



Unitywater  
Serving you today, investing in tomorrow.

# Annual Drinking Water Quality Performance Report

1 JULY 2019 – 30 JUNE 2020



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# Message from the CEO

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I'm pleased to present Unitywater's Drinking Water Quality Performance Report for 2019-20.

Each year we produce this report to demonstrate the quality of the drinking water delivered to customers and the communities within our service regions of Noosa, Sunshine Coast and Moreton Bay.

Our priority is to make sure we manage and operate our water network so that our customers continue to reliably receive clean, safe drinking water that keeps our community healthy.

Unitywater is proud of our strong track record in delivering high quality drinking water. This year 100% of our laboratory tests achieved the health criteria published in the National Health and Medical Research Council's *Australian Drinking Water Guidelines 2011*. This is a significant achievement when considering we performed over 100,000 water tests across our more than 6,000km of water mains. This result is only possible because of the excellent work being performed by many people across the organisation.

The essential nature of our services has never been more apparent than during the COVID-19 pandemic. Our response to its challenges was swift and our business continuity plan ensured the delivery of clean, safe drinking water to customers was uninterrupted. This was a critical service achievement during a time when our communities needed certainty.

We will continue to strive to deliver a food grade product in water, all day and every day, that meets both the regulators and our customers requirements.

I trust the information in this report provides confidence in the quality and reliability of your water.



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George Theo  
Chief Executive Officer

# Unitywater at a glance

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Unitywater provides water and sewerage services to the Moreton Bay, Sunshine Coast and Noosa local authority regions.

We operate and maintain more than \$3.6 billion of water and sewerage infrastructure, supplying services to residential and business customers across 5,223 square kilometres.



