# Annual Drinking Water Quality Report

2025/26




Barwon Water




## Further information

Barwon Water

For more information on the 2025/26 Annual Drinking Water Quality Report, or any other concerns regarding water quality, including opportunities to work with us on improving water quality services, please contact our Product Quality Team on 1300 656 007 or email us at info@barwonwater.vic.gov.au.

**barwonwater.vic.gov.au**

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# Message from the Managing Director

**On behalf of Barwon Water, I am pleased to present our Annual Drinking Water Quality Report for 2025/26. This report outlines our drinking water quality performance and the systems, people and investments that support the delivery of safe, reliable and high-quality drinking water across our region.**

We acknowledge the Eastern Maar and Wadawurrung Traditional Owners of the lands and waters where we operate and pay our respects to their Elders past and present. We recognise our reliance on the waters that flow from their lands and value their ongoing knowledge, guidance and partnership in caring for Country.

We are proud that Barwon Water achieved 100% compliance with drinking water quality standards during 2025/26, while continuing to invest in the services and infrastructure needed for our growing region. Over the year, we supplied more than 39,000 million litres of drinking water to our customers.

This result was achieved in a challenging operating environment. Ongoing dry conditions saw West Barwon Reservoir experience its driest three-year inflow period, 20% lower than the previous record set during the Millennium Drought. The region also experienced extreme weather, including flash flooding along the Great Ocean Road and bushfires in the Otways, with the latter directly impacting our Gellibrand Water Treatment Plant. These events tested the resilience of our water supply systems and required coordinated responses from our employees, contractors, government agencies and local communities.

The year reinforced the importance of maintaining diverse water sources and investing in infrastructure that can respond to a more variable climate and the needs of a growing region. The upgraded Melbourne-Geelong Pipeline and the Anglesea Borefield supported water security during dry conditions. We also progressed important water quality and resilience projects, including new clear water storage at Gellibrand, the Melbourne-Geelong Pipeline extension and disinfection plant, and storage and disinfection upgrades at Portarlington.

Complementing these investments, we continued to work with landholders, Traditional Owners, community groups and partner agencies to protect and improve the health of our drinking water catchments, recognising that healthy catchments form the foundation of safe drinking water supplies.

Our HACCP-certified Drinking Water Quality Management System underpins our approach to protecting drinking water quality, from catchments to customers' taps. Supported by comprehensive monitoring, robust control measures and a commitment to continuous improvement, this system helps us identify and manage risks before they affect drinking water quality.

The year's achievements reflect the capability, professionalism and commitment of our people. I thank our employees for their efforts throughout a demanding year, and our customers, Traditional Owners, communities, contractors, government agencies and regional partners for their trust, cooperation and support.

We remain accountable to the communities we serve, and this report provides a guide to our performance during 2025/26. It is with pleasure that I present Barwon Water's 2025/26 Annual Drinking Water Quality Report.



**Shaun Cumming**
Managing Director
Barwon Water

## Key Information

| | | |
|---|---|---|
| **12** major reservoirs | **7** surface water treatment plants | **1** pre-treatment plant for ground water operations |
| **24** secondary disinfection plants | **25** water distribution basins | **50** water distribution tanks |
| **7,778** kilometers of water mains | **8,100** square kilometers serviced | **30** water sampling areas |
| **393,400** permanent population serviced | **597,210** peak population serviced | **188,197** properties serviced |

# 1. Introduction

In accordance with the *Safe Drinking Water Act 2003*, this report provides an overview of Barwon Water's water supply system, the risk management processes in place to ensure the provision of safe drinking water, and water quality performance for the 2025/26 financial year.

Barwon Water supplied approximately 39,162 million litres of drinking water during 2025/26 through a network comprising 12 reservoirs, 1 groundwater borefield, 7 water treatment plants, 24 disinfection sites and 7,778 kilometres of pipes.

To ensure customers receive safe, high-quality drinking water, Barwon Water maintains a HACCP-certified Drinking Water Quality Management System. This covers the entire water supply system, from the catchment to customers' connection, and includes:

- Detailed water quality risk identification processes.
- Audited control measures to manage identified risks.
- Verification systems, including an independent water quality monitoring program.
- Public reporting on water quality performance.
- Continuous improvement projects to enhance the system's capabilities.

Throughout 2025/26, drinking water supplied to all 30 water sampling areas met the applicable quality standards prescribed by the Safe Drinking Water Regulations 2025.

# 2. Requirements for Drinking Water

## 2.1. Meeting Customer Expectations

Barwon Water is committed to managing its water supply effectively to deliver safe, high-quality drinking water and ensure public health. This commitment is embedded in our Drinking Water Quality Policy and Customer Charter.

To ensure we remain responsive to customer expectations and community needs, Barwon Water seeks input through:

- **Complaints management system** – used to record and monitor all water quality related complaints received from customers.
- **Customer perception surveys** – broad surveys conducted to understand customer attitudes towards the quality of our water and services.
- **Customer Consultative Committee** – a representative committee comprising community members and Barwon Water customers.
- **Customer feedback at engagement events** – insights gathered during community panel workshops and other engagement activities.

## 2.2. Legislative Requirements

The *Safe Drinking Water Act 2003* (the Act) is the principal legislation governing the quality of drinking water supplied by Barwon Water. Under the Act, Barwon Water is required to:

- Prepare, implement, review and revise risk management plans for drinking water and some types of non-potable water.
- Ensure those plans are independently audited by approved auditors.
- Comply with the water quality standards specified in the Safe Drinking Water Regulations 2025.
- Publicly disclose information relating to the quality of drinking water supplied.

In addition, the *Health (Fluoridation) Act 1973* regulates the safe and effective addition of fluoride into drinking water supplies in Victoria, and requires Barwon Water to incorporate the *Code of Practice for the Fluoridation of Water Supplies* into its drinking water quality management system.

## 2.3. Undertakings, Variations and Exemptions

No written undertakings requiring disclosure under regulation 21(d) of the Safe Drinking Water Regulations 2025 were in place during the reporting period.

No variations to aesthetic standards or exemptions from water quality standards requiring disclosure under regulations 21(k) or 21(l), respectively, were in place during the reporting period.

# 3. Defining Drinking Water

Drinking water supplied by Barwon Water must comply with the requirements of the *Safe Drinking Water Act 2003* and Safe Drinking Water Regulations 2025.

The *Australian Drinking Water Guidelines 2011* (ADWG) are used as the national benchmark for safe drinking water. These guidelines provide a framework for the effective management of drinking water supplies that ensure water is safe to consume at the point of use.

The ADWG define two types of guideline values:

- **Health guideline values** - concentrations or measures of water quality characteristics that, based on current scientific knowledge, do not pose a significant risk to health when consumed over a lifetime.
- **Aesthetic guideline values** - concentrations or measures associated with the sensory acceptability of water, such as appearance, taste, and odour.

Barwon Water supplies drinking water that is intended for:

- Immediate consumption by the general public without the need for further treatment or boiling for it to be considered safe and aesthetically acceptable; and
- Other domestic and commercial uses where the requirements for these other applications do not exceed government obligations.

The ADWG notes that:

> *"The Guidelines are derived so as to take account of the needs of an individual through a normal lifetime, including changes in sensitivity that may occur between life stages"* and *"sensitive sub-populations (including those who are severely immuno-compromised) should seek further medical advice"*

The water quality data presented in this report reflects water supplied in accordance with these guidelines and legislative requirements.

### 3.1. Regulated Water

Regulated water is *"…water that is not intended for drinking water but which could reasonably be mistaken as being drinking water."* (Department of Health, Regulated Water – Drinking Water Regulation Guidance Note).

Barwon Water does not have any regulated water supplies.

# 4. System Description

### 4.1. Overview

Barwon Water supplied drinking water to a permanent population of approximately 393,400 across an area of more than 8,100 square kilometres.

A map of the water supply system, including an overview of Barwon Water's service area and major infrastructure, is provided in Figure 1.

Source water is harvested from water supply catchments and is stored in reservoirs.

A network of pipes, channels and pumps then conveys the water to treatment plants, where it is treated to produce drinking water. The water is then delivered to customers by a network of pipes, basins, tanks and pump stations.

Due to dry conditions, additional water was also accessed via the Melbourne-Geelong Pipeline (MGP), which interconnects the Melbourne and Geelong water supply systems. Groundwater from the Anglesea Borefield was also utilised during the 2025/26 reporting period.

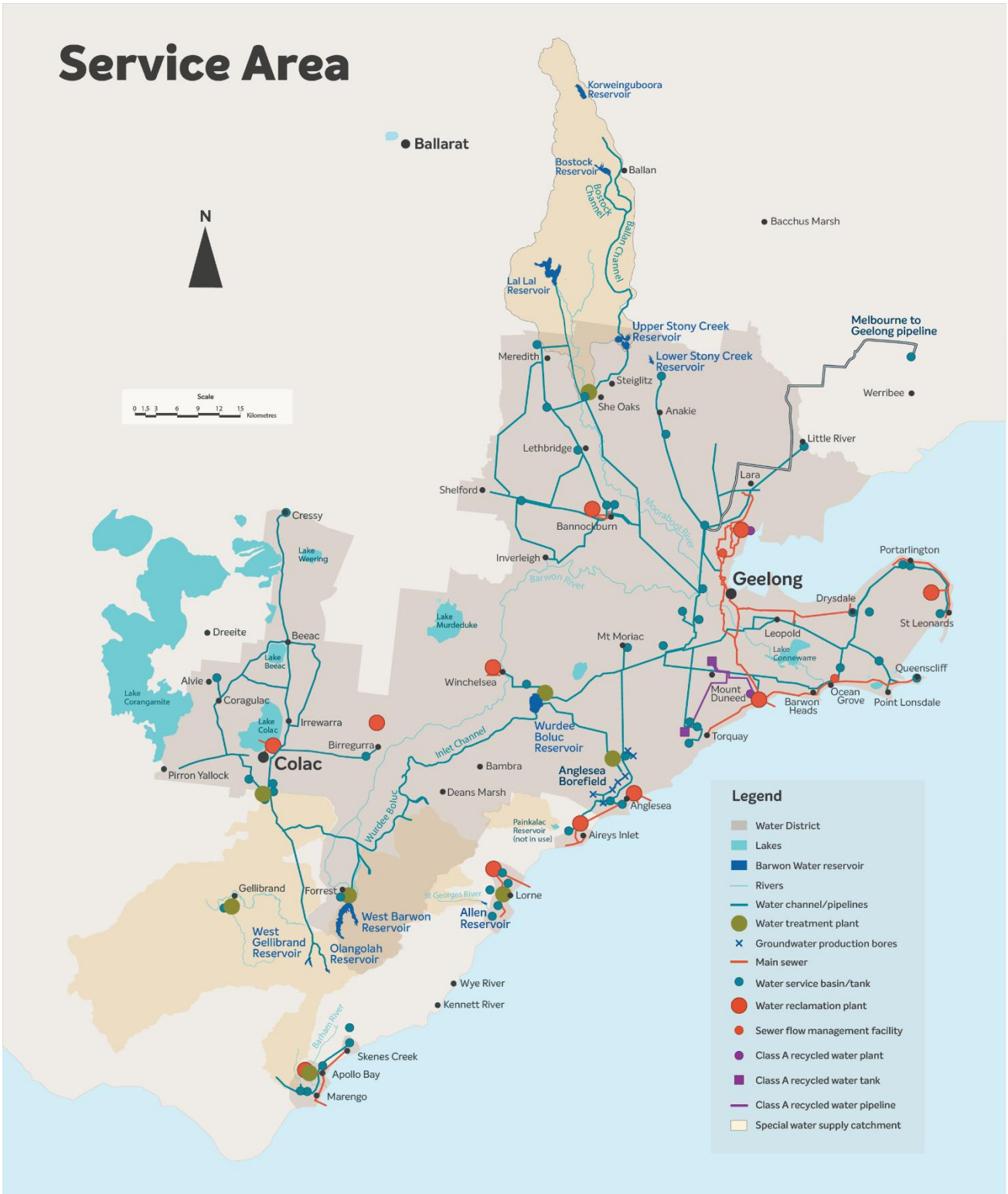



**Figure 1: Barwon Water Service Area and Major Infrastructure**

## 4.2. Water Sampling Areas

Barwon Water's distribution system is divided into Water Sampling Areas for the purposes of monitoring and reporting.

Allocation of water sampling areas allows for greater consistency in defining quality zones. This approach supports more meaningful data analysis, improved understanding of treatment-related water quality issues, consistency in monitoring and reporting, and a more targeted and informed response to water quality issues or non-compliances, should they arise.

Table 1 and Table 2 summarise the water sampling areas for 2025/26. A geographic overview is provided in Figure 2.

**Table 1: Water Sampling Areas - Number of Connections and Population**

| Water Sampling Area | Number of Connections [1] | Permanent Population [2] |
|---|---|---|
| Aireys Inlet | 1,716 | 1,410 |
| Anakie | 302 | 650 |
| Anglesea | 3,264 | 3,130 |
| Apollo Bay | 2,552 | 2,540 |
| Bannockburn | 2,688 | 7,540 |
| Batesford | 438 | 1,410 |
| Bellarine | 109 | 190 |
| Birregurra | 433 | 890 |
| Clifton Springs | 6,525 | 13,690 |
| Colac | 8,840 | 16,580 |
| Cressy | 211 | 320 |
| Forrest | 151 | 200 |
| Gellibrand | 74 | 300 |
| Highton | 22,629 | 39,890 |
| Highton High Level | 1,225 | 3,270 |
| Leopold | 8,185 | 19,900 |
| Little River West | 155 | 400 |
| Lorne | 2,463 | 2,010 |
| Lovely Banks | 29,618 | 68,010 |
| Lovely Banks – Carrs Rd | 43 | 100 |
| Montpellier | 29,824 | 68,360 |
| Moorabool | 737 | 1,980 |
| Moriac | 351 | 970 |
| Ocean Grove | 12,458 | 24,690 |
| Pettavel | 25,349 | 65,410 |
| Portarlington | 8,735 | 10,870 |
| Queenscliff | 4,695 | 5,880 |
| Teesdale | 1,631 | 5,060 |
| Torquay | 11,931 | 24,750 |
| Winchelsea | 1,372 | 3,000 |

1. The total number of properties connected to Barwon Water's waters supply system. This number includes residential and non-residential properties.

2. This is an estimated number of the population serviced, rounded to the closest 10. Estimates are made by multiplying the number of residential connections by the occupancy rate (number of persons per dwelling) in ABS census data and adding any non-private dwellings (hospitals, nursing homes etc.).

**Table 2: Water Sampling Areas - Water Sources and Treatment**

| Water Sampling Area | Source Water | Raw Water Storage | Water Treatment Plant (WTP) |
|---|---|---|---|
| Aireys Inlet<br>Anglesea<br>Moriac<br>Winchelsea | Barwon catchments | Wurdee Boluc Reservoir | Wurdee Boluc WTP |
| | Anglesea Borefield (groundwater) | | |
| Anakie<br>Bellarine<br>Clifton Springs<br>Highton<br>Highton High Level<br>Leopold<br>Little River West<br>Lovely Banks<br>Lovely Banks – Carrs Rd<br>Montpellier<br>Ocean Grove<br>Pettavel<br>Portarlington<br>Queenscliff<br>Torquay | Moorabool catchments | Stony Creek Reservoir | Moorabool WTP |
| | Barwon catchments | Wurdee Boluc Reservoir | Wurdee Boluc WTP |
| | Anglesea Borefield (groundwater) | | |
| | Melbourne – Geelong Pipeline | | |
| Apollo Bay | Barham River | Apollo Bay Basin | Apollo Bay WTP |
| | | Marengo Basin | |
| Bannockburn [1]<br>Batesford [1]<br>Moorabool<br>Teesdale [1] | Moorabool catchments | Stony Creek Reservoir | Moorabool WTP |
| Colac<br>Cressy<br>Birregurra | West Gellibrand & Olangolah Reservoirs | Colac Basins No. 4 & 5 | Colac WTP |
| | Barwon catchments | | |
| Forrest | West Barwon Reservoir | Forrest Raw Water Tank | Forrest WTP |
| Gellibrand | Lardners Creek | Gellibrand Raw Water Tank | Gellibrand WTP |
| Lorne | Lorne catchment | Allen Reservoir | Lorne WTP |

1. Bannockburn, Batesford & Teesdale Water Sampling Areas can also be fed from Wurdee Boluc WTP, however received water only from Moorabool WTP during the 2025/26 reporting period.

