Tamworth REGIONAL COUNCIL

Water Quality Management

From catchment to tap, making your drinking water safe

Clean, safe water is vital for everyday life. Water is essential for health, hygiene and the productivity of our community. Across the Region, Tamworth Regional Council can produce more than 50 million litres of high quality drinking water per day. Each system undergoes a rigorous water quality testing program from its source water to our customer's tap.

From catchment to customer, the journey that water takes to get from the environment to tap is through a complex system of rivers, streams, dams, bores, pumps, treatment plants, underground pipes and reservoirs.

Tamworth Regional Council's Drinking Water Quality Management System is consistent with "The Framework for Management of Drinking Water Quality" that is part of the Australian Drinking Water Guidelines (ADWG).

Protecting our water quality

Protecting public health and providing our customers with very high quality drinking water is Tamworth Regional Council's prime concern. TRC applies a 'multiple barrier' approach to protecting water quality, where water is;

- protected as much as possible within the catchment
- treated if needed using coagulation and filtration to remove impurities
- disinfected to protect against microbiological contaminants
- transported and stored within a closed distribution system
- routinely sampled and analysed

A guiding principle of the Australian Drinking Water Guidelines is to have robust preventive measures in place to assure the quality of drinking water and protection of public health.

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How is water monitored?

To ensure treated water quality complies with the Australian Drinking Water Guidelines, Tamworth Regional Council has an extensive water quality monitoring program that includes monitoring at all stages of the supply system. All source waters, treatment processes, and distribution systems are checked by regular sampling and testing and online instrumentation.

Drinking water is sampled according to NSW Health Guidelines and involves sampling from designated sampling taps that are representative of our supply. The sample taps are disinfected and flushed for 3-5 minutes prior to a sample being taken.

Parameters that are monitored include:

- Microbiological activity
- pH levels
- Chlorine levels
- Fluoride levels
- Colour
- Turbidity
- Hardness
- Metals

“Ideally drinking water should be clear, colourless, and well aerated, with no unpalatable taste or odour, and it should contain no suspended matter, harmful chemical substances, or pathogenic micro-organisms.”

National Health and Medical Research Council (NHMRC) Australian Drinking Water Guidelines

For more information

If you have any comments or questions regarding this information, please contact Tamworth Regional Council’s Water Headworks Team **Phone: (02) 6767 5555 or 1300 733 625**

Visit the TRC Website at: **http://www.tamworth.nsw.gov.au**

View the TRC interactive virtual tour of the water treatment process at the Calala Water Treatment Plant **http://schools.tamworth.nsw.gov.au/**