



Annual Drinking Water Quality Performance Report

1 JULY 2020 – 30 JUNE 2021

Drinking water at a glance



99.96%

compliance to Public Health Regulations

7,192

water samples collected in 2020-21

119,824

water quality tests conducted in 2020-21

103

water reservoirs

23

water reservoirs cleaned in 2020-21

343,532

customer connections in 2020-21

6,230 KM

length of water mains servicing customers

59,351 ML

drinking water supplied to customers

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Message from the CEO

I am pleased to present Unitywater's Drinking Water Quality Performance Report for 2020-21.

Each year we produce this report to give our consumers in Noosa, Sunshine Coast and Moreton Bay an assurance that they can be confident in the safety and quality of the drinking water that we supply to them 24 hours a day, seven days a week.

This report gives a detailed summary of our performance against the *Public Health Regulation 2018 as well as the Australian Drinking Water Guidelines 2011*.

As a Queensland water service provider, we are obligated to meet these requirements. As an organisation that cares about delivering on our purpose of keeping communities healthy by providing safe, reliable, 24/7 water and sewerage services, we take this responsibility seriously.

I am proud to announce that this year we have again achieved full compliance to the requirements set by the *Public Health Regulation 2018* and the criteria published in the *Australian Drinking Water Guidelines 2011*. This is a major achievement, considering that we carried out 116,937 water quality tests over the course of the year.

In March 2021, an independent audit of our Drinking Water Quality Plan was undertaken. Unitywater achieved an excellent outcome at the end of this audit, with no non-conformances found.

This positive result not only reaffirms our commitment to the requirements of the legislation, it is also an endorsement of our internal policies and procedures which, when put into practice, ensure that we uphold our commitment to delivering safe drinking water to our customers.







I trust this report demonstrates our ongoing commitment and compliance to delivering high quality water to you throughout the year.