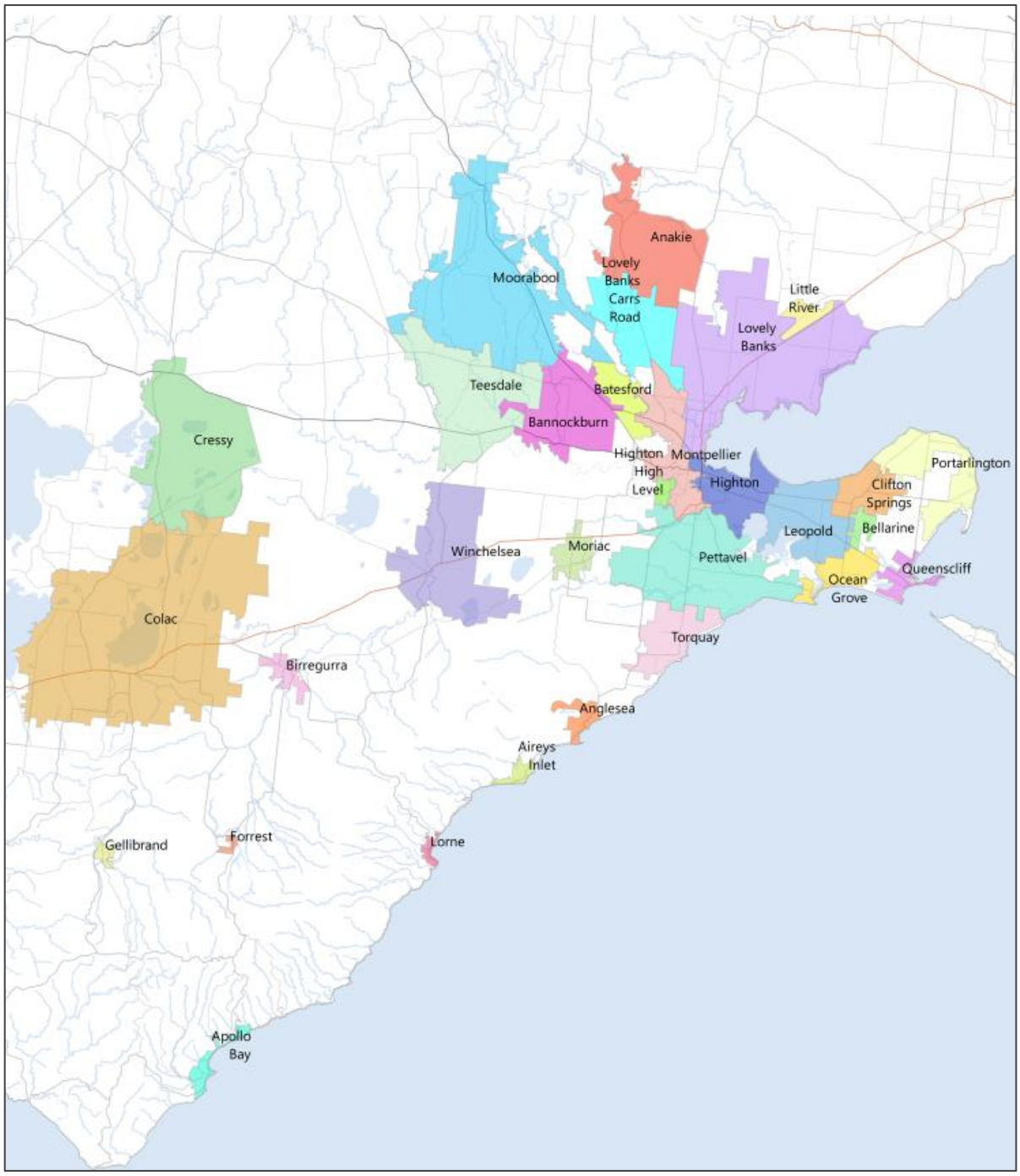



**Figure 2: Water Sampling Areas 2025/26**

### 4.2.1. Changes to Water Sampling Areas

During the 2025/26 reporting period, there were no new Water Sampling Areas, and no variations were made to any existing Water Sampling Area.

## 4.3. Sources of Water

Drinking water is generally harvested from natural run-off into streams and reservoirs. Due to the size and geographical diversity of Barwon Water's service area, which includes many small towns, the supply system is relatively complex and draws from a variety of sources.

All surface water catchments are declared Special Water Supply Catchments under the *Catchment and Land Protection Act 1994*.

For improved water security, Barwon Water also maintains a connection to Melbourne's water supply via the Melbourne-Geelong Pipeline (MGP) and holds a licence to extract water from the Anglesea Borefield.

The following systems are all supplied from separate catchments located within the Otway Ranges:

- Apollo Bay
- Colac (including Cressy & Birregurra)
- Gellibrand
- Forrest
- Lorne

Supply arrangement for other areas include:

- **Anglesea, Aireys Inlet, Winchelsea, and Moriac** – supplied from the Barwon catchment and able to be supplemented by groundwater from the Anglesea Borefield during dry periods.
- **Geelong, Batesford, Anakie, Lara, Little River West, Torquay, and the Bellarine Peninsula -** supplied by a combination of water from the Moorabool and Barwon catchments, and able to be supplemented by the MGP and groundwater from the Anglesea Borefield during dry periods.

  The MGP and Anglesea Borefield were both utilised in 2025/26.
- **Bannockburn, Teesdale, and Moorabool** – supplied from the Moorabool catchment.

### 4.3.1. Catchment Management

Catchment management and protection form the first barrier in Barwon Water's multi-barrier approach to providing safe drinking water. The condition of a catchment is the most critical factor influencing the quality of source water. It directly affects the level of treatment required to produce safe drinking water, and the associated costs. The effectiveness of catchment management relies heavily on strong, ongoing relationships with landholders, local communities, and other stakeholders.

While many of Barwon Water's catchments lie within protected national parks, others are accessible to the public and subject to land uses including townships, agriculture, forestry, rural living and recreation. Barwon Water manages the associated water quality risks through catchment risk assessments, source water monitoring, planning and development controls, appropriate land and fire management, erosion prevention, restrictions on recreational activities, waterway protection and rehabilitation, and community education.

These activities support Barwon Water's commitment to preventing deterioration in source water quality and align with the priorities of the *Corangamite Regional Catchment Strategy*, *Corangamite Waterway Strategy* and *Victorian Waterway Management Strategy*.

## 4.4. Water Treatment

After water is harvested from streams and reservoirs, or extracted from groundwater sources, it undergoes filtration and disinfection - critical processes that form key barriers in ensuring safe drinking water.

Filtration involves the physical removal of contaminants from the water. Barwon Water uses four different filtration methods across its treatment plants:

1. Dissolved air flotation filtration (DAFF)
2. Direct filtration
3. Micro filtration
4. Ultra filtration

Disinfection is the process of inactivating pathogens to prevent disease. It plays a vital role in protecting public health. Since water travels through a complex distribution network, disinfection must be maintained from the treatment plant all the way to customers' taps to prevent bacterial regrowth. Barwon Water uses three main disinfection methods:

1. Chlorination
2. Chloramination
3. Ultraviolet light (UV)

The type of filtration and disinfection used depends on a range of factors including water quality, the size of the supply network, and the rate of water consumption. An overview of the treatment processes for each water sampling area is provided in Table 3.

### 4.4.1. Issues Arising from Treatment Processes

- The Gellibrand Water Treatment Plant was impacted by bushfire on 27 January 2026, resulting in damage to treatment assets and depressurisation of the distribution system. As a result, a precautionary Do Not Drink advisory was issued and a Section 22 report was made to the Department of Health. Corrective actions included repair of damaged infrastructure, system disinfection, network flushing and verification sampling. Verification monitoring confirmed the effectiveness of these interventions and demonstrated that drinking water quality requirements were met prior to lifting the Do Not Drink advisory approximately 8 days after being issued. Further details of this incident are provided in Section 7.1.

There were no other treatment process issues arising in 2025/26.

**Table 3: Water Treatment Processes and Treatment Aids**

| Water Sampling Area | Water Treatment Plant (WTP) | Treatment Processes | Treatments aids<br>*some only used seasonally* |
|---|---|---|---|
| Anakie<br>Bannockburn<br>Batesford<br>Highton<br>Little River West<br>Lovely Banks<br>Lovely Banks – Carrs Rd<br>Montpellier<br>Moorabool<br>Teesdale | Moorabool WTP | Dissolved Air Floatation Filtration (DAFF) | - Aluminium Chlorohydrate<br>- Polymer |
| | | Chlorination | - Chlorine gas |
| | | Fluoridation | - Fluorosilicic acid |
| | | UV Disinfection<br>*Supernatant return only* | |
| Lorne | Lorne WTP | Dissolved Air Floatation Filtration (DAFF) | - Potassium permanganate<br>- Aluminium chlorohydrate<br>- Sodium hydroxide<br>- Polymer<br>- Sodium hexametaphosphate |
| | | Chlorination | - Sodium hypochlorite |
| Birregurra<br>Colac<br>Cressy | Colac WTP | Dissolved Air Floatation Filtration (DAFF) | - Potassium permanganate<br>- Soda ash<br>- Aluminium chlorohydrate<br>- Polymer<br>- Lime<br>- Sodium hexametaphosphate |
| | | Chlorination | - Sodium hypochlorite<br>- Chlorine gas |
| | | Fluoridation | - Fluorosilicic acid |
| Forrest | Forrest WTP | Dissolved Air Floatation Filtration (DAFF) | - Potassium permanganate<br>- Sodium hydroxide<br>- Polymer<br>- Aluminium sulfate<br>- Sodium hexametaphosphate |
| | | UV Disinfection | |
| | | Chlorination | - Sodium hypochlorite |
| Apollo Bay | Apollo Bay WTP | Dissolved Air Floatation (DAF) | - Sulphuric acid<br>- Aluminium chlorohydrate |
| | | Ultrafiltration | - Sodium hypochlorite<br>- Citric acid*<br>*(*used for membrane cleaning only)* |
| | | Granular Activated Carbon (GAC) filtration | |
| | | Chlorination | - Sodium hypochlorite |
| Gellibrand | Gellibrand WTP | Dissolved Air Floatation Filtration (DAFF) | - Sodium hydroxide<br>- Polymer<br>- Aluminium chlorohydrate |
| | | UV Disinfection | |
| | | Chlorination | - Sodium hypochlorite |

**Table 3: continued**

| Water Sampling Area | Water Treatment Plant (WTP) | Treatment Processes | Treatments aids<br>*some only used seasonally* |
|---|---|---|---|
| Aireys Inlet<br>Anakie<br>Anglesea<br>Batesford<br>Bellarine<br>Clifton Springs<br>Highton<br>Highton High Level<br>Leopold<br>Little River West<br>Lovely Banks<br>Lovely Banks – Carrs Rd<br>Montpellier<br>Moriac<br>Ocean Grove<br>Pettavel<br>Portarlington<br>Queenscliff<br>Torquay<br>Winchelsea | Wurdee Boluc WTP | Direct filtration | - Aluminium chlorohydrate<br>- PolyDADMAC<br>- Polymer |
| | | Fluoridation | - Fluorosilicic acid |
| | | Chlorination | - Chlorine gas |
| | | *Pre-treatment only for Anglesea Borefield (aeration, oxidation & pH adjustment) | - Sodium hypochlorite<br>- Lime<br>- Polymer |

## 4.5. Distribution

Once water has been filtered and disinfected, it is delivered to customers through a network of tanks, basins, pumps, and pipes.

Positive pressure and backflow prevention form the final barriers in Barwon Water's multi-barrier approach to ensuring safe drinking water. Positive pressure ensures that, in the event of a leak, any external contaminants are pushed away from the water supply system rather than drawn in. Barwon Water also requires the installation of testable backflow prevention devices at medium and high hazard properties when they are connected to the water supply. These devices prevent potentially contaminated water from flowing back into the public water supply during low pressure events.

## 4.6. Secondary Disinfection

As water travels through the distribution system, the level of disinfectant residual gradually decreases. To maintain effective disinfection levels throughout the network, Barwon Water operates 24 secondary disinfection plants.

Barwon Water aims to maintain a careful balance between ensuring adequate disinfectant residuals for safety and preserving the aesthetic quality of the drinking water.

Two methods of secondary disinfection are used across the Barwon Water system:

- **Chlorination –** a widely used disinfection method which is particularly effective against bacteriological organisms. It is most suitable for smaller systems or areas with shorter distribution networks.
- **Chloramination** – a process that combines chlorine with ammonia to form a more stable disinfectant. This method helps sustain disinfection over longer distances within the distribution system.

**Table 4: List of secondary disinfection sites and disinfection method**

| Water Disinfection Plant (WDP) | Disinfection Method |
|---|---|
| Aireys Inlet | Chloramination |
| Alvie | Chlorination |
| Anakie | Chloramination (seasonal operation) |
| Anglesea | Chloramination |
| Bannockburn | Chloramination |
| Bellarine | Chlorination |
| Birregurra | Chlorination (seasonal operation) |
| Clifton Springs | Chloramination |
| Highton | Chlorination (seasonal operation) |
| Little River | Chlorination |
| Lorne | Chlorination |
| Lovely Banks 1, 2 & 3 | Chloramination |
| Lovely Banks – Carrs Rd | Chloramination |
| Lovely Banks (Pettavel Transfer) | Chlorination |
| Meredith | Chlorination |
| Montpellier 2 & 4 | Chlorination (seasonal operation) |
| Ocean Grove | Chloramination |
| Pettavel 1 & 2 | Chlorination (seasonal operation) |
| Portarlington | Chloramination |
| Queenscliff | Chlorination |
| Teesdale | Chloramination |
| Torquay | Chlorination |
| Torquay High Level | Chlorination |

# 5. Quality Management System

## 5.1. Overview

Barwon Water applies both AS/NZS ISO 9001:2015 and HACCP (Hazard Analysis and Critical Control Points) principles within its Drinking Water Quality Management System to ensure the supply of safe and aesthetically acceptable drinking water. A summary of this system is provided in Figure 3 below.

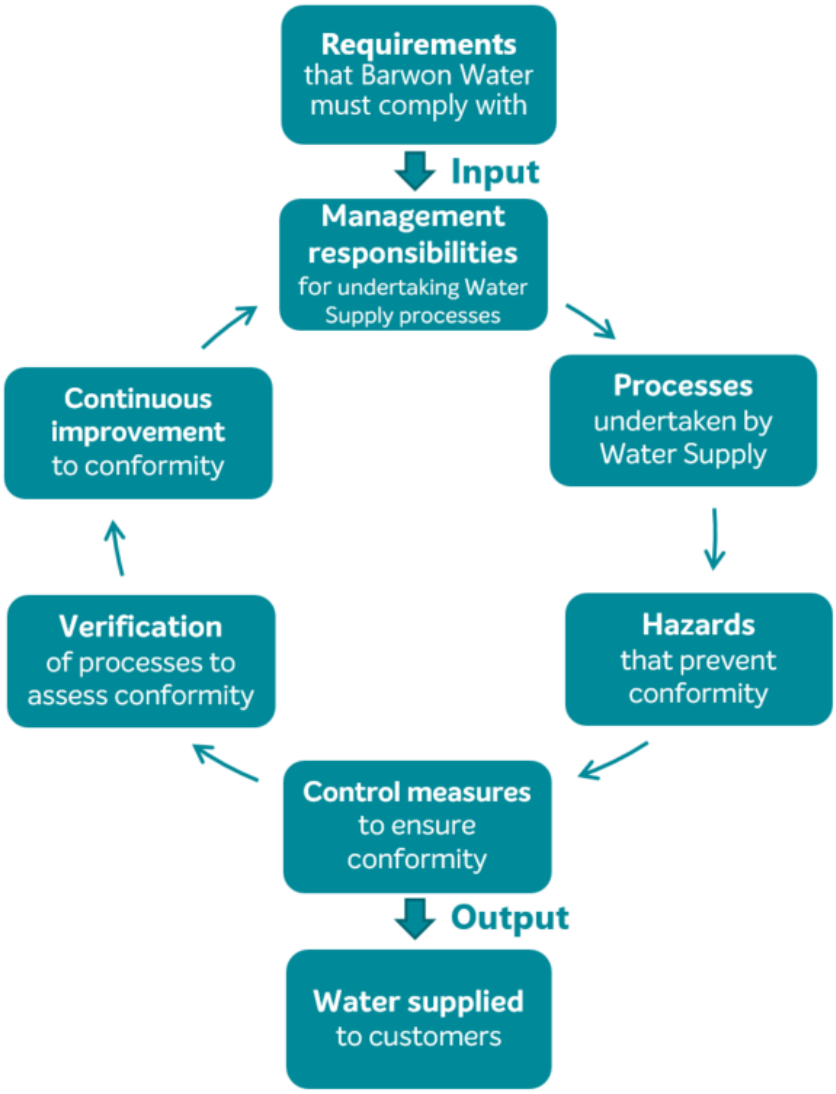



**Figure 3: Quality Management System for the supply of drinking water**

The requirements Barwon Water must meet, and the processes undertaken to meet these requirements, are described in previous sections of this report.