**103**  
*reservoirs*



**59,077 ML**  
*of water supplied to*  
**337,123**  
*customers connections in 2019-20*

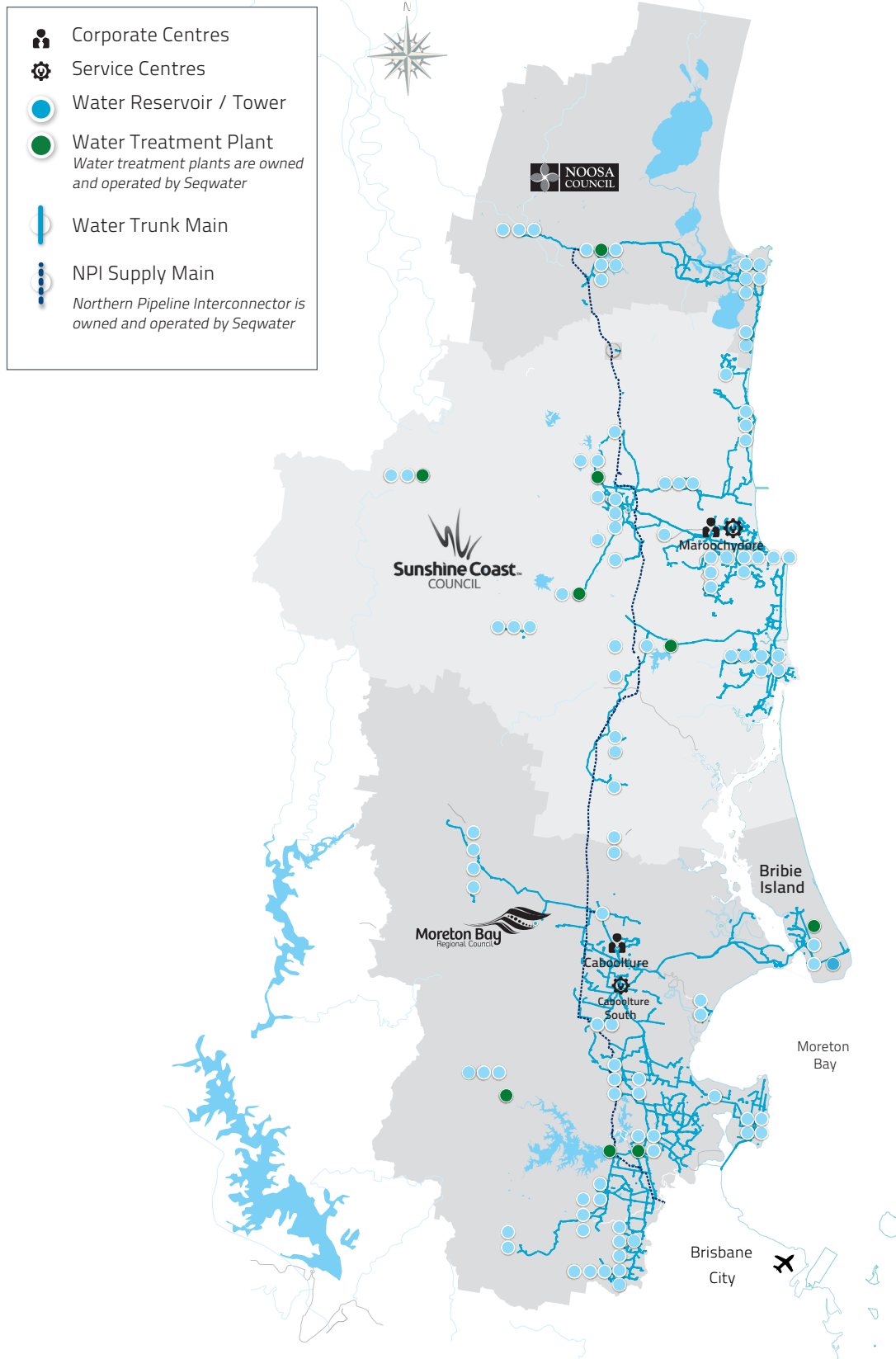


*Serviced customers with*  
**6,172 KM**  
*of water mains*



**100%**  
*compliance to Public Health Regulations.*  
*No E. coli detections, and no notifications to the regulator, no ADWG health limits exceeded*

# Our supply area



# Where we sit on the grid

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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).

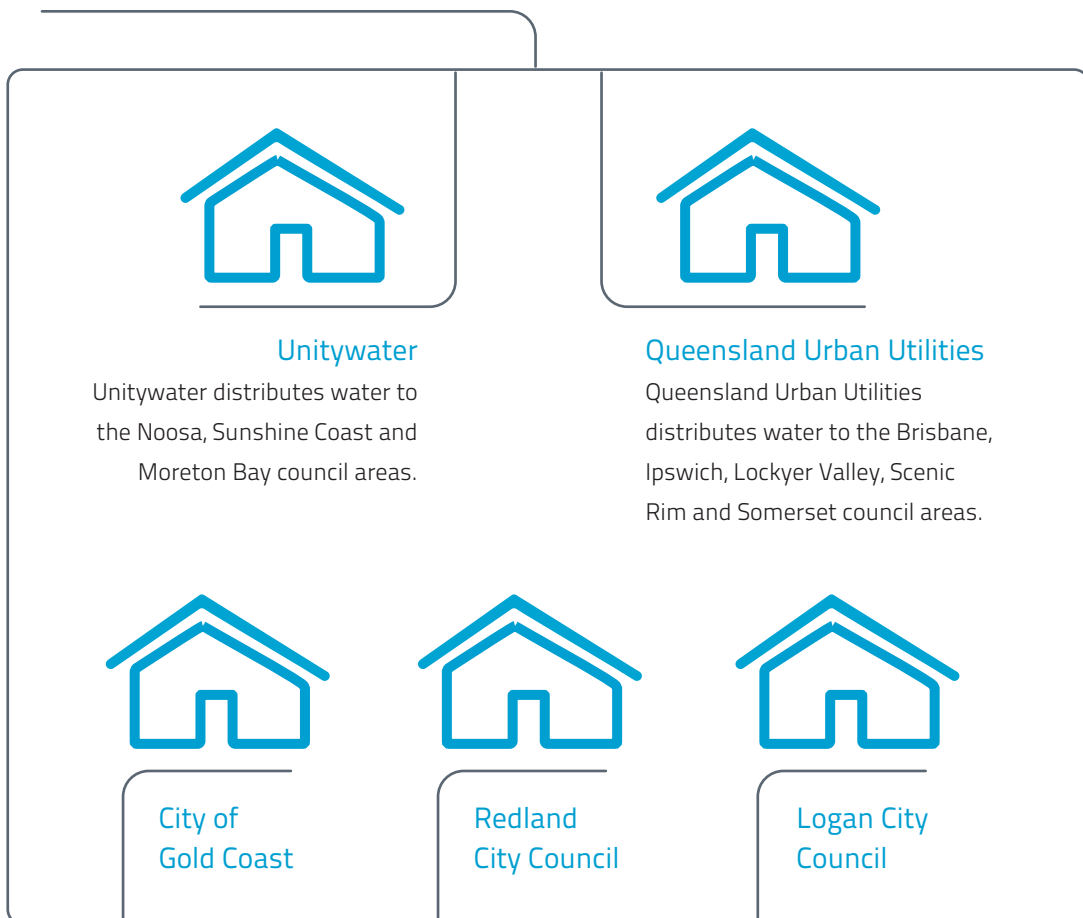
For more detail on the bulk water supply network, go to:

[www.seqwater.com.au/seq-water-grid](http://www.seqwater.com.au/seq-water-grid)



## Seqwater

Seqwater manage the catchments, dams and production of bulk drinking water for the SEQ region



# Water supply sources

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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](https://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, and allows water to be transferred between the 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 negotiated 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 five regions described below.

## DAYBORO

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

General operation:

Dayboro Water Treatment Plant

- 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.



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## KENILWORTH

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

General operation:

This area is normally supplied from the Kenilworth Water Treatment Plant

- 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 (excluding Kenilworth).

General operation:

This area is normally supplied from the Lake Macdonald, Image Flat and Landers Shute Water Treatment Plant (WTP) with supplementary supply via the Northern Pipeline Interconnector - Stage 2.

- The Lake Macdonald WTP treats raw water from Lake Macdonald and the Mary River to supply the Noosa area (includes Pomona and Cooroy).
- The Image Flat WTP treats raw water from Cooloolabin Dam, Wappa Dam and Poona Dam to supply the Maroochy North area. Bli Bli and Coolum zones are supplemented by the Nambour Northern Pipeline Interconnector - Stage 2.
- The Landers Shute WTP Treats raw water from Baroon Pocket Dam and supplies the Maroochy South, Maleny, Caloundra and Railway Towns area.
- The Ewen Maddock WTP treats raw water from Ewen Maddock Dam and supplies the Caloundra area. This WTP was recommissioned in July 2017 to improve water supply security for the Sunshine Coast and reduce demand on Baroon Pocket Dam.

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## SOUTH

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

General operation:

- North Pine WTP treats water from North Pine Dam and supplies the Redcliffe and Pine Rivers South and Pine Rivers North region via the Northern Pipeline Interconnector. The Woodford, Caboolture and Bribie areas are supplied primarily by Landers Shute WTP via the Northern Pipeline Interconnector.

## 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](https://unitywater.com/about-us/our-business/water-quality)

# Water quality summary

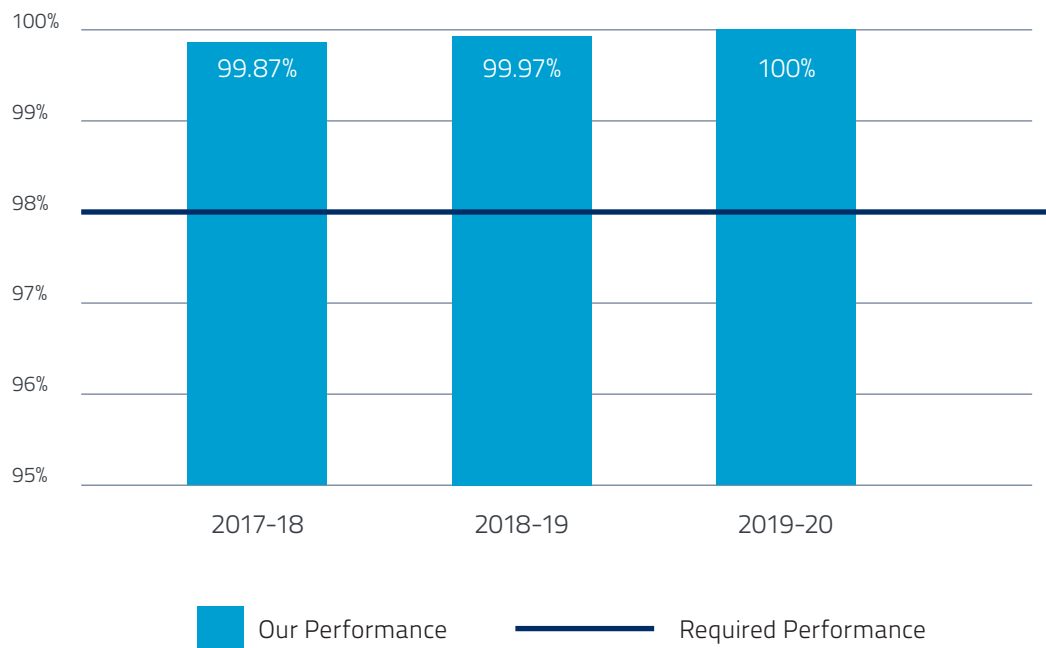
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In 2019-20, Unitywater collected 7,244 water samples and performed 118,897 water quality tests. All of the test results were within the health-based guideline values.