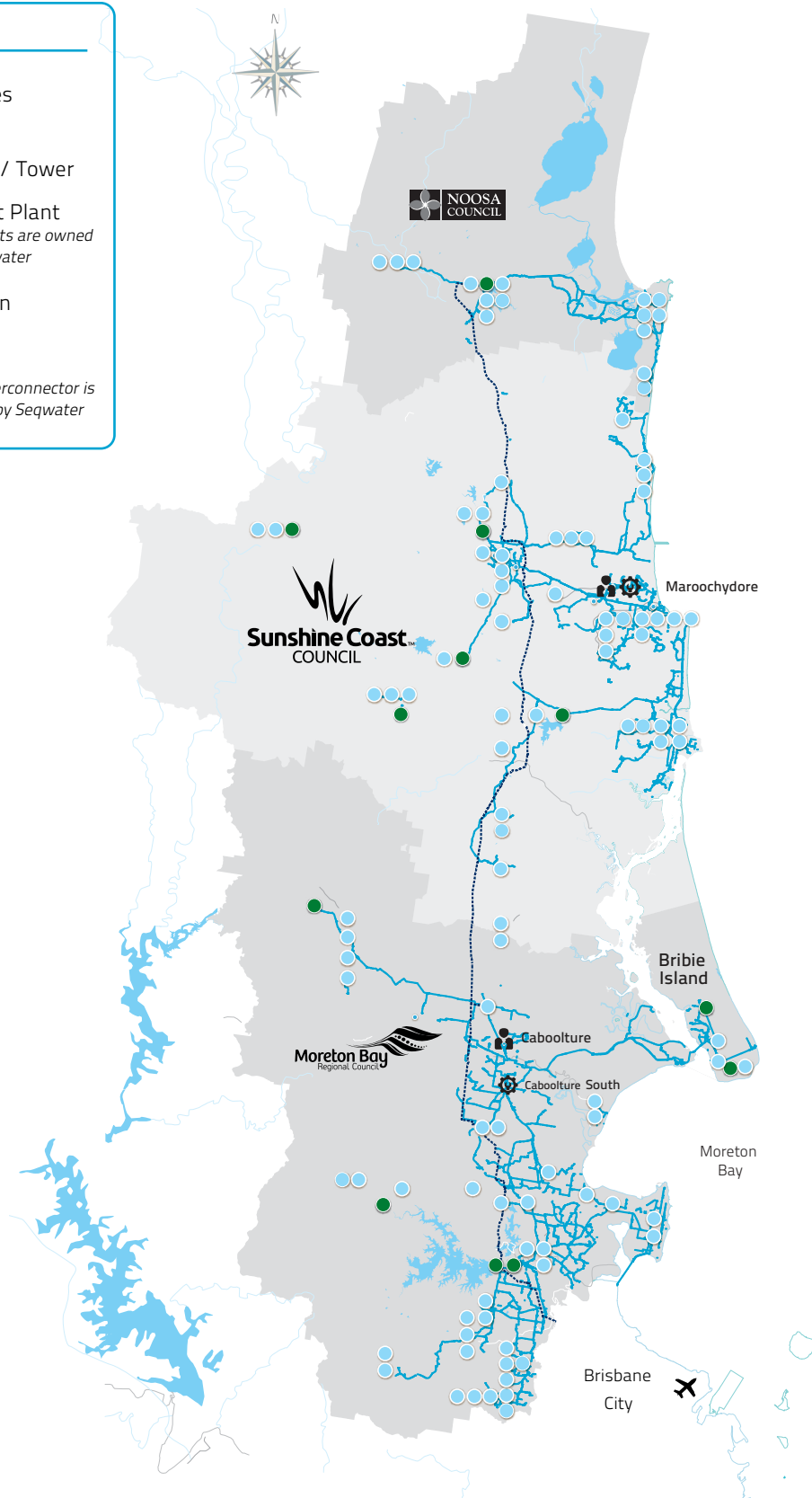


George Theo
Chief Executive Officer

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



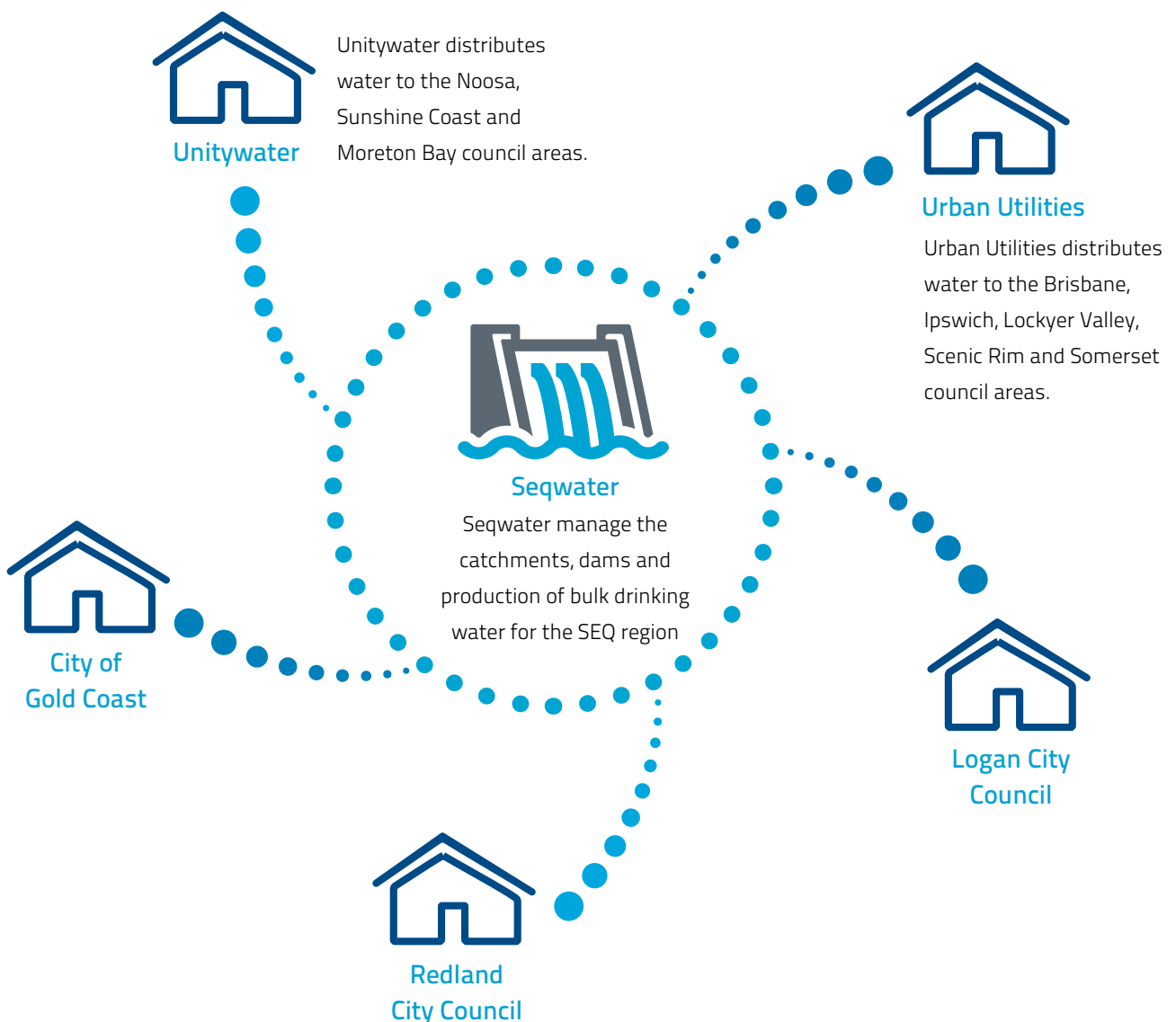
Where we sit on the grid

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 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 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 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

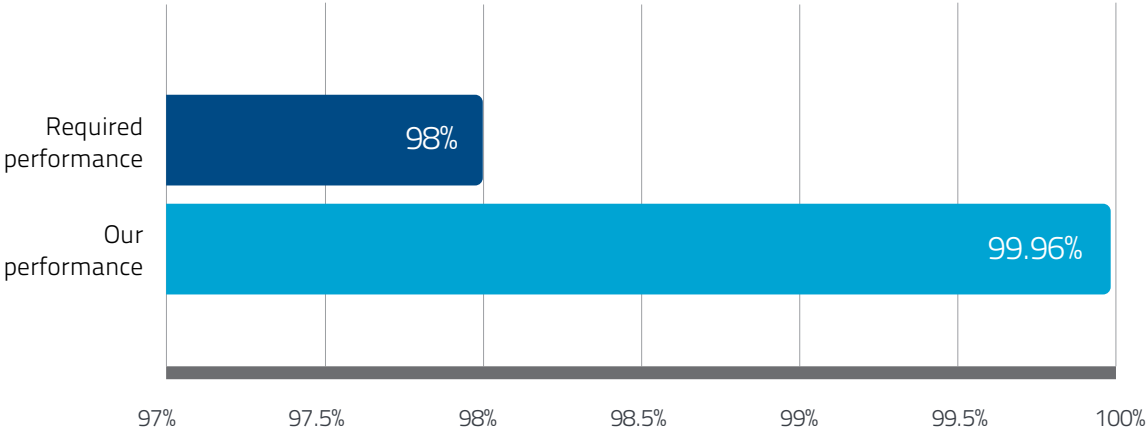
Water quality summary

In 2020-21, Unitywater collected 7,192 water samples and performed 119,824 water quality tests. All test results met the requirements under the *Public Health regulations* and also the Australian Drinking Water Guidelines Health and Aesthetic Limits. The details of this testing is 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 2020-21, 99.96% 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 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	✓	✓	✓
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	106	0	98%	100%	✓
Kenilworth	12	97	0	98%	100%	✓
Northern Grid	1288	2058	1	98%	99.95%	✓
Southern Grid	1340	2276	1	98%	99.96%	✓
Overall	2692	4537	2	98%	99.96%	✓

