

Your Water

Quarterly drinking water quality report

1 April 2004 - 30 June 2004



Welcome to the latest issue of our water quality brochure.

This summary brochure is issued to all customers quarterly. It explains the quality of your water, the guidelines that it must meet and our water quality testing program.

The table shows a summary of the water quality test results at customers' taps over the last 12 months.

The more comprehensive Quarterly Drinking Water Quality Report and our Annual Drinking Water Quality Report are available on our website at: www.sydneywater.com.au

Testing for water Quality

Our aim is to provide you with good quality drinking water. The drinking water we supply to customers has been treated to meet the Australian Drinking Water Guidelines.

To ensure that your drinking water is of good quality and that guidelines are met, water quality testing and monitoring takes place at every stage of the supply system. Samples are taken in the catchments, after water is treated, in distribution pipes and at around 650 customers' taps.

Laboratories certified to international standards carry out all testing and NSW Health reviews the results. An independent laboratory verifies Sydney Water's *Cryptosporidium* and *Giardia* testing and reports the results directly to NSW Health. It will verify any positive readings and will also perform duplicate analysis on some of the samples collected by Sydney Water's laboratory.

What is tested

Your water is tested for up to 70 different characteristics including taste, colour, odour, micro-organisms and chemical content. This report summarises a selection of health characteristics chosen in consultation with NSW Health and key aesthetic characteristics. Test results for

additional parameters can be found on Sydney Water's website. Sydney Water's results are audited annually on behalf of NSW Health and Independent Pricing and Regulatory Tribunal (IPART).

Drinking water guidelines your water must meet

Australian Drinking Water Guidelines (ADWG) are set by the National Health and Medical Research Council (NHMRC) and the Agriculture & Resource Management Council of Australia and New Zealand (ARMCANZ). In 1996 the guidelines were revised in consultation with the community, health agencies, water suppliers and regulators.

The ADWG do not specify levels for *Cryptosporidium* or *Giardia*. Sydney Water tests for these as a precautionary measure according to a monitoring plan agreed to by NSW Health.

There is a response protocol issued by NSW Health if positive results are found.

Sydney Water's role is to manage our operations to ensure that drinking water is safe to drink and meets guidelines. Sydney Water works closely with NSW Health and the Sydney Catchment Authority (SCA) to protect public health.

Water Quality Test Results 1 July 2003 to 30 June 2004

	Microbiological		Physical/Chemical						
	<i>E.coli</i> (EC)	Total Coliform (TC)	Fluoride	Chlorine	Trihalomethanes	Turbidity	True Colour	Iron	
Australian Drinking Water Guidelines (ADWG)									
ADWG Guidelines Performance Criteria (for assessment over 12 month period)	At least 98% of results contain no <i>E.coli</i>	At least 95% of results contain no TCs	At least 95% of results 0.9 to 1.5 mg/L	At least 95% of results less than 5 mg/L or 3 mg/L (H)	At least 95% of results less than 0.25 mg/L	Average result less than 5 NTU	Average result less than 15 HU	Average result less than 0.3 mg/L	
Health - (H), Aesthetic - (A)	(H)	(H)	(H)	(H)	(H)	(A)	(A)	(A)	
Actual test results for 12 months from 1 July 2003 to 30 June 2004 taken from customers' taps									
Customer Supply System	All parameters comply	% of results complying	% of results complying	% of results complying	% of results complying	% of results complying	Average result (NTU)	Average result (HU)	Average result (mg/L)
Greaves Creek*	✓	100	98.1	100	100	100	0.27	<2	0.046
North Richmond*	✓	99.5	99.0	99.2	100	100	0.12	<2	0.017
Orchard Hills*	✓	100	99.3	100	100	100	0.16	<2	0.011
Prospect South	✓	100	99.2	100	100	100	0.12	<2	0.011
Prospect North	✓	99.9	98.3	100	100	100	0.12	<2	0.034
Prospect East	✓	100	99.6	100	100	100	0.11	<2	0.011
Ryde	✓	100	98.0	100	100	100	0.12	<2	0.012
Potts Hill	✓	100	99.2	100	100	100	0.13	<2	0.013
Warragamba*	✓	100	97.2	100	100	100	0.11	<2	0.011
Nepean*	✓	100	100	99.2	100	100	0.20	<2	0.018
Macarthur	✓	100	98.7	100	100	100	0.14	<2	0.038
Illawarra*	✓	100	99.2	100	100	100	0.14	<2	0.017
Woronora	✓	100	98.7	100	100	100	0.12	<2	0.014
Cascade*	✓	100	99.1	100	100	100	0.33	<2	0.070

* Required standard for chlorine is <5 mg/L in these systems.