The following pages outline additional components of Barwon Water's Drinking Water Quality Management System, including hazard identification, control measures, verification, and continual improvement.

## 5.2. Hazard Identification

To identify key risks to the provision of safe and aesthetically acceptable drinking water, Barwon Water has undertaken a comprehensive hazard assessment across the entire water supply system from catchment to customer connection. This process involves input from independent experts, management, engineers, and operational staff.

The identified risks are regularly reviewed to account for changes in the system and the emergence of new hazards. In addition to the system-wide assessment, each water treatment plant is subject to a detailed risk assessment based on asset/component and potential process failures.

## 5.3. Control Measures

### 5.3.1. Critical Control Points

Control measures are implemented to reduce identified risks to an acceptable level and ensure the continued supply of safe drinking water. Where control is essential to preventing or eliminating a significant hazard, Critical Control Points (CCPs) are established in line with HACCP principles. CCPs in the Barwon Water system include key process steps such as filtration, disinfection and fluoridation.

### 5.3.2. Maintenance Programs

Barwon Water undertakes ongoing maintenance programs to support the delivery of safe, high-quality drinking water. These programs help ensure assets remain in good condition and operate effectively. Key activities include:

- Routine water mains flushing and air scouring
- Routine cleaning of tanks and basins
- Risk-based treatment plant asset maintenance and replacement programs

### 5.3.3. Trained Operators

All operators involved in the drinking water supply process receive training to ensure a strong understanding of treatment processes and associated risks.

Operators are required to meet minimum qualification and experience standards in accordance with the National Water Industry Operator Certification Framework. Ongoing competency is maintained and demonstrated through individual competency plans, which support continuous development and assurance of operator capability.

## 5.4. Verification and Monitoring

Verification is used to confirm that the water supply system is performing as intended and meeting process requirements. At Barwon Water, verification and monitoring activities include:

- **Real-time operational monitoring**, which includes site-specific Supervisory Control and Data Acquisition (SCADA) systems, system-wide telemetry with 24/7 alarms, and on-call operators with remote access for rapid response.
- **Drinking water quality monitoring program**, conducted by an independent National Association of Testing Authorities (NATA) accredited laboratory, with extensive sampling and analysis at the source, treatment, and distribution stages.
- **Water treatment chemical assurance program**, which includes the use of quality-assured chemical suppliers and provision of certificates of analysis.
- **Customer feedback**, captured through the complaints management system and customer perception surveys, which provide valuable insight into system performance.

## 5.5. Continuous Improvement

Barwon Water is committed to the continuous improvement of its water supply processes to ensure ongoing compliance with regulatory obligations and to meet customer expectations. Improvement actions are identified through verification monitoring, incident investigations, and regular management reviews.

## 5.6. System Auditing and Peer Review

Barwon Water maintains an annual internal and external auditing program to assess the compliance and effectiveness of its Drinking Water Quality Management System. These audits help ensure the system is operating as intended, identify areas for improvement, and confirm alignment with regulatory requirements and HACCP certification standards.

## 5.7. Review of Risk Management Plan

Barwon Water's Risk Management Plan was reviewed during the reporting period as part of the internal and external audit program.

The annual external audit of Barwon Water's Drinking Water Quality Management System was conducted by BSI Group. Following the comprehensive HACCP recertification audit completed in the previous reporting period, a surveillance audit was undertaken in 2025/26. This involved a targeted review of selected system elements to confirm that the HACCP system continued to operate effectively and meet certification requirements. The audit was successfully completed, providing assurance that Barwon Water continues to effectively identify, assess and manage drinking water quality risks.

There was no regulatory audit scheduled under the *Safe Drinking Water Act 2003* during 2025/26. All actions and opportunities for improvement from the previous regulatory audit in 2022/23 are completed.

# 6. Water Quality for 2025/26

Barwon Water has developed a comprehensive Drinking Water Quality Monitoring Program (DWQMP), which is conducted by an independent laboratory accredited by the National Association of Testing Authorities (NATA) under a laboratory services contract.

The program supports early detection of potential water quality risks and verification of system performance through sampling at multiple points across the supply chain:

- **Source waters** (streams, channels, and reservoirs) are monitored to provide early warning of upstream water quality changes and to verify the effectiveness of catchment management activities.
- **Treated water** is analysed to support monitoring at critical control points and to verify that risks associated with treatment plant operation are being effectively managed.
- **Distribution system** and designated customer taps are sampled to confirm that safe, high-quality drinking water is consistently delivered throughout the network and at the point of use.

The DWQMP is based on risk management principles in accordance with Barwon Water's HACCP plan, and specifies sample locations and collection frequencies for each characteristic in accordance with Regulation 17 of the Safe Drinking Water Regulations 2025. These frequencies are set with reference to regulatory requirements, ADWG recommendations, and Barwon Water's internal risk assessments. During the 2025/26 reporting period, no scheduled drinking water samples were missed, and all samples collected were analysed for the required characteristics at the frequencies specified in the DWQMP. Barwon Water therefore met the sampling and analysis requirements of regulations 17 and 19 of the Safe Drinking Water Regulations 2025.

The Safe Drinking Water Regulations 2025 commenced on 6 July 2025. Drinking water supplied during the first five days of the reporting period was assessed against, and met, the applicable standards under the Safe Drinking Water Regulations 2015.

This report presents the monitoring results and performance assessments of drinking water across the full 2025/26 financial year, including all regulatory sampling conducted during the reporting period.

In addition to this report, further water quality data, including information that may be of interest to the community (e.g. home brewers), is published on Barwon Water's website: www.barwonwater.vic.gov.au/water-and-waste/water-quality/results-and-data. This data is updated quarterly to ensure customers have access to timely and representative information.

In accordance with Section 23 of the *Safe Drinking Water Act 2003*, all results from Barwon Water's Drinking Water Quality Monitoring Program are available to the public upon request within seven days of being compiled.

## 6.1. Changes to the Sampling Program

Barwon Water's DWQMP is continuously reviewed, and a number of changes were made during 2025/26. These changes were made to reflect changes to supply and treatment arrangements, improve the representativeness of monitoring, and respond to identified water quality risks. The key changes are summarised below:

- Adjusted sampling frequencies in some water sampling areas following the annual review of population data, ensuring monitoring remained representative of the population served. These adjustments contributed to variations in the number of samples collected for some characteristics compared with previous reporting periods.

- Increased blue-green algae monitoring in raw water storages in response to the increasing risk associated with climate change. This supports earlier detection of emerging blooms and enables a timelier operational response.
- Relocated sampling points where condition assessments identified that existing sites no longer met sampling criteria, generally due to site deterioration or changing environmental conditions. This ensured samples remained representative of the drinking water supplied.
- Following an enhanced program of monthly PFAS monitoring during 2024/25, the data was reviewed and used to inform a reassessment of the PFAS risk profile. Quarterly monitoring was subsequently established as the ongoing risk-based frequency.
- Optimised trihalomethane (THM) sampling using a risk-based approach that prioritises areas of higher water age, including system extremities, where THM formation may be greater.

## 6.2. Drinking Water Quality Results – Health Based Standards

### *6.2.1. Escherichia coli (E. coli)*

*Escherichia coli (E. coli)* is used as an indicator organism to detect potential faecal contamination in drinking water. It is monitored across all water sampling areas.

- Limit of detection = 0 cfu/100mL
- Regulatory standard: All samples of drinking water do not contain *E. coli*.

In 2025/26, compliance with the *E. coli* water quality standard was maintained at 100%.

**Table 5: *E.coli* Results**

| Water Sampling Area | Frequency of sampling | Number of samples | Maximum Result (organisms/100mL) | Number of known or suspected *E.coli* contamination events (s22/s18) |
|---|---|---|---|---|
| Aireys Inlet | > weekly | 94 | 0 | 0 |
| Anakie | > weekly | 87 | 0 | 0 |
| Anglesea | > weekly | 99 | 0 | 0 |
| Apollo Bay | > weekly | 99 | 0 | 0 |
| Bannockburn | > weekly | 100 | 0 | 0 |
| Batesford | > weekly | 88 | 0 | 0 |
| Bellarine | > weekly | 89 | 0 | 0 |
| Birregurra | > weekly | 88 | 0 | 0 |
| Clifton Springs | > weekly | 119 | 0 | 0 |
| Colac | > weekly | 231 | 0 | 0 |
| Cressy | > weekly | 85 | 0 | 0 |
| Forrest | > weekly | 88 | 0 | 0 |
| Gellibrand | > weekly | 85 | 0 | 0 |
| Highton | > weekly | 182 | 0 | 0 |
| Highton High Level | > weekly | 89 | 0 | 0 |
| Leopold | > weekly | 135 | 0 | 0 |
| Little River | > weekly | 86 | 0 | 0 |
| Lorne | > weekly | 102 | 0 | 0 |
| Lovely Banks | > weekly | 320 | 0 | 0 |
| Lovely Banks-Carrs Rd | > weekly | 86 | 0 | 0 |
| Montpellier | > weekly | 284 | 0 | 0 |
| Moorabool | > weekly | 124 | 0 | 0 |
| Moriac | > weekly | 88 | 0 | 0 |
| Ocean Grove | > weekly | 162 | 0 | 0 |
| Pettavel | > weekly | 266 | 0 | 0 |
| Portarlington | > weekly | 138 | 0 | 0 |
| Queenscliff | > weekly | 111 | 0 | 0 |
| Teesdale | > weekly | 93 | 0 | 0 |
| Torquay | > weekly | 194 | 0 | 0 |
| Winchelsea | > weekly | 88 | 0 | 0 |

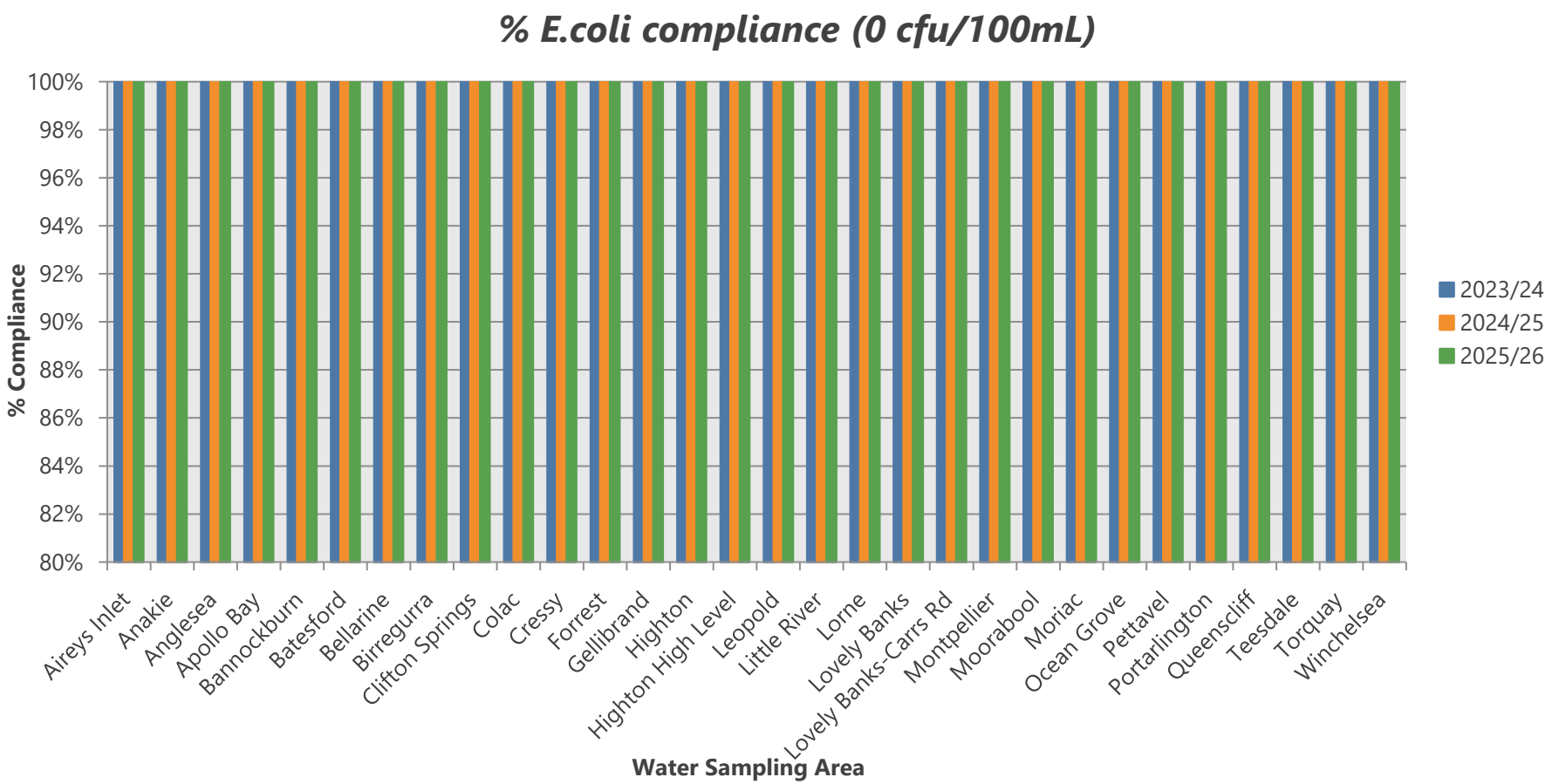



**Figure 4: *E.coli* compliance for 2025/26**

### 6.2.2. Trihalomethanes (THM's)

Trihalomethanes may be present in drinking water as a by-product of disinfection from chlorination or chloramination, where chlorine reacts with dissolved organic material in the water.

- Limit of detection = 0.004 mg/L
- Regulatory standard: ≤ 0.25 mg/L.

Full compliance with the Trihalomethanes (THM's) water quality standard was achieved across all water sampling areas in 2025/26. The highest recorded result for the year was 0.18 mg/L in the Moorabool and Bannockburn water sampling areas. In 2025/26, average and maximum THM levels across most systems were consistent with previous years.

