regular cleaning of water mains to remove any built-up sediment. Mains cleaning is conducted with an innovative system that involves flushing water through the pipes at high velocity and through specialised filters before returning it to the network. This is an efficient method that maintains water quality and results in minimal disruptions to service and virtually no loss of water. As part of our annual mains cleaning program, 246km of mains were cleaned in 2021-22.

Flood events & recovery

The severe weather and flood event that impacted our region in late February and early March was one of the biggest Unitywater has faced in its history. Widespread flooding across our service area caused unprecedented challenges for our service delivery. Our teams rose to the incredible task, working around-the-clock to restore critical services and respond to customer enquiries.

Unitywater's response also included contributing volunteers to community clean-up events and offering water bill rebates for flood affected properties. With the hard work and dedication of our team members and patience of our customers, we were able to get through this extraordinarily challenging event with minimal disruptions to service whilst maintaining the quality of supplied water.

The year in review *continued*

Servicing new areas

Our region is one of the fastest growing in Australia, and Unitywater is continually expanding its services to accommodate future growth. The Sunshine Coast, Moreton Bay and Noosa regions are projected to grow by over 20% to a total population of over one million people within the next decade and Unitywater is investing in infrastructure to meet the future needs of the region in an economically and environmentally sustainable way.

COVID-19

As the COVID-19 pandemic continues to impact our communities, Unitywater would like to thank our customers for their patience as we navigated additional challenges including extended lockdowns and restrictions. This saw our customer reception locations working on restricted hours as we managed the safety of our team members. With the continued support from our customers we have been able to maintain our core priority of providing safe and reliable drinking water, and our field crews have been working throughout to keep our networks running 24/7. COVID-19 is not transmitted via water supply systems and we assure that our water supply continues to meet Australian Drinking Water Guidelines.

Reservoir Renewals

Unitywater operates and maintains over \$3.7 billion of infrastructure including 103 water reservoirs and 6,230km of water mains over a geographical area of 5,223 square kilometres. Maintaining and renewing our essential assets is a vital aspect of providing safe and reliable drinking water services, and our assets are carefully monitored to ensure they meet our standards. Our reservoir maintenance and renewal programs were a focus in 2021-22. Renewal works including roof replacements and safety enhancements were completed at 10 reservoirs and a further 21 reservoirs were assessed and cleaned. Additionally, structural assessments were completed at 16 reservoirs, including a trial of drone-based technology.



Unitywater

Serving you today,
investing in tomorrow.

-
-  unitywater.com
 -  1300 086 489
Emergencies and Faults 24 hours
Customer Service: 8am - 5pm,
Mon - Fri (except public holidays)
 -  Unitywater, PO Box 953, Caboolture QLD 4510
 -  Customer Service Counters 8.30am - 4.30pm,
Mon - Fri (except public holidays)
6 -10 Maud Street, Maroochydore QLD 4558
33 King Street, Caboolture QLD 4510

Unitywater has certification to
OH&S ISO 45001: 2018 Reg No 50000079
Environmental ISO 14001: 2015 Reg No 500000079
Quality ISO 9001: 2015 Reg No 500000079
Food Safety ISO 22000: 2018 Reg No 500000079

