

DRINKING WATER QUALITY POLICY

1.0 KEY POLICY

City West Water is committed to supplying its customers with high quality drinking water. We will utilise effective, efficient and innovative management and operational practices to reliably deliver a safe and aesthetically acceptable drinking water supply.

2.0 OBJECTIVE

City West Water aims to meet its obligations under the Safe Drinking Water Act 2003 (Vic) by taking actions identified in its Water Quality Risk Management Plan and Australian Drinking Water Guidelines (2004).

3.0 SCOPE

The objective, responsibility and associated processes outlined in this policy apply to all City West Water employees and contractors.

4.0 RESPONSIBILITIES

4.1 COMPANY'S RESPONSIBILITIES

The Company will:

- Comply with regulatory requirements on drinking water quality.
- Manage drinking water quality in a manner that gains the confidence and respect of customers, regulators and the water industry.
- Improve its awareness of customers' understanding and expectations regarding drinking water quality.
- Welcome customer feedback on water quality issues and respond effectively to meet customers' concerns and needs.
- Provide publicly available information and reports on the quality of the drinking water supply and associated issues.
- Keep at the forefront of drinking water quality innovations and regulations.
- Take part in research programs and studies aimed at better understanding and improving drinking water quality.
- Maintain an accredited, effective and improving water quality management system that will continue to assure a safe and acceptable water supply.

4.2 MANAGERS' RESPONSIBILITIES

The General Manager Engineering and Manager Water Quality are responsible for

- Providing leadership and direction in the implementation of this policy.
- Maintaining an appropriate level of technical expertise for managing drinking water quality.
- Consulting with and training the Company's Maintenance Contractors on relevant water quality practices.

4.3 EMPLOYEES' RESPONSIBILITIES

Company employees are responsible for undertaking work practices in a manner that safeguards drinking water quality.

5.0 RELATED POLICIES AND DOCUMENTS

Safe Drinking Water Act 2003 (Vic)
Safe Drinking Water Regulations 2005, Statutory Rule 88/2005 (Vic)
Australian Drinking Water Guidelines (2004)
CWW Water Quality Risk Management Plan (2008 – including subsequent updates)
CWW Compliance Register
CWW Risk Register
CWW Incident Management Plan