## **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 2019-20, 100% 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 of 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) performance is 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	✓	✓	✓
Northern Grid	✓	✓	✓
Southern Grid	✓	✓	✓

## 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	103	0	98%	100%	✓
Kenilworth	12	104	0	98%	100%	✓
North	1288	2178	0	98%	100%	✓
South	1340	2300	0	98%	100%	✓
Overall	2692	4685	0	98%	100%	✓

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.

# 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	1	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	4	<0.005	<0.005	<0.005	<0.005	0.02	✓
Chlorate	mg/L	24	0.03	0.36	0.09	0.20	n/a	n/a
Chlorine free	mg/L	129	<0.1	1.8	0.87	1.40	5	✓
Chlorine total	mg/L	129	<0.1	1.8	0.96	1.50	5	✓
Copper	mg/L	24	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	16	0.77	0.95	0.85	0.94	1.5	✓
HAAs	ug/L	1	<60	<60	<60	<60	n/a	n/a
Lead	mg/L	24	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	60	<0.01	<0.01	<0.01	<0.01	0.5	✓
Monochloramine NH <sub>2</sub> Cl	mg/L	127	<0.02	0.05	<0.02	<0.02	3	✓
Nickel	mg/L	24	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrite as NO <sub>2</sub>	mg/L	127	<0.02	<0.02	<0.02	<0.02	3	✓
THMs	µg/L	24	5	98	28	73	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 <sub>3</sub>	24	72.9	93.5	86.49	93.07	n/a	n/a
Aluminium	mg/L	60	<0.02	0.05	<0.02	0.02	0.2	✓
Calcium	mg/L	24	11	20.6	14.07	17.17	n/a	n/a
Chloride	mg/L	4	37	45	40.25	44.25	250	✓
Colour Apparent	PCU	56	<1	3.3	<1	2.38	15	✓
Colour true	PCU	56	<1	1	<1	<1	15	✓
Conductivity	uS/cm	129	254	434	326	406	1000	✓
Copper	mg/L	24	<0.01	<0.01	<0.01	<0.01	1	✓
Iron	mg/L	60	<0.01	0.05	0.01	0.03	0.3	✓
Magnesium	mg/L	24	8	13	10.37	12.68	n/a	n/a
Manganese	mg/L	60	<0.01	<0.01	<0.01	<0.01	0.1	✓
pH	pH Units	129	6.9	8	7.3	7.9	6.5 - 9.2	✓
Potassium	mg/L	4	1.6	2.1	1.80	2.06	n/a	n/a
Silica as SiO <sub>2</sub>	mg/L	1	17	17	17	17	80	✓
Sodium	mg/L	4	33	37	35.3	37	180	✓
Sulphate	mg/L	1	5.2	5.2	5.2	5.2	250	✓
Temperature	°C	129	15.3	29.4	22.7	28.5	n/a	n/a
Total hardness	mg/L as CaCO <sub>3</sub>	24	62	104	77.92	95.40	200	✓
Turbidity	NTU	129	0.09	0.76	0.22	0.37	5	✓
Zinc	mg/L	24	<0.01	<0.01	<0.01	<0.01	3	✓