**Table 6: Trihalomethane Results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|---|
| | | | Drinking water quality standard | Maximum | Average | |
| Aireys Inlet | > monthly | 28 | 0.25 | 0.05 | 0.04 | 0 |
| Anakie | > monthly | 28 | 0.25 | 0.08 | 0.04 | 0 |
| Anglesea | > monthly | 28 | 0.25 | 0.08 | 0.06 | 0 |
| Apollo Bay | > monthly | 20 | 0.25 | 0.06 | 0.04 | 0 |
| Bannockburn | > monthly | 37 | 0.25 | 0.18 | 0.15 | 0 |
| Batesford | > monthly | 39 | 0.25 | 0.17 | 0.13 | 0 |
| Bellarine | > monthly | 28 | 0.25 | 0.09 | 0.07 | 0 |
| Birregurra | > monthly | 40 | 0.25 | 0.10 | 0.06 | 0 |
| Clifton Springs | > monthly | 28 | 0.25 | 0.12 | 0.08 | 0 |
| Colac | > monthly | 37 | 0.25 | 0.10 | 0.05 | 0 |
| Cressy | > monthly | 34 | 0.25 | 0.13 | 0.07 | 0 |
| Forrest | > monthly | 21 | 0.25 | 0.09 | 0.07 | 0 |
| Gellibrand | > monthly | 21 | 0.25 | 0.05 | 0.03 | 0 |
| Highton | > monthly | 27 | 0.25 | 0.10 | 0.07 | 0 |
| Highton High Level | > monthly | 30 | 0.25 | 0.09 | 0.07 | 0 |
| Leopold | > monthly | 28 | 0.25 | 0.09 | 0.07 | 0 |
| Little River | > monthly | 36 | 0.25 | 0.11 | 0.06 | 0 |
| Lorne | > monthly | 18 | 0.25 | 0.06 | 0.04 | 0 |
| Lovely Banks | > monthly | 50 | 0.25 | 0.10 | 0.05 | 0 |
| Lovely Banks-Carrs Rd | > monthly | 28 | 0.25 | 0.10 | 0.05 | 0 |
| Montpellier | > monthly | 39 | 0.25 | 0.13 | 0.08 | 0 |
| Moorabool | > weekly | 57 | 0.25 | 0.18 | 0.11 | 0 |
| Moriac | > monthly | 20 | 0.25 | 0.07 | 0.05 | 0 |
| Ocean Grove | > monthly | 28 | 0.25 | 0.08 | 0.06 | 0 |
| Pettavel | > monthly | 36 | 0.25 | 0.09 | 0.06 | 0 |
| Portarlington | > monthly | 38 | 0.25 | 0.11 | 0.08 | 0 |
| Queenscliff | > monthly | 28 | 0.25 | 0.12 | 0.08 | 0 |
| Teesdale | > monthly | 39 | 0.25 | 0.17 | 0.11 | 0 |
| Torquay | > monthly | 48 | 0.25 | 0.11 | 0.08 | 0 |
| Winchelsea | > monthly | 28 | 0.25 | 0.09 | 0.06 | 0 |

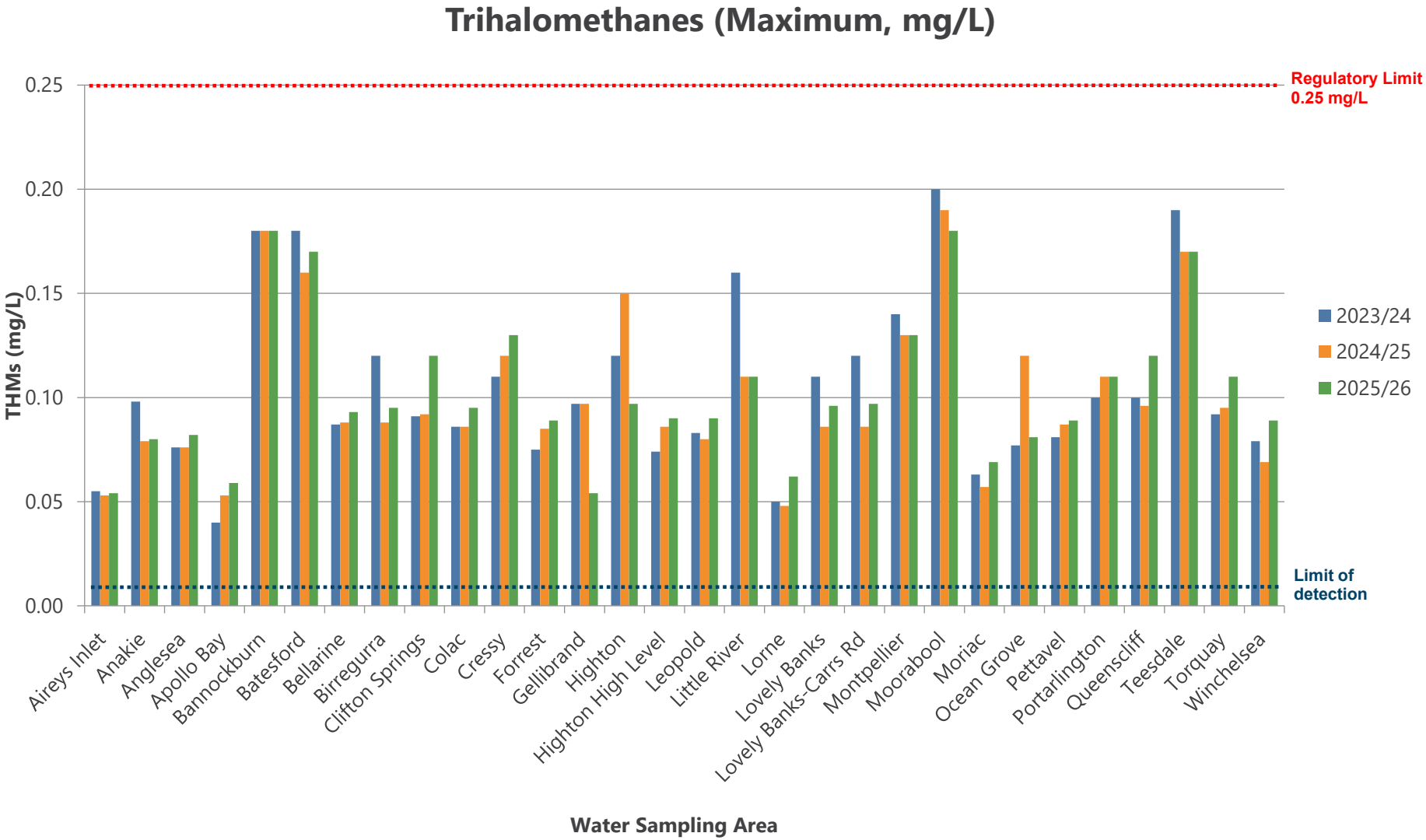



**Figure 5: THM results trend**

### 6.2.3. Total Chlorine

All of Barwon Water's drinking water supply is disinfected using chlorine. A residual level of chlorine is maintained after disinfection to help mitigate the risk of microbial re-contamination within the distribution system.

- Limit of detection = 0.1 mg/L
- ADWG health guideline value:
    - <5.0 mg/L (chlorinated systems),
    - <4.1 mg/L (chloraminated systems)

In 2025/26, average total chlorine results across all water sampling areas were within Barwon Water's target range, and maximum results were well below the ADWG health limits. Variations between water sampling areas were influenced by factors such as storage configuration, network length, and water demand.

All water sampling areas also met the internal target of maintaining a minimum average total chlorine residual above 0.2 mg/L, helping ensure effective protection against microbial risk across the distribution system.

Average total chlorine levels in 2025/26 were consistent with previous years.

**Table 7: Total Chlorine results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|
| | | | Maximum | Average | |
| Aireys Inlet | > weekly | 94 | 1.50 | 0.50 | 0 |
| Anakie | > weekly | 87 | 1.40 | 0.51 | 0 |
| Anglesea | > weekly | 99 | 1.90 | 1.13 | 0 |
| Apollo Bay | > weekly | 99 | 1.80 | 0.83 | 0 |
| Bannockburn | > weekly | 100 | 0.92 | 0.34 | 0 |
| Batesford | > weekly | 88 | 1.20 | 0.23 | 0 |
| Bellarine | > weekly | 89 | 1.80 | 1.11 | 0 |
| Birregurra | > weekly | 88 | 1.70 | 0.67 | 0 |
| Clifton Springs | > weekly | 119 | 1.70 | 0.81 | 0 |
| Colac | > weekly | 232 | 1.80 | 0.79 | 0 |
| Cressy | > weekly | 85 | 1.70 | 0.45 | 0 |
| Forrest | > weekly | 88 | 1.50 | 0.96 | 0 |
| Gellibrand | > weekly | 85 | 2.20 | 1.50 | 0 |
| Highton | > weekly | 182 | 1.30 | 0.51 | 0 |
| Highton High Level | > weekly | 89 | 1.20 | 0.49 | 0 |
| Leopold | > weekly | 135 | 0.91 | 0.30 | 0 |
| Little River | > weekly | 86 | 1.30 | 0.54 | 0 |
| Lorne | > weekly | 102 | 1.80 | 0.74 | 0 |
| Lovely Banks | > weekly | 319 | 1.40 | 0.54 | 0 |
| Lovely Banks-Carrs Rd | > weekly | 86 | 1.90 | 0.99 | 0 |
| Montpellier | > weekly | 284 | 1.20 | 0.59 | 0 |
| Moorabool | > weekly | 124 | 2.20 | 0.56 | 0 |
| Moriac | > weekly | 88 | 1.70 | 1.07 | 0 |
| Ocean Grove | > weekly | 162 | 1.40 | 0.41 | 0 |
| Pettavel | > weekly | 265 | 1.30 | 0.53 | 0 |
| Portarlington | > weekly | 138 | 1.40 | 0.45 | 0 |
| Queenscliff | > weekly | 111 | 1.00 | 0.61 | 0 |
| Teesdale | > weekly | 93 | 2.10 | 0.49 | 0 |
| Torquay | > weekly | 190 | 1.10 | 0.51 | 0 |
| Winchelsea | > weekly | 88 | 1.40 | 0.64 | 0 |

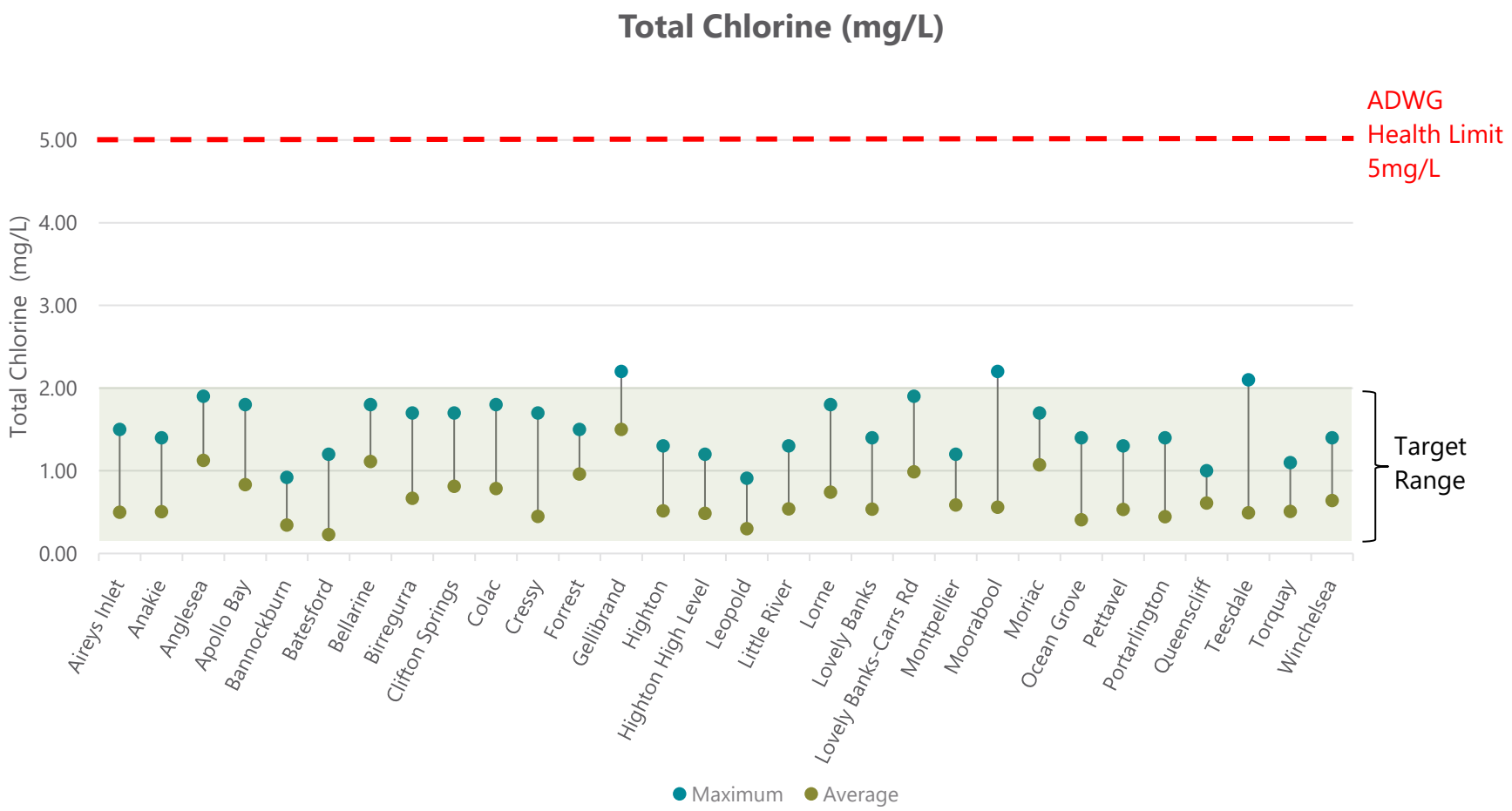



**Figure 6: Total Chlorine (target)**

### 6.2.4. Arsenic

Barwon Water monitors for the presence of arsenic in post-filtration water at its water treatment plants and at distribution entry points. Testing is conducted quarterly.

- Limit of detection = 0.001 mg/L
- ADWG health guideline value: <0.01 mg/L

All samples tested for arsenic in 2025/26 were below the laboratory limit of detection of 0.001 mg/L, consistent with results from 2023/24 and 2024/25. Arsenic monitoring results remained unchanged over the three-year period.

**Table 8: Arsenic Results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|
| | | | Maximum | Average | |
| Aireys Inlet | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Anakie | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Anglesea | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Apollo Bay | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Bannockburn | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Batesford | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Bellarine | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Birregurra | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Clifton Springs | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Colac | Quarterly | 12 | <0.001 | <0.001 | 0 |
| Cressy | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Forrest | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Gellibrand | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Highton | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Highton High Level | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Leopold | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Little River | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Lorne | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Lovely Banks | Quarterly | 16 | <0.001 | <0.001 | 0 |
| Lovely Banks-Carrs Rd | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Montpellier | Quarterly | 8 | <0.001 | <0.001 | 0 |
| Moorabool | Quarterly | 8 | <0.001 | <0.001 | 0 |
| Moriac | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Ocean Grove | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Pettavel | Quarterly | 8 | <0.001 | <0.001 | 0 |
| Portarlington | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Queenscliff | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Teesdale | Quarterly | 4 | <0.001 | <0.001 | 0 |
| Torquay | Quarterly | 8 | <0.001 | <0.001 | 0 |
| Winchelsea | Quarterly | 4 | <0.001 | <0.001 | 0 |

### 6.2.5. Fluoride

Fluoride is added to drinking water to improve dental health. The fluoride results for areas supplied with fluoridated water are reported in Table 9.

The *Health (Fluoridation) Act 1973* and the Department of Health require that the optimal range of fluoride in drinking water supplied by Barwon Water must be between 0.8 mg/L and 1.0 mg/L. For further information on water fluoridation, please visit the Victorian Department of Health website.

From May 2025, fluoride dosing at Wurdee Boluc WTP was temporarily suspended to allow for plant upgrades. As a result, water sampling areas supplied by this WTP saw lower average fluoride concentrations compared to previous years. The Department of Health was notified as per the *Code of practice for fluoridation of drinking water supplies (Second edition).* Fluoride dosing resumed in March 2026.

