

NEV Water Quality Policy

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1. Context

Narara Ecovillage Co-operative Ltd (NEV) as the network and retail license holder under Water Industry Competition Act (WICA) will be responsible for the construction, operation and maintenance of all potable and non-potable water infrastructure from source to customer connection within the Narara Ecovillage site.

2. Purpose

This document sets out NEV's commitment to quality control in supplying its potable and non-potable water products through the application of a management approach that is underpinned by the relevant frameworks within contemporary Australian water cycle guidance, including (but not limited to):

- The Framework for Management of Drinking Water Quality (Australian Drinking Water Guidelines 2011)
- The Framework for Management of Recycled Water Quality and Use (Australian Guidelines for Water Recycling 2006)
- Drinking Water Source Assessment and Treatment Requirements (WSA 2002 –September 2015-1.2)

3. Water Quality Policy

NEV must comply with all applicable health and environmental regulations and any conditions attached to its WICA license in supplying potable and recycled water products to its customers.

NEV is committed to providing safe, high-quality potable and non-potable water that consistently meets the requirements of NSW Health legislation and guidelines, NSW Office of Water (now called DPI Water) approvals, the relevant Australian Guidelines and consumer expectations.

To achieve this NEV will:

- Ensure that the protection of public and environmental health is recognised as being of paramount importance.
- Maintain communication and partnerships with all relevant agencies involved in management of water resources, including waters that can be recycled
- Engage appropriate scientific expertise in developing non-potable water schemes
- Recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met
- Manage water quality at all points along the delivery chain from source to the water's end use (customer and environment)
- Use a risk-based approach for water product management in which potential threats to water quality along the source-to-end-use supply chain are identified and managed accordingly
- Integrate the needs and expectations of our water users, communities and other stakeholders, regulators and employees into planning processes
- Establish regular monitoring of control measures and water quality and establish effective reporting mechanisms to provide relevant and timely information and promote confidence in the water supply system and its management
- Develop appropriate contingency planning and incident response capability
- Participate in relevant research and development activities to ensure continuous improvement and continued understanding of water quality issues and performance
- Contribute to the development of industry regulations and guidelines and other standards relevant to public health and the water cycle
- Continually improve our practices by assessing performance against corporate commitments and stakeholder expectations

All managers, workers and contractors involved in the supply of potable and non-potable water products are responsible for understanding, implementing, and continuously improving the water product management system as relevant. Membership and participation in professional associations dealing with the management and use of potable and non-potable water products is encouraged.

4. Drinking Water Quality Policy

NEV will work on an ongoing basis with our stakeholders to manage the multiple barriers that protect and maintain water quality from catchment to consumer.

Priorities will be set using an objective, risk-based approach to water quality management, to improve the quality of water supplied and the reliability with which that quality is achieved.

A 'quality assurance program' that complies with the Public Health Regulation 2012 (NSW) will be documented within and maintained from our Drinking Water Management System. In turn, this system has adopted the Framework for Management of Drinking Water Quality given in the Australian Drinking Water Guidelines 9 (NHMRC, NRMCC, 2011).

All NEV members are stakeholders in the water supply and treatment system. As such all members must ensure that their activities do not compromise drinking water quality. All NEV members are required to be alert to external risks to the drinking water, e.g., algal blooms, wildfire, dead animals

in the dam and unauthorised access to the dam water. NEV members will facilitate community involvement in water quality management via appropriate activities such as participation in Streamwatch.

The NEV maintenance staff and the NEV Water Utility Management team are responsible for understanding and working in accordance with relevant aspects of the Drinking Water Management System.

Monitoring drinking water quality will be conducted independently by NSW Health and the NEV Water Utility Management team will report the results of that monitoring to the NEV community.

The Drinking Water Management System is an operational management system that will be adequately resourced, maintained and improved indefinitely as a core and ongoing function of Narara Ecovillage Co-operative Limited.

5. Recycled Water Quality Policy

NEV is committed to meeting the relevant regulatory requirements surrounding non-potable water products through the application of a management approach that is underpinned by the relevant frameworks within contemporary Australian water cycle guidance including (but not limited to) the Framework for Management of Recycled Water Quality and Use (Australian Guidelines for Water Recycling 2006).