# Water quality summary

## Kenilworth

### CHEMICAL (HEALTH) PERFORMANCE

Parameter	Units	Number of samples	Min. result	Max. result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	1	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	4	<0.005	<0.005	<0.005	<0.005	0.02	✓
Chlorate	mg/L	36	0.07	0.21	0.12	0.17	n/a	n/a
Chlorine free	mg/L	182	0.1	2	1.11	1.50	5	✓
Chlorine total	mg/L	182	0.2	2.1	1.18	1.60	5	✓
Copper	mg/L	36	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	24	<0.1	0.3	0.22	0.29	1.5	✓
HAAs	ug/L	1	<60	<60	<60	<60	n/a	n/a
Lead	mg/L	36	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	48	<0.01	<0.01	<0.01	<0.01	0.5	✓
Nickel	mg/L	36	<0.01	<0.01	<0.01	<0.01	0.02	✓
THMs	µg/L	36	<5	47	22	41	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 <sub>3</sub>	24	110	133	123.79	128.00	n/a	n/a
Aluminium	mg/L	48	<0.02	<0.02	<0.02	<0.02	0.2	✓
Calcium	mg/L	24	14	19.6	16.57	19	n/a	n/a
Chloride	mg/L	4	35	48	40.50	46.80	250	✓
Colour apparent	PCU	48	<1	1.4	<1	1.17	15	✓
Colour true	PCU	48	<1	<1	<1	<1	15	✓
Conductivity	uS/cm	182	331	420	374	409	1000	✓
Copper	mg/L	36	<0.01	<0.01	<0.01	<0.01	1	✓
Iron	mg/L	48	<0.01	0.01	<0.01	<0.01	0.3	✓
Magnesium	mg/L	24	8	11.8	10.14	11.50	n/a	n/a
Manganese	mg/L	48	<0.01	<0.01	<0.01	<0.01	0.1	✓
pH	pH Units	182	7.2	7.6	7.4	7.5	6.5 - 9.2	✓
Potassium	mg/L	4	1.1	1.5	1.25	1.47	n/a	n/a
Silica as SiO <sub>2</sub>	mg/L	1	22	22	22	22	80	✓
Sodium	mg/L	4	48	52	49.8	51.7	180	✓
Sulphate	mg/L	1	6.7	6.7	6.7	6.7	250	✓
Temperature	°C	182	18	31.4	23.7	29.4	n/a	n/a
Total hardness	mg/L as CaCO <sub>3</sub>	24	68	96	83.25	95.70	200	✓
Turbidity	NTU	182	<0.05	0.83	0.16	0.31	5	✓
Zinc	mg/L	36	<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	19	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	74	<0.005	0.02	0.006	0.020	0.02	✓
Chlorate	mg/L	365	<0.01	0.61	0.05	0.27	n/a	n/a
Chlorine free	mg/L	3,553	<0.1	2.9	0.94	1.70	5	✓
Chlorine total	mg/L	3,553	<0.1	3	1.07	1.90	5	✓
Copper	mg/L	355	<0.01	0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	154	0.11	0.97	0.82	0.92	1.5	✓
HAAs	ug/L	19	<60	<60	<60	<60	n/a	n/a
Lead	mg/L	347	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	1,471	<0.01	0.06	<0.01	<0.01	0.5	✓
Nickel	mg/L	355	<0.01	<0.01	<0.01	<0.01	0.02	✓
THMs	µg/L	365	<5	160	55	110	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 <sub>3</sub>	154	10	130	40.77	58.42	n/a	n/a
Aluminium	mg/L	1,471	<0.02	0.07	<0.02	0.02	0.2	✓
Calcium	mg/L	162	8.3	27	17.76	24.00	n/a	n/a
Chloride	mg/L	74	16	59	27.72	49.00	250	✓