- Limit of detection = 0.05 mg/L
- ADWG health guideline value = <1.5 mg/L

**Table 9: Fluoride results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | | | Number of samples where standard was not met |
|---|---|---|---|---|---|---|---|
| | | | Drinking water quality standard | Target fluoride concentration | Maximum | Average | |
| Aireys Inlet | monthly | 12 | 1.5 | 0.9 | 0.82 | 0.29 | 0 |
| Anakie | monthly | 12 | 1.5 | 0.9 | 0.81 | 0.71 | 0 |
| Anglesea | monthly | 12 | 1.5 | 0.9 | 0.87 | 0.30 | 0 |
| Bannockburn | monthly | 12 | 1.5 | 0.9 | 0.90 | 0.76 | 0 |
| Batesford | monthly | 12 | 1.5 | 0.9 | 0.96 | 0.73 | 0 |
| Bellarine | monthly | 12 | 1.5 | 0.9 | 0.83 | 0.29 | 0 |
| Birregurra | > monthly | 48 | 1.5 | 0.9 | 0.78 | 0.63 | 0 |
| Clifton Springs | monthly | 12 | 1.5 | 0.9 | 0.81 | 0.30 | 0 |
| Colac | > weekly | 99 | 1.5 | 0.9 | 0.90 | 0.61 | 0 |
| Cressy | > monthly | 47 | 1.5 | 0.9 | 0.76 | 0.64 | 0 |
| Highton | monthly | 12 | 1.5 | 0.9 | 0.81 | 0.59 | 0 |
| Highton High Level | monthly | 12 | 1.5 | 0.9 | 0.83 | 0.35 | 0 |
| Leopold | monthly | 12 | 1.5 | 0.9 | 0.84 | 0.29 | 0 |
| Little River | monthly | 12 | 1.5 | 0.9 | 0.81 | 0.65 | 0 |
| Lovely Banks | > weekly | 58 | 1.5 | 0.9 | 0.89 | 0.69 | 0 |
| Lovely Banks-Carrs Rd | monthly | 12 | 1.5 | 0.9 | 0.83 | 0.69 | 0 |
| Montpellier | > monthly | 13 | 1.5 | 0.9 | 0.83 | 0.59 | 0 |
| Moorabool | > weekly | 63 | 1.5 | 0.9 | 0.93 | 0.73 | 0 |
| Moriac | > weekly | 64 | 1.5 | 0.9 | 0.90 | 0.32 | 0 |
| Ocean Grove | monthly | 12 | 1.5 | 0.9 | 0.83 | 0.30 | 0 |
| Pettavel | monthly | 12 | 1.5 | 0.9 | 0.86 | 0.29 | 0 |
| Portarlington | monthly | 12 | 1.5 | 0.9 | 0.80 | 0.29 | 0 |
| Queenscliff | monthly | 12 | 1.5 | 0.9 | 0.78 | 0.28 | 0 |
| Teesdale | monthly | 12 | 1.5 | 0.9 | 0.91 | 0.76 | 0 |
| Torquay | monthly | 12 | 1.5 | 0.9 | 0.83 | 0.29 | 0 |
| Winchelsea | monthly | 12 | 1.5 | 0.9 | 0.97 | 0.33 | 0 |

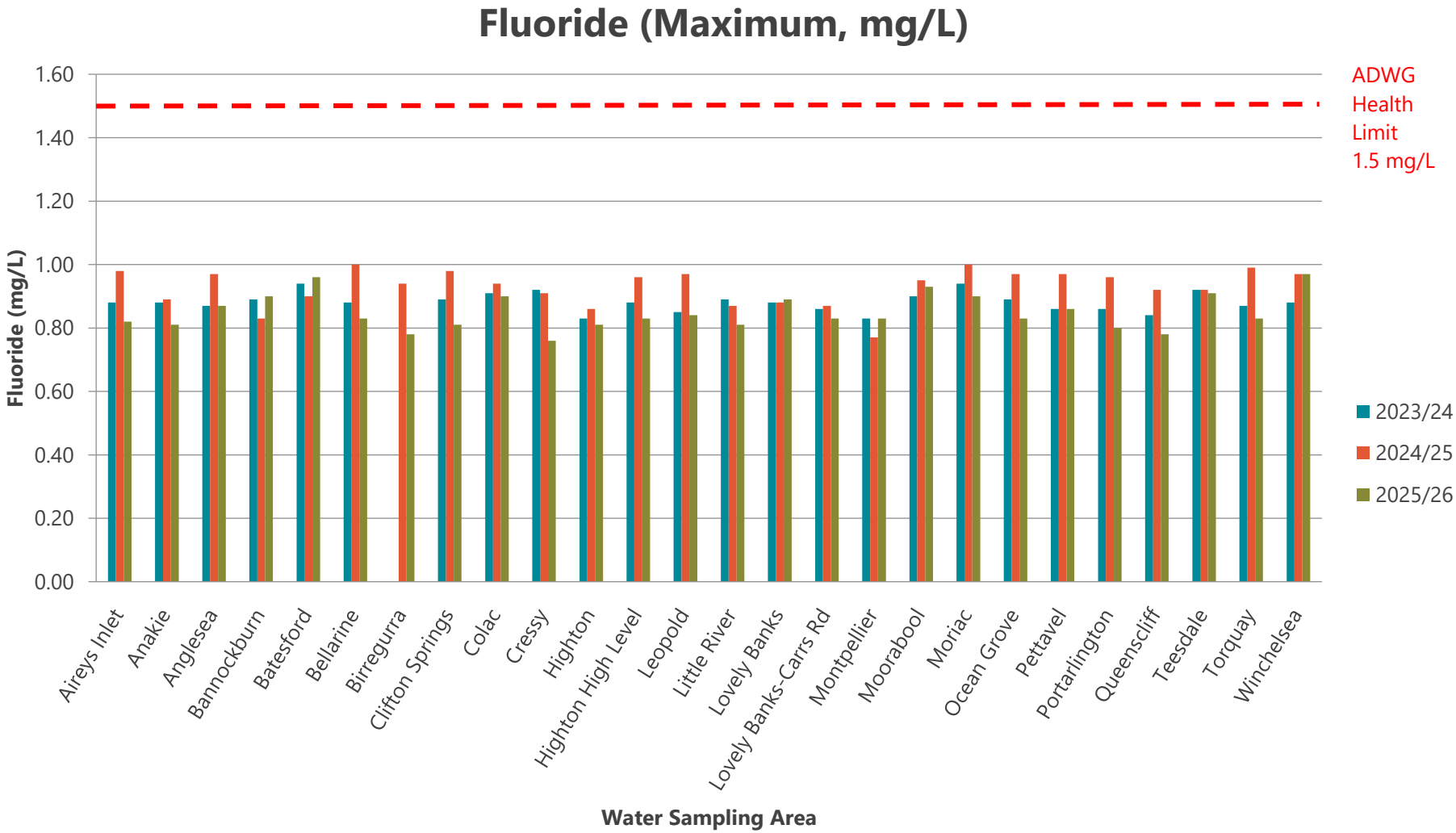



**Figure 7: Maximum Fluoride results trend**

In supplies where fluoride is not added, naturally occurring sources, such the geological characteristics of the catchments, may impart fluoride to the water.

Table 10 provides a summary of the natural background fluoride levels from the catchment.

**Table 10: Natural background fluoride**

| Water Sampling Area | Source of Supply | Frequency of sampling | Number of samples | mg/L | | |
|---|---|---|---|---|---|---|
| | | | | Maximum | Minimum | Average |
| Anakie<br>Bellarine<br>Clifton Springs<br>Highton<br>Highton HL<br>Leopold<br>Little River<br>Lovely Banks<br>Lovely Banks-Carrs Rd<br>Montpellier<br>Ocean Grove<br>Pettavel<br>Portarlington<br>Queenscliff<br>Torquay | Wurdee Boluc Reservoir | Monthly | 12 | 0.11 | 0.07 | 0.10 |
| | East & West Moorabool Rivers | Monthly | 13 | 0.15 | 0.09 | 0.12 |
| Aireys Inlet<br>Anglesea<br>Moriac<br>Winchelsea | Wurdee Boluc Reservoir | Monthly | 12 | 0.11 | 0.07 | 0.10 |
| Bannockburn<br>Batesford<br>Moorabool<br>Teesdale | East & West Moorabool Rivers | Monthly | 13 | 0.15 | 0.09 | 0.12 |
| Birregurra<br>Colac<br>Cressy | Colac Basins No. 4 & 5 | Monthly | 12 | 0.07 | 0.05 | 0.06 |
| Apollo Bay | Marengo Basin | Monthly | 12 | 0.12 | 0.07 | 0.09 |
| Forrest | West Barwon Reservoir | Monthly | 12 | 0.10 | 0.06 | 0.08 |
| Gellibrand | Lardners Creek | Monthly | 11 | 0.08 | 0.05 | 0.06 |
| Lorne | Allen Reservoir | Monthly | 12 | 0.08 | 0.05 | 0.07 |

### 6.2.6. Copper

Barwon Water monitors copper concentrations through quarterly sampling of post-filtration water at water treatment plants and monthly sampling at customer taps across all water sampling areas.

- Limit of detection = 0.001 mg/L
- ADWG health guideline value: <2 mg/L

All copper results recorded during 2025/26 met the health-based standard. The highest result was 0.140 mg/L in the Lorne water sampling area, while average concentrations across all areas ranged from 0.001 to 0.035 mg/L. Copper concentrations remained broadly consistent with the previous two financial years and continued to be well below the health guideline value. Average results also remained low across the three-year period.

**Table 11: Copper results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|
| | | | Maximum | Average | |
| Aireys Inlet | monthly | 12 | 0.008 | 0.004 | 0 |
| Anakie | monthly | 12 | 0.011 | 0.007 | 0 |
| Anglesea | monthly | 12 | 0.030 | 0.014 | 0 |
| Apollo Bay | > monthly | 16 | 0.028 | 0.008 | 0 |
| Bannockburn | monthly | 12 | 0.032 | 0.009 | 0 |
| Batesford | monthly | 12 | 0.017 | 0.012 | 0 |
| Bellarine | monthly | 12 | 0.023 | 0.011 | 0 |
| Birregurra | monthly | 12 | 0.049 | 0.011 | 0 |
| Clifton Springs | monthly | 12 | 0.060 | 0.013 | 0 |
| Colac | > monthly | 16 | 0.008 | 0.004 | 0 |
| Cressy | monthly | 12 | 0.005 | 0.001 | 0 |
| Forrest | > monthly | 16 | 0.008 | 0.003 | 0 |
| Gellibrand | > monthly | 16 | 0.042 | 0.013 | 0 |
| Highton | monthly | 12 | 0.029 | 0.014 | 0 |
| Highton High Level | monthly | 12 | 0.050 | 0.014 | 0 |
| Leopold | monthly | 12 | 0.033 | 0.012 | 0 |
| Little River | monthly | 12 | 0.006 | 0.002 | 0 |
| Lorne | > monthly | 16 | 0.140 | 0.035 | 0 |
| Lovely Banks | monthly | 12 | 0.027 | 0.012 | 0 |
| Lovely Banks-Carrs Rd | monthly | 12 | 0.018 | 0.006 | 0 |
| Montpellier | monthly | 12 | 0.047 | 0.015 | 0 |
| Moorabool | > monthly | 16 | 0.055 | 0.011 | 0 |
| Moriac | > monthly | 16 | 0.012 | 0.007 | 0 |
| Ocean Grove | monthly | 12 | 0.078 | 0.022 | 0 |
| Pettavel | monthly | 12 | 0.078 | 0.014 | 0 |
| Portarlington | monthly | 12 | 0.022 | 0.011 | 0 |
| Queenscliff | monthly | 12 | 0.062 | 0.025 | 0 |
| Teesdale | monthly | 12 | 0.019 | 0.009 | 0 |
| Torquay | monthly | 12 | 0.029 | 0.012 | 0 |
| Winchelsea | monthly | 12 | 0.091 | 0.031 | 0 |

### 6.2.7. Lead

Barwon Water monitors lead concentrations through quarterly sampling of post-filtration water at water treatment plants and monthly sampling at customer taps across all water sampling areas.

- Limit of detection = 0.001 mg/L
- ADWG health guideline value: <0.005 mg/L

All lead results recorded during 2025/26 met the health-based standard. The highest result was 0.003 mg/L, and the average result in every water sampling area was below the laboratory limit of detection of 0.001 mg/L. Overall lead concentrations were lower than in the previous two financial years.

**Table 12: Lead Results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|
| | | | Maximum | Average | |
| Aireys Inlet | monthly | 12 | 0.003 | <0.001 | 0 |
| Anakie | monthly | 12 | <0.001 | <0.001 | 0 |
| Anglesea | monthly | 12 | <0.001 | <0.001 | 0 |
| Apollo Bay | > monthly | 16 | 0.001 | <0.001 | 0 |
| Bannockburn | monthly | 12 | <0.001 | <0.001 | 0 |
| Batesford | monthly | 12 | <0.001 | <0.001 | 0 |
| Bellarine | monthly | 12 | 0.001 | <0.001 | 0 |
| Birregurra | monthly | 12 | <0.001 | <0.001 | 0 |
| Clifton Springs | monthly | 12 | <0.001 | <0.001 | 0 |
| Colac | > monthly | 16 | 0.003 | <0.001 | 0 |
| Cressy | monthly | 12 | <0.001 | <0.001 | 0 |
| Forrest | > monthly | 16 | <0.001 | <0.001 | 0 |
| Gellibrand | > monthly | 16 | <0.001 | <0.001 | 0 |
| Highton | monthly | 12 | 0.003 | <0.001 | 0 |
| Highton High Level | monthly | 12 | <0.001 | <0.001 | 0 |
| Leopold | monthly | 12 | <0.001 | <0.001 | 0 |
| Little River | monthly | 12 | <0.001 | <0.001 | 0 |
| Lorne | > monthly | 16 | <0.001 | <0.001 | 0 |
| Lovely Banks | monthly | 12 | 0.001 | <0.001 | 0 |
| Lovely Banks-Carrs Rd | monthly | 12 | <0.001 | <0.001 | 0 |
| Montpellier | monthly | 12 | <0.001 | <0.001 | 0 |
| Moorabool | > monthly | 16 | 0.001 | <0.001 | 0 |
| Moriac | > monthly | 16 | <0.001 | <0.001 | 0 |
| Ocean Grove | monthly | 12 | <0.001 | <0.001 | 0 |
| Pettavel | monthly | 12 | <0.001 | <0.001 | 0 |
| Portarlington | monthly | 12 | 0.001 | <0.001 | 0 |
| Queenscliff | monthly | 12 | <0.001 | <0.001 | 0 |
| Teesdale | monthly | 12 | <0.001 | <0.001 | 0 |
| Torquay | monthly | 12 | 0.003 | <0.001 | 0 |
| Winchelsea | monthly | 12 | 0.001 | <0.001 | 0 |

### 6.2.8. Manganese

Barwon Water monitors manganese concentrations through twice-monthly sampling of post-filtration water at water treatment plants, and at customer taps across all water sampling areas.

- Limit of detection = 0.01 mg/L
- ADWG health guideline value: <0.1 mg/L

All manganese results recorded during 2025/26 met the applicable water quality standard. The highest result was 0.05 mg/L in Cressy, and average concentrations in all water sampling areas were below the laboratory limit of detection of 0.01 mg/L. Manganese concentrations were lower overall than in the previous two financial years.

**Table 13: Manganese results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | Number of samples where standard was not met (s.18) |
|---|---|---|---|---|---|
| | | | Maximum | Average | |
| Aireys Inlet | > monthly | 24 | <0.01 | <0.01 | 0 |
| Anakie | > monthly | 24 | <0.01 | <0.01 | 0 |
| Anglesea | > monthly | 24 | <0.01 | <0.01 | 0 |
| Apollo Bay | > monthly | 48 | <0.01 | <0.01 | 0 |
| Bannockburn | > monthly | 24 | <0.01 | <0.01 | 0 |
| Batesford | > monthly | 24 | <0.01 | <0.01 | 0 |
| Bellarine | > monthly | 24 | <0.01 | <0.01 | 0 |
| Birregurra | > monthly | 24 | <0.01 | <0.01 | 0 |
| Clifton Springs | > monthly | 24 | <0.01 | <0.01 | 0 |
| Colac | > monthly | 48 | 0.01 | <0.01 | 0 |
| Cressy | > monthly | 24 | 0.05 | <0.01 | 0 |
| Forrest | > monthly | 48 | 0.02 | <0.01 | 0 |
| Gellibrand | > monthly | 46 | 0.03 | <0.01 | 0 |
| Highton | > monthly | 24 | <0.01 | <0.01 | 0 |
| Highton High Level | > monthly | 24 | <0.01 | <0.01 | 0 |
| Leopold | > monthly | 24 | <0.01 | <0.01 | 0 |
| Little River | > monthly | 25 | <0.01 | <0.01 | 0 |
| Lorne | > monthly | 48 | 0.01 | <0.01 | 0 |
| Lovely Banks | > monthly | 24 | <0.01 | <0.01 | 0 |
| Lovely Banks-Carrs Rd | > monthly | 24 | <0.01 | <0.01 | 0 |
| Montpellier | > monthly | 24 | <0.01 | <0.01 | 0 |
| Moorabool | > monthly | 48 | <0.01 | <0.01 | 0 |
| Moriac | > monthly | 48 | <0.01 | <0.01 | 0 |
| Ocean Grove | > monthly | 24 | <0.01 | <0.01 | 0 |
| Pettavel | > monthly | 24 | <0.01 | <0.01 | 0 |
| Portarlington | > monthly | 24 | <0.01 | <0.01 | 0 |
| Queenscliff | > monthly | 24 | <0.01 | <0.01 | 0 |
| Teesdale | > monthly | 24 | <0.01 | <0.01 | 0 |
| Torquay | > monthly | 24 | <0.01 | <0.01 | 0 |
| Winchelsea | > monthly | 24 | <0.01 | <0.01 | 0 |

### 6.2.9. Other health-related parameters

Barwon Water monitors a range of additional health-related parameters through its drinking water sampling program. Under regulation 16(2)(b) of the Safe Drinking Water Regulations 2025, the applicable drinking water quality standard for each analyte is the health guideline value specified in Table 10.6 of the Australian Drinking Water Guidelines.

