

# Raw Water Quality for Drinking Water Suppliers Policy

## Commitment

WaterNSW is committed to supporting drinking water suppliers in protecting drinking water quality and public health by identifying and assessing raw water hazards and risks. This will be achieved through enhanced monitoring, data sharing, and targeted assessments, within its regulatory role and available resources. WaterNSW will support drinking water suppliers while maintaining clear accountability boundaries between raw and treated water management.

This policy has been developed in accordance with Clause 17 of WaterNSW's Operating Licence 2024-28. Under this policy, a drinking water supplier is a public water utility or a Water Industry Competition (WIC) Act licensee that treats this water and supplies it as drinking water. Currently, WaterNSW does not supply water to any WIC Act licensees.

This policy applies to the quality of raw water that WaterNSW makes available to drinking water suppliers, from regulated rivers or WaterNSW storages. It excludes:

- Sydney Water and other drinking water suppliers in Greater Sydney (Wingecarribee Shire, Goulburn Mulwaree, and Shoalhaven City Councils) and the Fish River Water Supply Scheme (Oberon and Lithgow City), as they are captured under WaterNSW's Water Quality Policy;
- Hunter Water;
- Water taken from unregulated rivers or groundwater, as WaterNSW does not make this water available to drinking water suppliers from these sources.

## Actions

To demonstrate this commitment, and in accordance with its regulatory responsibilities and available resources, WaterNSW will:

- Implement and maintain the Framework for the Management of Raw Water Quality for Drinking Water Suppliers and associated procedures, consistent with the Australian Drinking Water Guidelines and relevant requirements of IPART and NSW Health. The Framework defines WaterNSW's approach to managing the quality of raw water made available to drinking water suppliers, including clear roles, responsibilities and supporting processes. This includes:
  - Identifying and reducing hazards and risks to end users related to drinking water treated and supplied by drinking water suppliers
  - Developing and maintaining a risk-based, prioritised water quality monitoring enhancement program
  - Developing regional water quantity and quality parameters to support early warning systems
  - Taking reasonable and proportionate actions—within its defined functions and obligations, infrastructure capabilities and available funding, to improve the quality of the raw water it supplies to drinking water suppliers
  - Supporting drinking water suppliers to access, interpret and use advance notifications, information and water quality data.
  - Optimising advance notifications to drinking water suppliers of exceedances, or forecast exceedances, of defined water quantity and quality parameters, to support timely response and incident management by drinking water suppliers.
- Meet all reporting obligations under the Operating Licence, including reporting raw water quality performance in accordance with Clause 18.
- Undertake a biannual review of WaterNSW's Water Quality Monitoring Program.
- Engage regularly and collaboratively with customers and communities, including reviewing and updating drinking water supplier contact details
- Engage regularly with NSW Health and drinking water suppliers on policy implementation.
- This policy will be published on WaterNSW's website.

## Accountability

### Employees and contractors will:

- Support the protection of water quality by identifying and reporting any occurrence that may have a potential adverse impact on water quality
- Follow Standard Operating Procedures, the Framework for the Management of Raw Water Quality for Drinking Water Suppliers and any instructions issued by WaterNSW
- Complete any actions assigned to them under the Water Quality Improvement Plan
- Develop, maintain and implement relevant activities under the Framework for the Management of Raw Water Quality for Drinking Water Suppliers
- Undertake training to ensure awareness of, and commitment to, water quality responsibilities.

### Leaders will:

- Lead by example at all times in the protection of water quality and public health
- Provide resources, instruction and supervision to enable employees to fulfil their water quality responsibilities
- Continually review water management practices, risks and opportunities for improving water quality.

### Approved by

**The Chief Executive Officer of WaterNSW**

29 June 2026