Colour apparent	PCU	1,475	<1	7.6	<1	2.10	15	✓
Colour true	PCU	1,475	<1	1.9	<1	<1	15	✓
Conductivity	uS/cm	3,527	141	500	231	325	1000	✓
Copper	mg/L	355	<0.01	0.01	<0.01	<0.01	1	✓
Iron	mg/L	1,471	<0.01	0.4	0.01	0.04	0.3	✓
Magnesium	mg/L	162	1.6	19.7	5.36	10.38	n/a	n/a
Manganese	mg/L	1,471	<0.01	0.06	<0.01	<0.01	0.1	✓
pH	pH Units	3,527	7	9.9	7.5	8.0	6.5-9.2	✓
Potassium	mg/L	74	<1	2.8	1.56	2.27	n/a	n/a
Silica as SiO <sub>2</sub>	mg/L	19	2	11	8.26	10.10	80	✓
Sodium	mg/L	74	11	45	20.7	39.4	180	✓
Sulphate	mg/L	19	22	40	29.7	38.2	250	✓
Temperature	°C	3,544	14.3	32.3	23.0	28.2	n/a	n/a
Total hardness	mg/L as CaCO <sub>3</sub>	162	48	145	66.37	86.90	200	✓
Turbidity	NTU	3,527	<0.05	3	0.18	0.42	5	✓
Zinc	mg/L	355	<0.01	0.01	<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	14	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	53	<0.005	0.02	<0.005	0.020	0.02	✓
Chlorate	mg/L	347	0.03	1.33	0.25	0.81	n/a	n/a
Chlorine free	mg/L	3,351	<0.1	3.8	0.31	1.30	5	✓
Chlorine total	mg/L	3,351	<0.1	5.1	1.31	3.20	5	✓
Copper	mg/L	356	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	180	0.2	0.98	0.78	0.94	1.5	✓
HAAs	ug/L	14	<60	<60	<60	<60	n/a	n/a
Lead	mg/L	356	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	1,269	<0.01	0.02	<0.01	<0.01	0.5	✓
Monochloramine NH <sub>2</sub> Cl	mg/L	3,320	<0.02	2.6	0.42	1.63	3	✓
Nickel	mg/L	356	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrite as NO <sub>2</sub>	mg/L	3,209	<0.02	1.66	0.16	0.72	3	✓
THMs	µg/L	356	<5	180	69	120	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 <sub>3</sub>	212	34.1	99.1	60.05	95.99	n/a	n/a
Aluminium	mg/L	1,269	<0.02	0.21	0.03	0.07	0.2	✓
Calcium	mg/L	212	11	30.3	18.48	28.00	n/a	n/a
Chloride	mg/L	52	19	84	39.15	74.45	250	✓
Colour apparent	PCU	1,238	<1	9.8	1.26	2.60	15	✓
Colour true	PCU	1,238	<1	1.8	<1	1.00	15	✓
Conductivity	uS/cm	3,233	134	624	296	493	1000	✓
Copper	mg/L	356	<0.01	<0.01	<0.01	<0.01	1	✓
Iron	mg/L	1,269	<0.01	0.26	<0.01	0.03	0.3	✓
Magnesium	mg/L	212	3.4	15.9	7.93	14.70	n/a	n/a
Manganese	mg/L	1,269	<0.01	0.02	<0.01	<0.01	0.1	✓
pH	pH Units	3,233	7	9.2	7.7	8.1	6.5 - 9.2	✓
Potassium	mg/L	52	1.3	3.6	2.37	3.50	n/a	n/a
Silica as SiO <sub>2</sub>	mg/L	14	3	10	4.36	10.00	80	✓
Sodium	mg/L	52	13	49	28.7	45.5	180	✓
Sulphate	mg/L	14	23	29	27.1	29.0	250	✓
Temperature	°C	3,355	5.8	32.6	23.6	29.1	n/a	n/a
Total hardness	mg/L as CaCO <sub>3</sub>	212	51	141	78.86	129.00	200	✓
Turbidity	NTU	3,233	0.06	8.7	0.21	0.47	5	✓
Zinc	mg/L	352	<0.01	0.01	<0.01	<0.01	3	✓