The analytes tested, sampling frequencies and compliance results for 2025/26 are summarised in Table 14.

There were no non-compliances for other health-related water quality parameters, including pesticides and herbicides and volatile organic compounds, in any water sampling area during 2025/26. All results were below their respective health-based standards. Results remained consistent with the previous two financial years.

**Table 14: Other health-related parameters tested in 2025/26**

| Analyte | Frequency of Sampling | Number of samples where standard was not met (s.18) |
|---|---|---|
| Amitrole [1] | Quarterly | 0 |
| Antimony | Quarterly | 0 |
| Barium | Quarterly | 0 |
| Beryllium [1] | Annually | 0 |
| Boron [1] | Annually | 0 |
| Cadmium | Quarterly | 0 |
| Chlorophenols [1 2] | Annually | 0 |
| Chromium | Quarterly | 0 |
| Cyanide [1] | Annually / Quarterly | 0 |
| Haloacetic Acids (Chloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid) | Monthly | 0 |
| Iodide [1] | Annually / Quarterly | 0 |
| Mercury | Quarterly | 0 |
| Molybdenum [1] | Annually / Quarterly | 0 |
| Monochloramine | Weekly | 0 |
| Nickel | Quarterly | 0 |
| Nitrate | Monthly | 0 |
| Nitrite | Monthly | 0 |
| Per and Poly Fluoroalkyl Substances (PFAS) | Quarterly | 0 |
| Pesticides & Herbicides [1 2] | Quarterly | 0 |
| Radioactive constituents | Annually | 0 |
| Selenium | Quarterly | 0 |
| Silver [1] | Annually / Quarterly | 0 |
| Sulphate | Quarterly / Monthly | 0 |
| Uranium [1] | Annually / Quarterly | 0 |
| Volatile Organic Compounds [3] | Annually | 0 |

1. Analytes only measured in source water pre-treatment. Measurement in source water is relevant to drinking water quality as it confirms that levels are below ADWG health limits prior to treatment.

2. See Table 15 for a full list of pesticides and herbicides analysed.

3. Table 16 for a full list of Phenols and Volatile Organic Compounds analysed.

**Table 15: Pesticides & Herbicides tested in 2025/26 in source waters**

| | | |
|---|---|---|
| 2,4,5-T | Diquat | Mecoprop |
| 2,4,5-TP | Diuron | Methoxychlor |
| 2,4,6-T | Endosulfan | Metiram |
| 2,4-D | Endosulphan 1 | Molinate |
| 2,4-DB | Endosulphan 2 | Monocrotophos |
| 2,4-DP | Endosulphan Sulphate | Paraquat |
| 2,6-D | Endrin | Parathion |
| 4-Chlorophenoxy acetic acid | Endrin Aldehyde | Parathion-methyl |
| Aldrin | EPN | Phorate |
| Amitrole | Fenchlorphos | Picloram |
| Atrazine | Fenoprop | Pirimicarb |
| BHC (α, β, and δ isomers) | Fensulfothion | Prohos |
| Chlorfenvinphos | Fenthion | Propachlor |
| Chlorothalonil | Glyphosate | Propiconazole |
| Chlorpyrifos | Heptachlor | Quintozene |
| Cis-Chlordane | Heptachlor epoxide | Simazine |
| Clopyralid | Hexachlorobenzene | Temephos |
| Coumphanos | Hexazinone | Tetrachlorvinphos |
| DDT | Lindane | Tetraethyldithiopyrophos |
| Demeton-S | Malathion | Trans-Chlordane |
| Diazinon | Mancozeb | Trichlorinate |
| Dicamba | MCBP | Triclopyr |
| Dichlorvos | MCPA | Tukuthion |
| Dieldrin | | |

**Table 16: Phenols & Volatile Organic Compounds (VOC's) tested in 2025/26**

| | | |
|---|---|---|
| 1,1,1,2-Tetrachlorethane | 2,2-Dichloropropane | Dichlorodifluoromethane |
| 1,1,1-Trichloroethane | 2-Chlorotoluene | Ethylbenzene |
| 1,1,2,2-Tetrachloroethane | 4-Chlorotoluene | Hexachloro-1,3-Butadiene |
| 1,1,2-Trichloroethane | Benzene | Isopropylbenzene |
| 1,1-Dichloroethane | Bromobenzene | Xylene (M, P & O) |
| 1,1-Dichloroethene | Bromochloromethane | Methylenechloride |
| 1,1-Dichloropropene | Bromodichloromethane | N-Butylbenzene |
| 1,2,3-Trichlorobenzene | Bromoform | N-Propylbenzene |
| 1,2,3-Trichloropropane | Bromomethane | Naphthalene |
| 1,2,4-Trichlorobenzene | Carbon Disulphide | P-Isopropyltoluene |
| 1,2,4-Trimethylbenzene | Carbon Tetrachloride | Sec-Butylbenzene |
| 1,2-Dibromo-3-Chloropropane | Chlorobenzene, | Styrene |
| 1,2-Dibromoethane | Chloroethane | Tert-Butylbenzene |
| 1,2-Dichlorobenzene | Chloroform | Tetrachloroethene |
| 1,2-Dichloroethane | Chloromethane | Toluene |
| 1,2-Dichloropropane | cis-1,2-Dichloroethene | trans-1,2-Dichloroethene |
| 1,3,5-Trimethylbenzene | cis-1,2-Dichloropropene | trans-1,3-Dichloropropene |
| 1,3-Dichlorobenzene | Dibromochloromethane | Trichloroethene |
| 1,3-Dichloropropane | Dibromomethane | Trichlorofluoromethane |
| 1,4-Dichlorobenzene | Dichloromethane | Vinyl Chloride |

## 6.3. Results for Aesthetic Parameters (non-health related)

### 6.3.1. Turbidity

Turbidity is the measurement of water clarity and the light scattering properties of water. Turbidity is caused by the presence of fine suspended matter in the water supply. When water is clear, it has low turbidity levels.

- Limit of detection = 0.1 NTU
- Regulatory standard: The 95$^{th}$ percentile of results for samples in any 12-month period does not exceed 5 NTU.

The turbidity standard was met in all water sampling areas during 2025/26. Results followed a similar pattern to previous years, although slightly elevated results in Anakie, Lovely Banks and Lovely Banks-Carrs Road reflected predominant supply from the Melbourne-Geelong Pipeline.

**Table 17: Turbidity Results**

| Water Sampling Area | Frequency of sampling | Number of samples | Maximum Result (NTU) | 95th Percentile of Results (NTU) | Number of 95th Percentile Results above the Standard (s.18) |
|---|---|---|---|---|---|
| Aireys Inlet | > weekly | 70 | 0.40 | 0.20 | 0 |
| Anakie | > weekly | 63 | 0.70 | 0.60 | 0 |
| Anglesea | > weekly | 75 | 3.50 | 0.33 | 0 |
| Apollo Bay | > weekly | 75 | 0.20 | 0.10 | 0 |
| Bannockburn | > weekly | 76 | 0.60 | 0.40 | 0 |
| Batesford | > weekly | 64 | 0.70 | 0.40 | 0 |
| Bellarine | > weekly | 65 | 0.30 | 0.30 | 0 |
| Birregurra | > weekly | 64 | 0.70 | 0.28 | 0 |
| Clifton Springs | > weekly | 95 | 0.50 | 0.20 | 0 |
| Colac | > weekly | 103 | 1.60 | 0.30 | 0 |
| Cressy | > weekly | 61 | 0.50 | 0.30 | 0 |
| Forrest | > weekly | 64 | 1.20 | 0.30 | 0 |
| Gellibrand | > weekly | 63 | 0.30 | 0.29 | 0 |
| Highton | > weekly | 158 | 0.80 | 0.40 | 0 |
| Highton High Level | > weekly | 65 | 0.40 | 0.28 | 0 |
| Leopold | > weekly | 111 | 0.80 | 0.20 | 0 |
| Little River | > weekly | 63 | 0.90 | 0.49 | 0 |
| Lorne | > weekly | 78 | 0.50 | 0.21 | 0 |
| Lovely Banks | > weekly | 248 | 3.20 | 0.80 | 0 |
| Lovely Banks-Carrs Rd | > weekly | 63 | 0.90 | 0.69 | 0 |
| Montpellier | > weekly | 237 | 0.70 | 0.40 | 0 |
| Moorabool | > weekly | 76 | 0.40 | 0.30 | 0 |
| Moriac | > weekly | 64 | 0.30 | 0.20 | 0 |
| Ocean Grove | > weekly | 138 | 0.40 | 0.20 | 0 |
| Pettavel | > weekly | 218 | 0.60 | 0.30 | 0 |
| Portarlington | > weekly | 114 | 0.60 | 0.23 | 0 |
| Queenscliff | > weekly | 87 | 0.20 | 0.20 | 0 |
| Teesdale | > weekly | 69 | 0.50 | 0.30 | 0 |
| Torquay | > weekly | 144 | 0.50 | 0.20 | 0 |
| Winchelsea | > weekly | 64 | 0.70 | 0.20 | 0 |

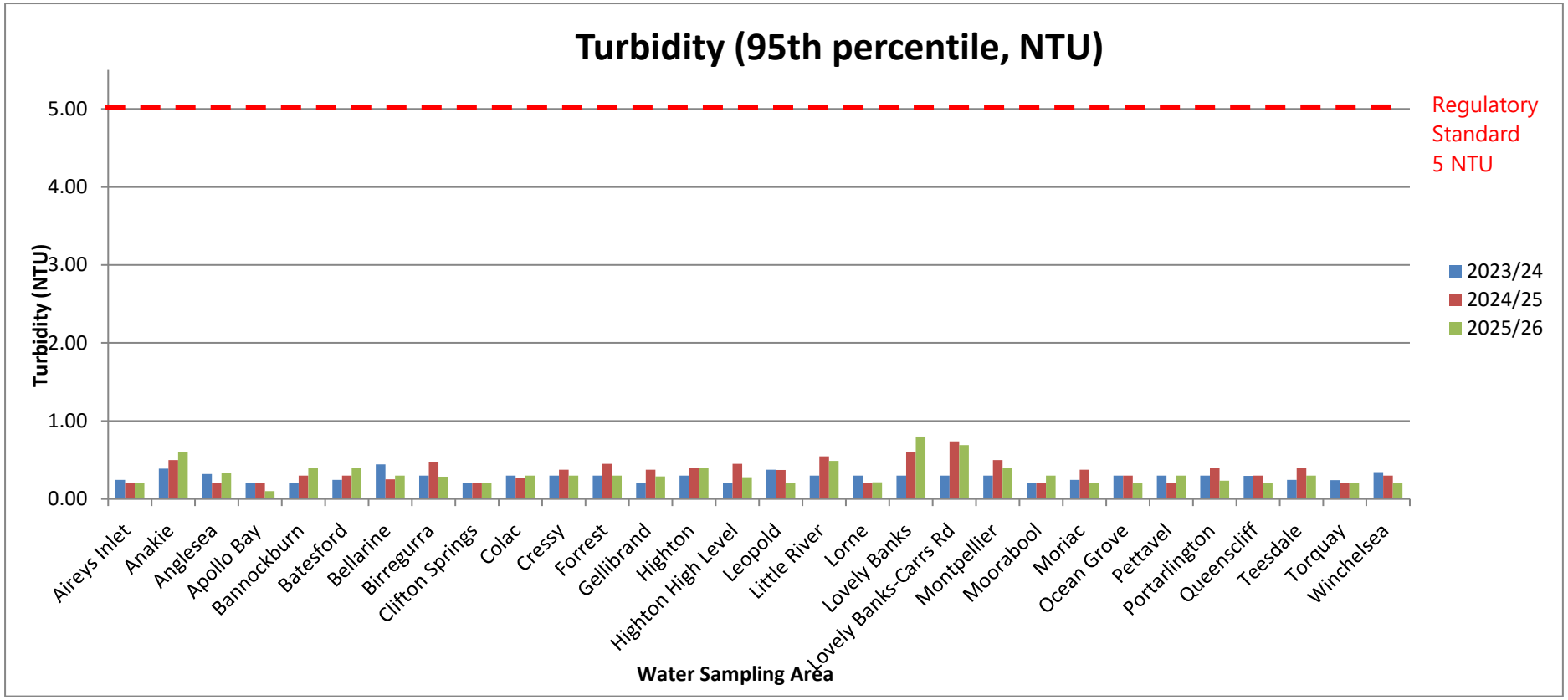



**Figure 8: Turbidity results trend**

### 6.3.2. pH

pH is a measure of the hydrogen ion concentration in water, indicating its acidity or alkalinity. A pH of 7.0 is neutral, values below 7.0 are acidic, and above 7.0 are basic. There is no direct link between pH and human health. Consumption of food and beverages with low or high pH is common and not associated with adverse health effects (ADWG, 2011).

- Range of detection = 0 to 14
- Regulatory standard: The average pH within each water sampling area over a 12-month period must be between 6.5 and 9.2 (inclusive).

The regulatory aesthetic pH standard was met in all water sampling areas during 2025/26, with average results ranging from 6.9 in Birregurra to 7.7 in Teesdale. Average pH remained broadly consistent with the previous two financial years and within the applicable standard of 6.5 to 9.2 across all three reporting periods.

**Table 18: pH results**

| Water Sampling Area | Frequency of sampling | Number of samples | Maximum | Minimum | Average | Regulatory Standard |
|---|---|---|---|---|---|---|
| Aireys Inlet | > weekly | 94 | 8.0 | 6.9 | 7.5 | 6.5 – 9.2 |
| Anakie | > weekly | 87 | 8.8 | 6.5 | 7.2 | |
| Anglesea | > weekly | 99 | 8.2 | 6.9 | 7.6 | |
| Apollo Bay | > weekly | 99 | 7.8 | 6.8 | 7.3 | |
| Bannockburn | > weekly | 100 | 7.9 | 6.8 | 7.3 | |
| Batesford | > weekly | 88 | 7.9 | 6.9 | 7.3 | |
| Bellarine | > weekly | 89 | 7.8 | 6.5 | 7.2 | |
| Birregurra | > weekly | 88 | 7.3 | 6.3 | 6.9 | |
| Clifton Springs | > weekly | 119 | 7.6 | 6.8 | 7.3 | |
| Colac | > weekly | 231 | 8.2 | 6.3 | 7.0 | |
| Cressy | > weekly | 85 | 8.6 | 6.7 | 7.6 | |
| Forrest | > weekly | 88 | 8.8 | 6.7 | 7.4 | |
| Gellibrand | > weekly | 85 | 7.7 | 6.7 | 7.2 | |
| Highton | > weekly | 182 | 7.6 | 6.7 | 7.2 | |
| Highton High Level | > weekly | 89 | 7.5 | 6.7 | 7.2 | |
| Leopold | > weekly | 135 | 7.7 | 6.6 | 7.2 | |
| Little River | > weekly | 86 | 9.5 | 6.6 | 7.5 | |
| Lorne | > weekly | 102 | 7.7 | 6.5 | 7.0 | |
| Lovely Banks | > weekly | 320 | 7.8 | 6.2 | 7.0 | |
| Lovely Banks-Carrs Rd | > weekly | 86 | 7.6 | 6.6 | 7.0 | |
| Montpellier | > weekly | 284 | 7.9 | 6.7 | 7.3 | |
| Moorabool | > weekly | 124 | 8.3 | 7.0 | 7.5 | |
| Moriac | > weekly | 88 | 7.5 | 6.6 | 7.0 | |
| Ocean Grove | > weekly | 162 | 8.1 | 6.7 | 7.2 | |
| Pettavel | > weekly | 266 | 7.6 | 6.5 | 7.2 | |
| Portarlington | > weekly | 138 | 9.0 | 6.9 | 7.4 | |
| Queenscliff | > weekly | 111 | 7.7 | 6.7 | 7.2 | |
| Teesdale | > weekly | 93 | 8.9 | 7.0 | 7.7 | |
| Torquay | > weekly | 192 | 7.6 | 6.7 | 7.3 | |
| Winchelsea | > weekly | 88 | 7.5 | 6.6 | 7.1 | |

### 6.3.3. True Colour

True colour is a measure of the colour of water after suspended particles have been removed and is typically caused by dissolved organic matter such as tannins from vegetation. True colour does not pose a health risk, however it can affect the aesthetic quality of drinking water, such as its appearance.