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	0.037	0.21	0.09	0.20	N/A	N/A
Chlorine free	mg/L	135	<0.1	1.8	0.86	1.40	5	✓
Chlorine total	mg/L	135	<0.1	2.3	0.99	1.60	5	✓
Copper	mg/L	25	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	22	0.8	0.95	0.86	0.94	1.5	✓
HAAs	ug/L	1	<60	<60	<60	<60	N/A	N/A
Lead	mg/L	25	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	63	<0.01	0.01	<0.01	<0.01	0.5	✓
Monochloramine NH ₂ Cl	mg/L	93	<0.02	0.04	<0.02	<0.02	3	✓
Nickel	mg/L	25	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrite as NO ₂	mg/L	92	<0.02	0.1	<0.02	<0.02	3	✓
THMs	µg/L	24	6	128	54	118	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	25	34.9	104	79.56	97.52	N/A	N/A
Aluminium	mg/L	63	<0.02	0.02	<0.02	0.02	0.2	✓
Calcium	mg/L	25	10.3	17.3	13.89	16.88	N/A	N/A
Chloride	mg/L	4	35	41	39.25	41.00	250	✓
Colour Apparent	PCU	59	<1	9.4	1.56	3.62	15	✓
Colour true	PCU	59	<1	3	<1	1.11	15	✓
Conductivity	uS/cm	135	249	409	316	365	1000	✓
Copper	mg/L	25	<0.01	<0.01	<0.01	<0.01	1	✓
Iron	mg/L	63	<0.01	0.08	0.01	0.04	0.3	✓
Magnesium	mg/L	25	7.1	12	9.92	11.56	N/A	N/A
Manganese	mg/L	63	<0.01	0.01	<0.01	<0.01	0.1	✓
pH	pH Units	135	6.8	7.7	7.2	7.5	6.5-9.2	✓
Potassium	mg/L	4	1.3	1.9	1.63	1.87	N/A	N/A
Silica as SiO ₂	mg/L	1	14	14	14.00	14.00	80	✓
Sodium	mg/L	4	30	34	32.3	33.9	180	✓
Sulphate	mg/L	1	9.9	9.9	9.9	9.9	250	✓
Temperature	°C	135	14.8	28.6	22.2	27.6	N/A	N/A
Total hardness	mg/L as CaCO ₃	25	59	90	75.72	87.40	200	✓
Turbidity	NTU	135	0.1	0.83	0.19	0.33	5	✓
Zinc	mg/L	25	<0.01	0.01	<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
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	0.06	0.15	0.10	0.15	N/A	N/A
Chlorine free	mg/L	179	<0.1	1.9	1.04	1.40	5	✓
Chlorine total	mg/L	179	0.2	1.9	1.11	1.51	5	✓
Copper	mg/L	36	<0.01	<0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	24	0.16	0.31	0.22	0.29	1.5	✓
HAA5	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	87	37	70	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	24	40.8	130	107.03	129.85	N/A	N/A
Aluminium	mg/L	48	<0.02	<0.02	<0.02	<0.02	0.2	✓
Calcium	mg/L	24	16.1	22	18.44	19.59	N/A	N/A
Chloride	mg/L	4	39	46	41.75	45.40	250	✓
Colour apparent	PCU	48	<1	<1	<1	<1	15	✓
Colour true	PCU	48	<1	<1	<1	<1	15	✓
Conductivity	uS/cm	179	271	399	356	395	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	10.4	12.3	11.28	12.29	N/A	N/A
Manganese	mg/L	48	<0.01	<0.01	<0.01	<0.01	0.1	✓
pH	pH Units	179	6.7	7.6	7.2	7.5	6.5-9.2	✓
Potassium	mg/L	4	1.1	1.2	1.18	1.20	N/A	N/A
Silica as SiO ₂	mg/L	1	21	21	21.00	21.00	80	✓
Sodium	mg/L	4	32	50	38.3	48.1	180	✓
Sulphate	mg/L	1	8.3	8.3	8.3	8.3	250	✓
Temperature	°C	179	16.6	30.8	23.4	27.9	N/A	N/A
Total hardness	mg/L as CaCO ₃	24	84	105	92.63	99.85	200	✓
Turbidity	NTU	179	0.06	0.32	0.10	0.19	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	18	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	73	<0.005	0.02	0.005	0.020	0.02	✓
Chlorate	mg/L	374	<0.01	0.45	0.04	0.19	N/A	N/A