Note Although the ADWG specifies that 95% of fluoride test results should be less than 1.5 mg/L, the *Fluoridation of Public Water Supplies Act 1957* requires that, over a year, greater than 95 % of all routine fluoride samples fall within the range 0.90 to 1.50 mg/L.

Comments All systems complied with all parameters listed in the table above.

Cryptosporidium and Giardia Water quantity

During the period 1 April to 30 June 2004, Sydney Water undertook 235 water quality tests for *Cryptosporidium* and *Giardia*, on water samples from the outlet of the water filtration plants.

Neither *Cryptosporidium* nor *Giardia* was detected in any of these tests.

Monitoring results for *Cryptosporidium* and *Giardia* can be viewed on Sydney Water's website.

The following information has been provided by the Sydney Catchment Authority (SCA).

The total available water in the Sydney Catchment Authority's storages was approximately 1.13 million megalitres or 47.5% of total operating storage as at 30 June 2004. The total storage level decreased by 3.2% over the quarter.

Average water consumption for the period was 1485 megalitres per day.

Sydney Water works collaboratively with the Authority to assure that the best possible quality water is supplied to its customers.

For more information on the Sydney Catchment Authority call (02) 4725 2100 or visit: www.sca.nsw.gov.au

Understanding your water

Total Coliforms & *Escherichia coli* (*E.coli*)

Total Coliform bacteria and *E.coli* are used as a scientific indicator of the quality of drinking water and of the possible presence of disease causing micro-organisms. They are measured in Organisms/100mL.

Fluoride

Small amounts of fluoride are added for dental health reasons in accordance with legislation. It is measured in milligrams per litre (mg/L).

Chlorine

To ensure good quality drinking water, chlorine is added to kill bacteria that may cause disease. We test for the residual level of chlorine that needs to be present to make sure that water is disinfected all the way to your tap. The health guideline value for chlorine depends on the type used. Some systems use 'free' chlorine (5 mg/L) and others use monochloramines (3 mg/L).

Trihalomethanes (THMs)

THMs are formed in water when chlorine reacts with small amounts of naturally occurring organic matter. THMs are measured in mg/L.

Turbidity

This is a measure of suspended material in water that may cause it to look muddy or discoloured. It is measured in Nephelometric Turbidity Units (NTU).

True Colour

Water should be virtually colourless. It is measured in Hazen Units (HU).

Iron

Iron can be present at low levels in the water and may be responsible for some taste and staining problems. It is measured in milligrams per litre (mg/L).

Cryptosporidium and Giardia

These micro-organisms occur in warm blooded animals and can sometimes find their way into the water supply. Disinfection and treatment processes normally inactivate or remove them from the raw water.

Arabic

للحصول على ملخص عن معلومات جودة المياه الواردة في هذا المنشور باللغة العربية يُرجى الإتصال على الرقم 13 2092.

Chinese

索取本小冊子所載有關水質的資料的中文摘要，請致電 13 2092。

Croatian

Za sažetak informacija o kvaliteti vode u ovoj brošuri, a na hrvatskom jeziku, molimo nazovite 13 2092.

Greek

Για μια περίληψη των πληροφοριών για την ποιότητα του νερού που περιέχονται στο παρόν φυλλάδιο στα ελληνικά, τηλεφωνήστε στο 13 2092.

Italian

Per un riassunto in italiano delle informazioni contenute in questo opuscolo circa la qualità dell'acqua, telefonare al 13 2092.

Macedonian

За куч преглед на македонски јазик на информациите во оваа брошура за квалитетот на водата, ве молиме јавете се на 13 2092.

Serbian

Да бисте добили резиме информација о квалитету воде у овој брошури на српском, молимо вас да назовете 13 2092.

Spanish

Llame al 13 2092 para obtener un resumen en español de la información contenida en este folleto sobre la calidad del agua.

Vietnamese

Muốn biết tin tức tóm lược về phẩm chất của nước trong tập sách nhỏ này bằng Việt ngữ, xin vui lòng điện thoại số 13 2092.

What's New - Level 2 Mandatory Water Restrictions

New mandatory water restrictions in Sydney, Blue Mountains and the Illawarra came into effect on 1 June 2004. Fines of \$220 apply. No sprinklers or watering systems, no hosing of hard surfaces including vehicles. Hose lawns and gardens only before 10am and after 4pm on Wednesdays, Fridays and Sundays. Permits required to fill new or renovated pools above 10,000 litres. For more information refer to our website.

To conserve water, Sydney Water has deferred all precautionary water main cleaning. This will not compromise the quality of our water. Water mains are still flushed to address any specific water quality issues identified either by our customers, our water tests or as part of a water main repair.