- Limit of detection = 1 HU
- ADWG aesthetic guideline value: <15 HU

True colour results remained well below the ADWG aesthetic guideline value of 15 HU in all water sampling areas during 2025/26. The highest result was 7 HU in Teesdale, while average results ranged from below the limit of detection to 1.09 HU. Overall performance remained broadly consistent with the previous two financial years, with average true colour continuing to be very low across the three-year period.

**Table 19: True Colour results**

| Water Sampling Area | Frequency of sampling | Number of samples | HU | | |
|---|---|---|---|---|---|
| | | | Maximum | Minimum | Average |
| Aireys Inlet | > weekly | 94 | <1 | <1 | <1 |
| Anakie | > weekly | 87 | 1 | <1 | <1 |
| Anglesea | > weekly | 99 | 1 | <1 | <1 |
| Apollo Bay | > weekly | 99 | <1 | <1 | <1 |
| Bannockburn | > weekly | 100 | 1 | <1 | <1 |
| Batesford | > weekly | 88 | 1 | <1 | <1 |
| Bellarine | > weekly | 89 | 1 | <1 | <1 |
| Birregurra | > weekly | 88 | 2 | <1 | 1.01 |
| Clifton Springs | > weekly | 119 | 3 | <1 | 1.02 |
| Colac | > weekly | 231 | 3 | <1 | 1.01 |
| Cressy | > weekly | 85 | <1 | <1 | <1 |
| Forrest | > weekly | 88 | 4 | <1 | 1.05 |
| Gellibrand | > weekly | 85 | 1 | <1 | <1 |
| Highton | > weekly | 182 | 2 | <1 | 1.01 |
| Highton High Level | > weekly | 89 | 2 | <1 | 1.01 |
| Leopold | > weekly | 135 | 2 | <1 | 1.01 |
| Little River | > weekly | 86 | <1 | <1 | <1 |
| Lorne | > weekly | 102 | 2 | <1 | 1.01 |
| Lovely Banks | > weekly | 320 | 1 | <1 | <1 |
| Lovely Banks-Carrs Rd | > weekly | 86 | 2 | <1 | 1.01 |
| Montpellier | > weekly | 284 | 2 | <1 | 1.01 |
| Moorabool | > weekly | 124 | 3 | <1 | 1.02 |
| Moriac | > weekly | 88 | <1 | <1 | <1 |
| Ocean Grove | > weekly | 162 | 2 | <1 | 1.01 |
| Pettavel | > weekly | 266 | 1 | <1 | <1 |
| Portarlington | > weekly | 138 | 2 | <1 | 1.01 |
| Queenscliff | > weekly | 111 | 1 | <1 | <1 |
| Teesdale | > weekly | 93 | 7 | <1 | 1.09 |
| Torquay | > weekly | 192 | 1 | <1 | <1 |
| Winchelsea | > weekly | 88 | 2 | <1 | 1.01 |

### 6.3.4. Hardness (Total)

Total hardness is the sum of the concentrations of calcium and magnesium ions expressed as a calcium carbonate equivalent. Hard water requires more soap than soft water to obtain lather. It can also contribute to scale formation in hot water systems, pipes, fittings, and kettles.

Water across the Barwon Water region is generally considered 'soft' and poses no scaling problems.

- Limit of detection = 1 mg/L
- ADWG aesthetic guideline value: <200 mg/L

Total hardness remained below the ADWG aesthetic guideline value of 200 mg/L in all water sampling areas. Results were generally consistent with previous years, although average hardness increased in several areas due to greater reliance on the Moorabool system and the inherent characteristics of its source water.

**Table 20: Total Hardness results**

| Water Sampling Area | Frequency of sampling | Number of samples | mg/L | | |
|---|---|---|---|---|---|
| | | | Maximum | Minimum | Average |
| Aireys Inlet | monthly | 12 | 47 | 36 | 41 |
| Anakie | monthly | 12 | 66 | 20 | 32 |
| Anglesea | monthly | 12 | 47 | 30 | 39 |
| Apollo Bay | monthly | 12 | 58 | 37 | 45 |
| Bannockburn | monthly | 12 | 150 | 95 | 124 |
| Batesford | monthly | 12 | 150 | 96 | 125 |
| Bellarine | monthly | 12 | 48 | 34 | 39 |
| Birregurra | monthly | 12 | 29 | 20 | 24 |
| Clifton Springs | monthly | 12 | 42 | 33 | 38 |
| Colac | monthly | 36 | 28 | 17 | 24 |
| Cressy | monthly | 12 | 29 | 16 | 24 |
| Forrest | monthly | 12 | 37 | 28 | 33 |
| Gellibrand | monthly | 12 | 58 | 21 | 32 |
| Highton | monthly | 12 | 56 | 28 | 43 |
| Highton High Level | monthly | 12 | 46 | 26 | 36 |
| Leopold | monthly | 12 | 43 | 31 | 38 |
| Little River | monthly | 12 | 74 | 22 | 34 |
| Lorne | monthly | 12 | 29 | 17 | 24 |
| Lovely Banks | twice monthly | 93 | 70 | 18 | 29 |
| Lovely Banks-Carrs Rd | monthly | 12 | 70 | 21 | 32 |
| Montpellier | monthly | 23 | 93 | 35 | 55 |
| Moorabool | monthly | 24 | 150 | 97 | 126 |
| Moriac | monthly | 12 | 47 | 34 | 40 |
| Ocean Grove | monthly | 12 | 40 | 33 | 37 |
| Pettavel | monthly | 24 | 53 | 30 | 37 |
| Portarlington | monthly | 12 | 43 | 35 | 38 |
| Queenscliff | monthly | 12 | 42 | 33 | 37 |
| Teesdale | monthly | 12 | 140 | 94 | 124 |
| Torquay | monthly | 24 | 43 | 33 | 37 |
| Winchelsea | monthly | 12 | 46 | 31 | 38 |

### 6.3.5. Conductivity

Conductivity measures the ability of water to conduct electricity, which increases with the concentration of dissolved solids, such as salts. As a general guide, total dissolved solids (TDS) can be estimated as roughly half the Electrical Conductivity (EC) value (e.g. an EC of 1000 µS/cm ≈ TDS of 500 mg/L).

While high TDS may affect the taste of drinking water, it is not associated with any known health effects (ADWG, 2011).

- ADWG aesthetic guideline value: <1000 µS/cm

Conductivity remained below the ADWG aesthetic guideline value in all water sampling areas during 2025/26. Results were generally consistent with previous years, although average conductivity increased in several areas due to greater reliance on the Moorabool system and the inherent characteristics of its source water.

**Table 21: Conductivity results**

| Water Sampling Area | Frequency of sampling | Number of samples | µS/cm | | |
|---|---|---|---|---|---|
| | | | Maximum | Minimum | Average |
| Aireys Inlet | twice monthly | 24 | 340 | 250 | 279 |
| Anakie | twice monthly | 24 | 400 | 100 | 166 |
| Anglesea | twice monthly | 24 | 340 | 240 | 275 |
| Apollo Bay | twice monthly | 48 | 280 | 220 | 245 |
| Bannockburn | twice monthly | 24 | 770 | 490 | 658 |
| Batesford | twice monthly | 24 | 790 | 540 | 668 |
| Bellarine | twice monthly | 24 | 300 | 190 | 245 |
| Birregurra | twice monthly | 24 | 150 | 130 | 140 |
| Clifton Springs | twice monthly | 24 | 300 | 190 | 251 |
| Colac | twice monthly | 48 | 170 | 130 | 141 |
| Cressy | twice monthly | 24 | 170 | 140 | 152 |
| Forrest | twice monthly | 48 | 230 | 190 | 208 |
| Gellibrand | twice monthly | 46 | 390 | 140 | 239 |
| Highton | twice monthly | 24 | 380 | 120 | 230 |
| Highton High Level | twice monthly | 24 | 290 | 120 | 213 |
| Leopold | twice monthly | 24 | 290 | 190 | 244 |
| Little River | twice monthly | 24 | 410 | 110 | 172 |
| Lorne | twice monthly | 48 | 200 | 150 | 164 |
| Lovely Banks | twice monthly | 119 | 390 | 85 | 148 |
| Lovely Banks-Carrs Rd | twice monthly | 24 | 390 | 96 | 166 |
| Montpellier | twice monthly | 24 | 470 | 150 | 305 |
| Moorabool | twice monthly | 48 | 790 | 470 | 676 |
| Moriac | twice monthly | 48 | 320 | 230 | 266 |
| Ocean Grove | twice monthly | 24 | 290 | 190 | 246 |
| Pettavel | > weekly | 204 | 290 | 160 | 240 |
| Portarlington | twice monthly | 24 | 300 | 200 | 255 |
| Queenscliff | twice monthly | 24 | 290 | 200 | 251 |
| Teesdale | twice monthly | 24 | 800 | 450 | 668 |
| Torquay | > weekly | 119 | 300 | 150 | 244 |
| Winchelsea | twice monthly | 24 | 320 | 240 | 266 |

# 7. Emergency / Incident Management

## 7.1. Emergencies / Events – Section 22 Reports

There was one Section 22 report made to the Department of Health during 2025/26, as summarised in Table 22 below.

**Table 22: Section 22 Reports 2025/26**

| Date | Water Sampling Area | Nature of s22 Report | Corrective Actions Taken | Preventative Actions Taken |
|---|---|---|---|---|
| 27 Jan 2026 | Gellibrand | On 27 January 2026, the Gellibrand system, including the WTP, was impacted by bushfire.<br><br>As a result, the WTP was unable to produce drinking water and the distribution system became depressurised. Access restrictions prevented an immediate assessment of assets and potential contamination sources.<br><br>As the safety of the drinking water supply could not be assured, a precautionary Do Not Drink advisory was issued and the incident was reported to the Department of Health under section 22 of the *Safe Drinking Water Act 2003*. | - Once access was restored, distribution system assets were inspected and confirmed to be undamaged and operational.<br><br>- Repairs were undertaken on damaged WTP infrastructure.<br><br>- The distribution system was recharged and super-chlorinated using carted drinking water.<br><br>- The entire distribution network was flushed, with at least two network volumes discharged.<br><br>- Verification samples were collected from across the system. Results met applicable health-based guideline values, including non-detection of *E. coli* at all sampled locations. | - Incident learnings and the effectiveness of the response arrangements were reviewed to identify opportunities to strengthen preparedness for future emergencies affecting isolated water supply systems.<br><br>- The evidence-based criteria used to support rescinding the advisory were documented, including asset integrity, flushing volumes, disinfection performance and verification sampling requirements. |

## 7.2. Emergencies / Events – Section 18 Notifications

No Section 18 notifications were made during the 2025/26 reporting period.

# 8. Water Quality Complaints

This section outlines the typical water quality issues reported by customers, most of which relate to the appearance of the water. It also describes the common causes of these issues and how Barwon Water manages them. Customer-reported water quality concerns generally fall into three categories: discoloured water, cloudy water, and taste and odour.

## Discoloured Water

Discoloured water can be caused by a range of factors. Within Barwon Water's network, it is typically due to the disturbance of naturally occurring sediments following bursts or leaking mains, iron or manganese oxidation, operational changes, or in areas of low flow like dead-end mains.

In some cases, discoloured water is caused by internal plumbing issues at the customer's property, including corroded galvanised pipes, hot water system deterioration, or worn tap washers and rubber gaskets. It can also appear after water has been stagnant in pipes for extended periods (e.g. after returning from holidays).

Barwon Water manages discoloured water through proactive maintenance, routine monitoring of turbidity, and targeted mains cleaning programs. The response to individual complaints depends on the likely cause and may include reactive mains cleaning, reviewing treatment plant performance, or advising customers to consult a licensed plumber to inspect their internal plumbing.

Reports of blue discolouration are uncommon and are typically caused by copper corrosion. As Barwon Water does not use copper pipes or fittings in its network, these issues are generally traced to internal plumbing within the customer's property. In such cases, customers are advised to engage a licensed plumber to assess and address the issue.

## White Water

White or "milky" water is typically caused by air becoming entrained in the water supply, giving it a cloudy appearance. This can occur following water main repairs or replacements. When water is under pressure in the mains, air can become dissolved and is then released as fine bubbles when the water is drawn from a tap and the pressure drops.

Barwon Water investigates each report of white water to determine whether flushing is required. This includes assessing:

- The safety and source of the supply
- Local topography (to identify where air may be accumulating)
- Number of connections in the area (to assess the likelihood of air clearing naturally)
- Duration of the issue
- Any customer-specific impacts

Where possible, mains are flushed at strategic locations to remove trapped air. In some cases, customers are advised to wait for the issue to resolve naturally, which typically occurs within two to three days. If the problem persists beyond this period or a second complaint is received, a flush is arranged.

## Taste / Odour

Taste and odour complaints are most commonly associated with chlorine used for disinfection or changes in raw water quality, such as increases in organic matter or the presence of algae. When these complaints are received, Barwon Water reviews recent monitoring data and treatment processes to identify any contributing factors. Where appropriate, operational adjustments are made. For customers who are particularly sensitive to taste and odour, advice is provided on practical methods to improve the palatability of their drinking water.

### Alleged Illness

Illness complaints are generally received from customers who wish to confirm whether the water they have been drinking may have made them ill. To address this type of complaint, a review of monitoring results is undertaken. In some cases, independent water quality testing at the customer's meter may also be arranged.

If there is no evidence indicating the delivered water has been unsafe, the customer is advised to consult a doctor if they have further concerns.

A standard operating procedure has been developed by Barwon Water which is aligned with Department of Health (DH) guidance. The procedure has been adopted to ensure all illness complaints prompt a thorough investigation of the water supply system to confirm there have been no system failures which could provide an opportunity for unsafe water to be supplied.

If at any point in time Barwon Water believes there has been potential for unsafe water to be supplied, DH will be notified (via a Section 22 notification).

If multiple illness complaints are received from the same water sampling area within a 7-day period, and investigations show there has been no potential for the water supply to be the cause, Barwon Water will notify DH as a courtesy to enable them to investigate further.

## 8.1. Complaint Response

Most complaints are received by Barwon Water's Customer Contact Centre and registered on our customer and complaints management system. Complaints may also be received through social media, email, the public website enquiry function, or through community engagement, all of which are recorded and managed similarly.

During business hours, the Product Quality team endeavour to respond on the same day, working directly with customers to investigate and resolve issues. Outside business hours, the Duty Officer will respond to complaints and immediately initiate corrective actions where required. Those cases are then reviewed by the Product Quality team on the next business day to determine if follow-up or further action is required.

## 8.2. Complaints Data and Analysis – 2025/26

In accordance with our commitment to providing high quality drinking water, complaints regarding drinking water quality are taken very seriously.

Complaints are reported relative to the number of connected properties to enable comparison with other water suppliers. In 2025/26, there were 1.48 complaints per 1,000 properties. This is an increase compared to the previous reporting period (1.19 complaints per 1,000 properties), however is consistent with the three-year rolling average.

The largest complaints category was for discoloured water. This was primarily associated with a burst water main in Colac, which resulted in resulted in discoloured water for several customers, and a reduced program of preventative mains cleaning while water storages were low and declining. The full preventative maintenance program was reinstated in late 2025 following improvements in water storage levels, and the rate of water quality complaints subsequently returned to baseline levels.

All complaint categories recorded an increase compared to the previous reporting period. Despite this, overall complaint levels remained within the range observed in recent years.