# At a glance

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While it would take a much larger report to summarise everything we've done over the year, we've summarised some of our most exciting achievements and innovations below:

## ISO22000 Drinking water safety management system

In 2016, we sought and gained accreditation for our Drinking Water Management System against the International Standard ISO22000:2005 *Food Safety Management Systems*; one of very few Australian water service providers who have met this standard.

In 2019-20, we reviewed and updated our system in light of the recently updated ISO22000:2018 standard. We underwent a surveillance audit in December 2019, in which no non-conformances were identified by the auditor. This great result highlights our dedication to drinking water safety, which is also reflected in our drinking water quality results over the year.

## Mains cleaning

Tiny amounts of microscopic sediment settle out of drinking water over time, meaning that some parts of water networks will end up with a sediment layer on the bottom of pipes. Under normal circumstances, this does not impact on water quality to customers. However, if there is a sudden change in the water flow rate, the sediment can be stirred up and cause the water to become cloudy or discoloured in appearance.

The only practical way to reduce the chance of this occurring, is to periodically clean water mains. This normally involves turning off the supply at customer's water meters for a short period of time, and then flushing the water through the pipes in the street at a high velocity until it runs clear.

In recognition of both the impacts on our customers, and the need to conserve water, we are continuing to identify efficient mains cleaning technologies while ensuring quality is always maintained. We are planning to undertake further mains cleaning activities in 2020-21.

## Total Microbial Activity Analyser

Unitywater is continually trialling new technologies which have the potential to make our work more efficient by being able to alert us to a water quality issue earlier, and ultimately save our customers money. We recently installed a microbial analyser which is capable of testing "Total Bacterial Activity" at one of our reservoirs, and we are evaluating how it may be used in our operational monitoring program. The analyser, affectionately named "Uma", takes samples every few hours and reports results to the cloud, where our Water Quality team can log in and review the data.

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## Digital Neighbourhood

Unitywater is progressing with the roll out of our “digital neighbourhood”. This is the name we have given to our network of digital water meters, leak detection technologies and online water quality monitoring analysers. Using the power of technology to create a digitally connected neighbourhood enables our assets to communicate the context of real time operating conditions to enable insight from customers, pipes, pump stations, quality of water and our assets to have more real time visibility of the network to our people and our customers. Our people will know more about our remote and often buried assets and will be able to make more accurate decisions that operate the network better, provide less customer disruption, waste less water and waste less money.

## Servicing new areas

As we experience rapid growth in our region, it is important to be able to provide safe and reliable drinking water services to our future customers. We are actively working on the water infrastructure that will service the growing Aura and Harmony developments, a significant task when you consider that Aura alone will ultimately be home to 50,000 residents.

## Customer fill stations

Unitywater has installed two community water fill stations for residents to fill their own containers during periods of dry weather. These stations are located at Cooroy and Nambour, with the locations chosen in collaboration with both Noosa and Sunshine Coast Councils. Water is charged at \$4.35 for 1000 litres, consistent with our residential water pricing, and much cheaper than buying drinking water from other sources. Users can pay for their water with a debit or credit card at the fill station, but need to bring their own hose and hose connection for water quality and safety purposes.

## COVID-19

As we continue to navigate our way through this pandemic together, it is good to know there is no evidence that COVID-19 can be transmitted through drinking water supplies. Existing water treatment and disinfection processes, including use of chlorine, are effective in removing viruses from water supplies. Early in the pandemic, the Australian Department of Health stated *“Drinking water in Australia is high quality and is well treated. It is not anticipated that drinking water will be affected by novel coronavirus”*. There has been no evidence to the contrary in the months since this statement was made.

Remember, one of the most effective hygiene practices is to wash your hands often with soap and water - before and after eating as well as after attending the toilet. If soap and water are not available use an alcohol-based hand rub.

And if you are returning to work in a building that has had limited occupancy, please flush your taps well to remove any water that has been sitting stagnant in the building’s internal plumbing.



Unitywater

Serving you today,  
investing in tomorrow.

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-  [unitywater.com](http://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)  
8-10 Maud Street, Maroochydore QLD 4558  
33 King Street, Caboolture QLD 4510

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Unitywater has certification to  
OH&S AS/NZS 4801: 2001 Reg No 500000079  
Environmental ISO 14001: 2015 Reg No 500000079  
Quality ISO 9001: 2015 Reg No 500000079  
Food Safety ISO 22000: 2018 Reg No 500000079