Chlorine free	mg/L	3,549	<0.1	2.7	0.98	1.70	5	✓
Chlorine total	mg/L	3,549	<0.1	3	1.12	1.90	5	✓
Copper	mg/L	374	<0.01	0.02	<0.01	<0.01	2	✓
Fluoride	mg/L	161	<0.1	0.94	0.68	0.91	1.5	✓
HAA5	ug/L	18	<60	<60	<60	<60	N/A	N/A
Lead	mg/L	373	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	1,509	<0.01	0.05	<0.01	<0.01	0.5	✓
Nickel	mg/L	374	<0.01	<0.01	<0.01	<0.01	0.02	✓
THMs	µg/L	375	<5	193	71	141	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	161	10	89.1	38.00	51.90	N/A	N/A
Aluminium	mg/L	1,509	<0.02	0.11	<0.02	0.02	0.2	✓
Calcium	mg/L	163	10.4	29.8	17.68	26.10	N/A	N/A
Chloride	mg/L	73	15	42	24.48	40.40	250	✓
Colour apparent	PCU	1,511	<1	29	1.04	2.60	15	✓
Colour true	PCU	1,511	<1	4.1	<1	1.00	15	✓
Conductivity	uS/cm	3,520	154	448	223	308	1000	✓
Copper	mg/L	374	<0.01	0.02	<0.01	<0.01	1	✓
Iron	mg/L	1,509	<0.01	0.36	0.01	0.03	0.3	✓
Magnesium	mg/L	163	1.9	16.1	4.93	8.76	N/A	N/A
Manganese	mg/L	1,509	<0.01	0.05	<0.01	<0.01	0.1	✓
pH	pH Units	3,520	6.2	9.1	7.3	7.8	6.5-9.2	✓
Potassium	mg/L	73	1	2.5	1.48	2.00	N/A	N/A
Silica as SiO ₂	mg/L	18	2	10	7.22	10.00	80	✓
Sodium	mg/L	73	10	33	18.1	30.4	180	✓
Sulphate	mg/L	18	18	50	35.8	50.0	250	✓
Temperature	°C	3,544	14.8	30.2	23.0	27.9	N/A	N/A
Total hardness	mg/L as CaCO ₃	163	42	121	64.52	82.00	200	✓
Turbidity	NTU	3,520	<0.05	14	0.15	0.28	5	✓
Zinc	mg/L	374	<0.01	0.05	<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	55	<0.005	0.02	<0.005	0.020	0.02	✓
Chlorate	mg/L	352	<0.01	0.56	0.14	0.33	N/A	N/A
Chlorine free	mg/L	3,299	<0.1	4.1	0.28	1.20	5	✓
Chlorine total	mg/L	3,327	<0.1	4.8	1.42	3.60	5	✓
Copper	mg/L	421	<0.01	0.01	<0.01	<0.01	2	✓
Fluoride	mg/L	248	0.14	0.98	0.78	0.93	1.5	✓
HAA5	ug/L	14	<60	<60	<60	<60	N/A	N/A
Lead	mg/L	421	<0.01	<0.01	<0.01	<0.01	0.01	✓
Manganese	mg/L	1,303	<0.01	0.07	<0.01	<0.01	0.5	✓
Monochloramine NH ₂ Cl	mg/L	3,220	<0.02	2.7	0.53	1.96	3	✓
Nickel	mg/L	421	<0.01	<0.01	<0.01	<0.01	0.02	✓
Nitrite as NO ₂	mg/L	3,185	<0.02	2.12	0.18	0.79	3	✓
THMs	µg/L	423	14	201	80	137	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	262	29.4	91.1	51.72	59.79	N/A	N/A
Aluminium	mg/L	1,303	<0.02	0.15	0.02	0.03	0.2	✓
Calcium	mg/L	262	11.7	25.9	15.65	18.80	N/A	N/A
Chloride	mg/L	54	18	41	30.39	36.70	250	✓
Colour apparent	PCU	1,267	<1	45	1.50	2.90	15	✓
Colour true	PCU	1,267	<1	3.1	<1	1.30	15	✓
Conductivity	uS/cm	3,315	161	489	264	312	1000	✓
Copper	mg/L	421	<0.01	0.01	<0.01	<0.01	1	✓
Iron	mg/L	1,303	<0.01	0.33	<0.01	0.03	0.3	✓
Magnesium	mg/L	262	3.3	15.1	6.96	8.20	N/A	N/A
Manganese	mg/L	1,303	<0.01	0.07	<0.01	<0.01	0.1	✓
pH	pH Units	3,315	6.2	9.1	7.4	7.9	6.5-9.2	✓
Potassium	mg/L	54	1.3	2.3	2.01	2.24	N/A	N/A
Silica as SiO ₂	mg/L	14	3	9	4.21	9.00	80	✓
Sodium	mg/L	54	10	30	23.8	29.0	180	✓
Sulphate	mg/L	14	21	32	28.9	31.4	250	✓
Temperature	°C	3,317	11.2	33.7	23.3	28.2	N/A	N/A
Total hardness	mg/L as CaCO ₃	262	46	127	67.79	75.95	200	✓
Turbidity	NTU	3,315	0.06	14	0.16	0.27	5	✓
Zinc	mg/L	420	<0.01	0.01	<0.01	<0.01	3	✓