Complaint data and customer feedback are regularly reviewed to identify trends, inform operational improvements and support the continued delivery of high quality drinking water. Where opportunities to further reduce complaints are identified, improvement actions are implemented.

**Table 23: Comparison of complaints across financial years**

| Type of complaint | Number of complaints | | | Comparison to 2024/25 reporting period | Comments |
|---|---|---|---|---|---|
| | 2023/24 | 2024/25 | 2025/26 | | |
| Alleged Diagnosed Illness | 0 | 0 | 0 | 0 | Comparable to previous year |
| Discoloured Water | 88 | 67 | 107 | +40 | 59% increase compared to previous year |
| Taste or Odour | 91 | 80 | 96 | +16 | 20% increase compared to previous year |
| White Water | 36 | 24 | 27 | +3 | 13% increase compared to previous year |
| Other | 52 | 46 | 49 | +3 | 7% increase compared to previous year |
| **TOTAL** | **267** | **217** | **279** | **+62** | **29% increase compared to previous year** |

**Table 24: Complaints by type – 2025/26**

| Type of complaint | Number | Percentage of Total Complaints | Number of complaints per 1000 properties |
|---|---|---|---|
| Alleged Diagnosed Illness | 0 | 0% | 0.00 |
| Discoloured Water | 107 | 38% | 0.57 |
| Taste or Odour | 96 | 34% | 0.51 |
| White Water | 27 | 10% | 0.14 |
| Other | 49 | 18% | 0.26 |
| **TOTAL** | **279** | **100%** | **1.48** |

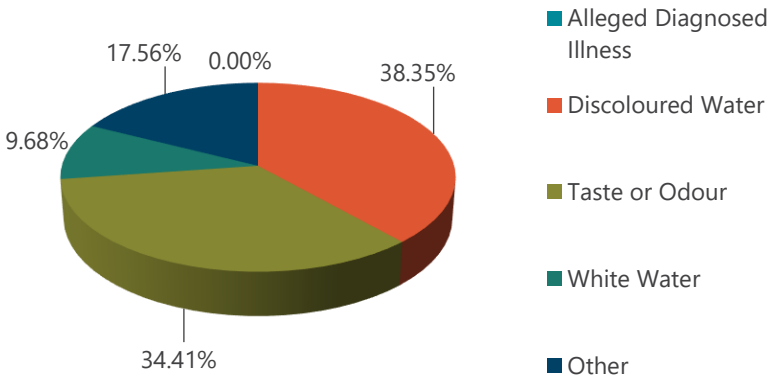
**Table 25: Customer complaints summary for each Water Sampling Area - 2025/26**

| Water Sampling Area | Type of Complaint | | | | | Total |
|---|---|---|---|---|---|---|
| | Alleged Diagnosed Illness | Discoloured Water | Taste or Odour | White Water | Other | |
| Aireys Inlet | 0 | 0 | 1 | 0 | 1 | **2** |
| Anakie | 0 | 0 | 0 | 0 | 0 | |
| Anglesea | 0 | 0 | 1 | 1 | 0 | **2** |
| Apollo Bay | 0 | 0 | 2 | 0 | 0 | **2** |
| Bannockburn | 0 | 1 | 1 | 1 | 3 | **6** |
| Batesford | 0 | 0 | 0 | 0 | 2 | **2** |
| Bellarine | 0 | 0 | 0 | 0 | 0 | **0** |
| Birregurra | 0 | 0 | 0 | 0 | 0 | **0** |
| Clifton Springs | 0 | 3 | 6 | 1 | 1 | **11** |
| Colac | 0 | 22 | 3 | 1 | 2 | **28** |
| Cressy | 0 | 0 | 1 | 0 | 1 | **2** |
| Forrest | 0 | 0 | 0 | 1 | 0 | **1** |
| Gellibrand | 0 | 1 | 0 | 0 | 0 | **1** |
| Highton | 0 | 13 | 14 | 2 | 13 | **42** |
| Highton HL | 0 | 2 | 4 | 0 | 2 | **8** |
| Leopold | 0 | 3 | 6 | 4 | 4 | **17** |
| Little River West | 0 | 1 | 1 | 0 | 1 | **3** |
| Lorne | 0 | 0 | 0 | 0 | 0 | **0** |
| Lovely Banks | 0 | 15 | 9 | 1 | 3 | **28** |
| Lovely Banks-Carrs Road | 0 | 0 | 0 | 0 | 0 | **0** |
| Montpellier | 0 | 23 | 18 | 9 | 6 | **56** |
| Moorabool | 0 | 0 | 0 | 0 | 0 | **0** |
| Moriac | 0 | 0 | 0 | 0 | 0 | **0** |
| Ocean Grove | 0 | 2 | 0 | 1 | 2 | **5** |
| Pettavel | 0 | 9 | 18 | 4 | 2 | **33** |
| Portarlington | 0 | 1 | 1 | 0 | 1 | **3** |
| Queenscliff | 0 | 0 | 0 | 0 | 0 | **0** |
| Teesdale | 0 | 7 | 1 | 0 | 3 | **11** |
| Torquay | 0 | 4 | 8 | 1 | 2 | **15** |
| Unknown - no address provided | 0 | 0 | 0 | 0 | 0 | **0** |
| Winchelsea | 0 | 0 | 1 | 0 | 0 | **1** |
| **TOTAL** | **0** | **107** | **96** | **27** | **49** | **279** |

**Figure 9: Complaints per 100 properties trend**




**Figure 10: Complaint summary by type 2025/26**



# 9. Water Quality Improvement Projects

## 9.1. Gellibrand WTP Clear Water Storage

Construction of new clear water storage commenced in 2025/26 as part of the second phase of the Gellibrand Water Treatment Plant Upgrade Project.

Due to space constraints at the treatment plant site, an innovative design was developed to accommodate two 325 kL storage tanks within the existing site footprint. Once complete, the tanks will provide a combined storage capacity of 650 kL, more than doubling the plant's current clear water storage capacity.

The additional capacity will improve the resilience of the system during periods of variable raw water quality and changing climatic conditions. The two-tank configuration will also provide greater operational flexibility by allowing an individual tank to be isolated for inspection, cleaning or maintenance while retaining clear water storage capacity.

## 9.2. Melbourne-Geelong Pipeline Extension & Disinfection Plant

Upgrades to the Melbourne-Geelong Pipeline were completed in late 2025, increasing its capacity and enabling Melbourne-sourced water to be supplied to Pettavel Basin. Pettavel Basin services a large proportion of customers across Geelong's southern suburbs, Torquay and the Bellarine Peninsula.

The project included construction of a new pump station and disinfection plant at Lovely Banks, together with upgrades to the existing pipeline. These works strengthen the resilience of the region's water supply during dry conditions and provide secondary disinfection to maintain water quality as water is transferred through the upgraded system.

## 9.3. Torquay Tank Renewal

In April 2026, the 15 megalitre drinking water storage tank at Torquay was drained and taken offline for renewal works. The works include internal recoating, concrete and structural repairs, valve upgrades, replacement of roof cladding and replacement of existing mixer. These works will extend the tank's service life and support reliable water supply by addressing corrosion, deteriorated coatings and accumulated sediment.

The works will be staged, with part of the scope planned for completion in October 2026 and the remaining works currently scheduled for the next Pricing Submission.

## 9.4. Portarlington HL Tank Renewal & Disinfection Plant

During 2025/26, renewal works continued on the existing 6 megalitre drinking water storage tank at Portarlington. The works include repairs and internal recoating, construction of a new roof to enclose the tank, and upgrades to associated pumping infrastructure. A new chloramination disinfection plant is also being constructed at the site.

Once complete, the upgraded tank and disinfection plant will improve water quality outcomes for customers in Portarlington, Indented Head and St Leonards by maintaining more consistent disinfection throughout the network. The project will also improve security of supply and strengthen system resilience during periods of peak demand and planned or unplanned outages.

## 9.5. Catchment Management & Waterway Health

We harvest water from declared drinking water supply catchments on the Barham, Barwon, Gellibrand, Moorabool, and St George rivers and their tributaries. While these are largely contained within publicly managed national parks and reserves, some catchments also contain significant areas of private land.

Managing and protecting catchments and waterways is essential to maintaining high-quality, safe drinking water for our customers and community, as well as supporting social, environmental and economic values across our region.

Our Catchment and Waterway Strategy guides our approach to improving catchment and waterway health. It aligns with the priorities of the Corangamite Regional Catchment Strategy, Corangamite Waterway Strategy and Victorian Waterway Management Strategy.

### Waterway Protection

During 2025/26, we supported Corangamite Catchment Management Authority, Landcare groups, landholders and local communities to deliver works addressing priorities identified through our Catchment Risk Assessments. Across our Special Water Supply Catchment Areas, these works:

- established 58 hectares of revegetation
- protected 11 kilometers of waterway frontage
- removed 3.8km of willows.

In collaboration with Parks Victoria, we also implemented a deer control program to further protect source water quality and biodiversity.

Improvements to spatial mapping and data management capability through ArcGIS Online strengthened our ability to develop, implement and monitor Catchment Risk Assessments.

We also continued to support genU to operate the Geelong Community Nursery, which propagates local indigenous plants for catchment and waterway rehabilitation.

### Programs and Projects

Our long-standing partnership with the Corangamite Catchment Management Authority continued to support catchment and waterway health initiatives, including:

- WaterWatch (citizen science program)
- the Barwon Flagship Project and
- *Our Life Giving Moorabool*, a catchment-scale initiative being developed with Wadawurrung Traditional Owners.

We also continued working to deliver environmental flows to both the Moorabool and Barwon River systems through allocations under the Moorabool and Upper Barwon Environmental Entitlements, and in accordance with seasonal watering plans developed by the Corangamite CMA.

#### Building a Resilient Barham

We commenced implementation of the Building a Resilient Barham project this financial year. Working with landholders, the community and stakeholders, this long-term catchment project aims to protect drinking water quality and improve catchment and waterway health in the Barham River Catchment.

The first phase of on-ground works included fencing, off-stream watering and revegetation to reduce catchment risks and improve waterway health. An Onsite Wastewater Management System Audit and Education program also commenced in partnership with the Colac Otway Shire.




Barwon Water

# Appendices

# Appendix A – Current HACCP Certification

bsi.

# Certificate of Registration

FOOD SAFETY MANAGEMENT SYSTEM - BSI HACCP & GMP

This is to certify that:

BARWON REGION WATER CORPORATION
Office
55-67 Ryrie Street
Geelong VIC 3220

Holds Certificate Number: **HACCP 817734**

and operates a food safety management system that complies with the requirements of Codex Alimentarius Alinorm:2020 (HACCP) and Good Manufacturing Practice (GMP) for the accompanying scope:

The registration covers the food safety management system for the harvesting, treatment and distribution of drinking water to a broad range of customers.

For and on behalf of BSI:

Charlene Loo, Managing Director, BSI Group Australia & New Zealand

Original Registration Date: 2024-11-18
Effective Date: 2024-11-18
Latest Revision Date: 2024-11-22
Expiry Date: 2027-11-30

Page: 1 of 2

...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI Group ANZ Pty Limited, ACN 078 659 211 and is bound by the conditions of contract. This certificate can be verified at www.bsi-global.com/clientdirectory. Printed copies can be validated at www.bsi-global.com/ClientDirectory. Further clarifications regarding the scope of this certificate and the applicability of BSI HACCP & GMP 2021 requirements may be obtained by consulting the organization. This certificate is valid only if provided original copies are in complete set.

Information and Contact: BSI Group ANZ Pty Limited, ACN 078 659 211: Suite 1, Level 1, 54 Waterloo Road, Macquarie Park, NSW 2113
A Member of the BSI Group of Companies.

# Appendix B – 2022/23 Safe Drinking Water Audit Certificate & Correction Letter

RISK EDGE
STRATEGY PLANNING CONTROL
ABN 43 143 242 389 m +61 411 049 544 e contact@riskedge.com.au www.riskedge.com.au

## Risk Management Plan Audit Certificate

**Safe Drinking Water Regulations 2015**

| | |
|---|---|
| **Certificate Number:** | BW-346 |
| **Auditor Notice of Approval Conditions #:** | 181 |
| **Audit period:** | 1 January 2021 to 31 December 2022 |
| **To:** | Ms Komal Dalal<br>Product Quality Lead Asset, Systems & Environment<br>Barwon Water<br>55-67 Ryrie Street (PO Box 659) Geelong VIC 3220 |
| **Australian Business Number (ABN):** | 86 348 316 514 |

I, Dr Annette Davison, after conducting a risk management plan audit of the water supplied by Barwon Water, am of the opinion that Barwon Water has not complied with the obligations imposed by section 8(1) of the *Safe Drinking Water Act 2003* during the audit period.

The details of the reasons for noncompliance (all minor) are detailed in the table below.

**Signed:**  **Date:** 2023-04-22

| Auditable Area | Noncompliances | OFIs |
|---|---|---|
| 1 Activities Conducted to Manage Risk | The Act requires development and implementation of preventative strategies (including appropriate control and monitoring measures). (s. 9(1)(d)). While minor, a GAC Filtration CCP was identified as part of the Apollo Bay WTP Process Control, but not listed on the CCP Locations list, creating potential for a gap in process understanding. OFIs (OFI 1D-1 and OFI 1D-3) have been captured to address this gap.<br><br>The Act requires implementation and compliance with the requirements of the risk management plan (s. 7(1)(b), s. 8(1)(b)). Some minor noncompliances in implementation were observed including gaps in completion of chemical deliveries record requirements, omission of one test on PAC23 (Colac WTP), raw and treated water turbidity meters at Colac WTP not been externally calibrated when due and instrument numbers on calibration stickers at Colac WTP did not always align with the instrument number in SCADA (instrument numbers that do not match in the field and on SCADA can result in incorrect assumptions regarding the location of the instrument). OFIs (OFI 1E-1 and OFI 1E-2) have been captured to address these noncompliances. | OFI 1D-1: For completeness, add Apollo Bay WTP GAC Filtration CCP to the CCP Locations list.<br><br>OFI 1D-3: Undertake a review, and revision as necessary, of all CCPs, and implement the revisions.<br><br>OFI IE-1: Develop and implement processes to improve understanding of and adherence to the chemical delivery requirements by operational staff, including the importance of record keeping.<br><br>OFI 1E-2: Undertake a systems-wide review of the annual calibration and implement the findings. |
| 2 Risk Management Plan Contents | Regulation 8(1)(i) requires the development and maintenance of appropriate critical control points, and procedures for their implementation to ensure protection of public health outcomes.<br><br>Colac WTP fluoridation critical limit was inconsistent between CCP documentation (1.5 mg/L) and SCADA (1.6 mg/L). This is considered a minor noncompliance as there are more conservative shutdown processes prior to the CCP limit. While an OFI (OFI 2M-3) has been captured for this noncompliance, it is noted that the limit has already been changed in SCADA. | OFI 2M-3: The Colac fluoridation CCP limit in the SCADA should be corrected to 1.5 mg/L (this was advised as completed on 2023-03-22). |
| 3 Identification and Management of Risks to Water Supply | None | None |
| 4 Risk Management Plan Documents | Based on a review of all supporting documentation including at the site visits, we were largely able to confirm compliance for all requirements of s. 10(2) of the Act, with the exception of an isolated incident for chemical receivals. Chemical delivery records were not available for the entire audit period at Colac WTP (older records had been thrown out as part of a tidy-up). This fact meant that the auditors were unable to confirm the audit guidance component: "During the audit **all documentation** must be available for inspection." [our emphasis]. This outcome is considered minor, because it was not found to be a systemic issue. An OFI captured under Area 1 (OFI 1E-1) covers the identified noncompliance. | See OFI IE-1. |

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Ms Suzie Sarkis
Manager Water
Victorian Public Health Division
Department of Health
14 / 50 Lonsdale Street
Melbourne Victoria 3000

2023-06-06

Dear Ms Sarkis

## Audit Correction

I confirm that the submitted risk management plan audit certificate for Barwon Water dated 22 April 2023 contained an incorrect section reference to the *Safe Drinking Water Act 2003* (Vic).

The incorrect section reference was: **section 8(1)**

The corrected section reference should be: **section 7(1)**

Please treat the certificate as having been amended accordingly.

Yours sincerely

Dr Annette Davison
HND, BSc(Hons), MEnvLGovLaw, PhD, PMAWA