The year in review

Unitywater is committed to continual improvement, embracing innovation and industry best-practice to improve efficiency and provide a better service to our customers. Here are some of the activities we've been involved in over the last 12 months.

ISO22000 Drinking Water Safety Management System

Our drinking water supply is certified against the International Standard ISO22000:2018 *Food Safety Management Systems*; making us one of very few Australian water service providers who have met this standard. The last surveillance audit of our Drinking Water Safety Management System was conducted in 2020 and found no non-conformances, a great result that reflects our ongoing commitment to drinking water quality and safety.

Mains cleaning

Over time, tiny amounts of sediment can settle out of drinking water, leading to a fine layer of sediment forming on the bottom of pipes in some areas of the network. Unitywater continually monitors water quality to ensure ADWG guidelines are adhered to, and under usual circumstances there are no impacts to water quality at the customer's tap. However, sudden changes in flow can stir up sediment and cause the water to become cloudy or discoloured in appearance and the best way to minimise this occurrence is by periodically cleaning water mains.

This process involves shutting off the water supply at customer's meters for a short time whilst flushing water through the pipes at high velocity. Efficient technology is used that conserves water and ensures that water quality is maintained whilst causing minimal disruption to service. An annual mains cleaning program is in place and during this financial year we cleaned 413 km of water mains.

Drinking Water Quality Management Plan Audit

Under the *Water Supply (Safety and Reliability) Act 2008*, Unitywater is required to maintain an approved Drinking Water Quality Management Plan (DWQMP), which is periodically reviewed and audited. In an audit of our DWQMP in March 2021, Unitywater was awarded full compliance to requirements, demonstrating that our systems to maintain water quality have been fully and effectively implemented.

Digital Neighbourhood Program

Unitywater continues to pursue new technologies and innovations that can create efficiency and enhance the service that we provide to our customers. One example is our Digital Neighbourhood Program, a network of digital water meters, leak detection devices, and water quality analysers that collect data in real time and allow us to detect and respond to issues sooner. In 20-21 we have continued to expand our network of real-time analysers for water quality allowing us to operate our network with greater efficiency, less disruption to customers and less waste of resources.

The year in review *continued*

Servicing new areas

As our region continues to experience rapid growth, we are working with local and state government and developers to provide safe and reliable drinking water services for our future customers. We are investing in infrastructure to support the future growth of the Aura and Harmony developments on the Sunshine Coast, and the significant growth site at Caboolture West as part of the Neighbourhood Development Plan 1 (NDP1).

Customer fill stations

To assist our customers who live in off-grid areas, we are continuing to install container fill stations in our regions. A new container fill station was installed in February 2021 at Highvale, in the Moreton Bay region. This adds to our container fill stations already in place at Cooroy, Nambour and Warner. These stations allow residents who are not on town water to fill their own containers and then top up their water tanks when rainfall is low. [View the container fill station map on our website.](#)

COVID-19

As we continue to navigate unprecedented challenges due to COVID-19, we can assure that our water supply remains safe and meets Australian Drinking Water Guidelines. Water treatment and disinfection processes such as chlorination are effective at destroying virus particles in drinking water and there is no evidence that COVID-19 can be transmitted via water supply systems. Unitywater continues to work with the Queensland Government to support the COVID-19 response, contributing to efforts such as the Queensland Health Wastewater Surveillance Program sampling regularly at nine of our Sewage Treatment Plants.

Regional Secondary Disinfection Optimisation Project

Unitywater is continuing to work in partnership with Seqwater on enhancements to the drinking water network in the Caloundra, Redcliffe, Caboolture and South Pine regions. This project is led by Seqwater and is focused on optimising water quality through improvements to the way that drinking water is treated and supplied in these areas. Targeted upgrades to the water supply network and treatment processes will result in improved water taste and quality.

Exercise Hydra

The Bulk Authority Emergency Response Plan (ERP) provides a foundation for a coordinated response by South East Queensland water authorities and utilities in the event of a water supply emergency. In 2020, Unitywater participated in Exercise Hydra, a training exercise done in collaboration with SEQ's water supply partners to build preparedness for a range of worst-case scenarios. This whole-of-industry approach to emergency response and recovery is essential in providing a secure water supply to the community.



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

