Government of **Western Australia**
Department of **Health**

WATER CORPORATION

# Memorandum of understanding between the Department of Health and Water Corporation for Drinking Water

# MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM is entered into on the 7th day of MAY 2024

.

**BETWEEN**

WATER CORPORATION ("*the Corporation*")

**OF THE ONE PART**

**AND**

DEPARTMENT OF HEALTH ("*the Department*")

**OF THE OTHER PART**

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# 1.0 Foreword

This Memorandum of Understanding (MoU) continues the strong co-operative relationship that exists between Water Corporation (the Corporation) and the Department of Health (the Department) for managing drinking water quality in Western Australia.

This MoU operates within a licensing framework established by the Economic Regulation Authority under the Water Services Licence issued to the Corporation in accordance with the *Water Services Act 2012* (WA). In accordance with the Water Services Licence this MoU is a legally binding document between the Corporation and the Department.

The MoU incorporates the "Framework for the Management of Drinking Water" approach set out in the Australian Drinking Water Guidelines as published by the National Health and Medical Research Council 2011 (ADWG). This MoU is designed to integrate all facets of the drinking water management and quality assurance system contained within the ADWG.

Foremost in this MoU is the reinforcement of the Department of Health as the regulator of drinking water quality in the State. Consequently, this MoU enables the Department to audit the Corporation's water quality, management, and reporting systems to provide assurance of ongoing satisfactory performance.

Both the Department and the Corporation recognise that the practices and processes used to establish and maintain high levels of drinking water quality need to be open and transparent to the community. Both organisations commit to ensure that performance will be reported in a timely manner and open to public scrutiny.

The Guidelines for Drinking Water Quality published by the World Health Organization and the ADWG identify catchment management and source protection as key elements of the multi barrier approach to ensure safe drinking water. Both agencies are committed to maintain and improve these primary barriers.

Both agencies continue to develop the ADWG and commit to applying the ADWG and any successor guidelines in Western Australia.

## 1.1 Design of the MoU

This MoU is modelled, as far as possible, to reflect the twelve guiding elements of the Framework for Drinking Water Quality contained within the ADWG.

| Element | | MoU Sections |
|---|---|---|
| 1 | Commitment to drinking water quality | 6.1, 6.2, 6.3, 6.4, 6.5, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 16.2 |
| 2 | Assessment of the drinking water supply system | 8.1, 8.3 |
| 3 | Preventative measures for drinking water quality management | 8.2, 8.3, 9.0, 12.0, 14.0 |
| 4 | Operational procedures and process control | 8.1, 8.2, 8.3, 9.1, 9.2, 17.2 |
| 5 | Verification of drinking water quality | 8.1, 8.4 |
| 6 | Management of emergencies | 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 12.2, 12.3, 12.4, 15.1 |
| 7 | Employee awareness and training | 11.7, 17.0, 17.1 |
| 8 | Community involvement and awareness | 13.1, 13.2 |
| 9 | Research and development | 10.3, 10.4 |
| 10 | Documentation and reporting | 10.1, 10.2, 10.5, 10.6, 13.2 |
| 11 | Evaluation and audit | 3.5 |
| 12 | Review and continual improvement | 10.7, 14.1, 14.2, 15.1 |

In addition, this MoU makes reference to:

- Schedules –

  documents prepared by the Department for general publication and application within the water industry.

- Binding Protocols –

  documents developed by both the Department and Corporation for detailing processes and procedures to be followed for prescribed events. These documents may not necessarily be publicly available as they may contain operationally sensitive details; and

- Water quality management processes and procedures –

documents prepared by the Corporation to facilitate the operational implementation of water quality management processes and procedures. These documents are not publicly available as they may contain operationally sensitive details.

## 2.0 Interpretation

| | |
|---|---|
| ADWG or Guidelines | means the *Australian Drinking Water Guidelines 2011* as published by the National Health & Medical Research Council as amended from time to time. |
| CEO | (a) In the case of Department, means the Director General.<br>(b) In the case of the Corporation, means the Chief Executive Officer. |
| Chief Health Officer | Has the same meaning as in the *Public Health Act 2016* (WA). |
| Corporation | means the Water Corporation. |
| Department | means the Department of Health. |
| Drinking Water | means water intended primarily for human consumption, but which has other domestic uses. |
| Hazard | means a biological, chemical, physical or radiological agent that has the potential to cause harm. (ref Guidelines - Section 3.2.3 and Glossary). |
| Hazardous event | means an incident or situation that can lead to the presence of a hazard. (ref Guidelines - Section 3.2.3 and Glossary). |
| MoU | means this Memorandum of Understanding. |
| Person | means, in general usage, a human being; by statute, however, the term can include firms, organizations, and corporations. |
| Water Services Licence | means the licence granted by the Economic Regulation Authority for the purpose of Part 2, Division 1 of the *Water Services Act 2012* (WA). |

# 3.0 Role of the Department of Health

## 3.1 Role

The Department's roles are to:

- protect public health in terms of the *Public Health Act 2016* (WA) and other relevant legislation,
- minimise human exposure to environmental health hazards that pose or have the potential to pose a health risk, and to
- reduce the incidence and impact of communicable disease.

## 3.2 As regulator

The Department is the regulator of drinking water quality and sets out its requirements to the Economic Regulation Authority for incorporation into the Water Services Licence.

The Department may also assist the Corporation, when requested, to ensure that any person involved in the Corporation's water source to water meter delivery chain complies with the Guidelines.

## 3.3 As adviser to the Corporation

The Department shall provide advice to the Corporation on matters regarding the supply of water from water source to water meter.

## 3.4 As resource

The Department in consultation with the Corporation shall provide public comment on issues related to drinking water quality from water source to point of consumption.

## 3.5 As auditor

The Department will require an audit on compliance by the Corporation with its obligations under this MoU at least once every three years, or other such time as notified by the Department.

The Department may audit the Corporation's systems and databases used to manage and report drinking water quality in relation to the following sections of this MoU:

- 6.0 Administration of Drinking Water quality.
- 8.0 Systems analysis and management
- 9.0 Materials and chemicals in contact with Drinking Water
- 10.0 Data Exchange
- 11.0 Events of public health significance
- 14.0 Implementing the Australian Drinking Water Guidelines
- 17.0 General administration

The audit scope will be prepared by the Department and the Corporation in consultation. The audit report should include recommendations for improvements. The CEOs shall endorse the audit report and timetable for improvements. The responsible officers shall provide regular progress reports. The cost of the audit shall be borne by the Corporation.

## 3.6 As adviser to the public

In consultation with the Corporation, the Department will provide prompt advice to the public, including media, with respect to water quality issues, and will provide reasonable assistance to the Corporation when dealing with matters raised by the public relating to water quality and directives regarding water quality made by the Department.

### 3.7 To provide public notification – specific needs

In consultation with the Corporation the Department is responsible to notify health care providers of drinking water quality issues that may affect the public.

## 4.0 Role of Water Corporation

The Corporation is a corporatised body under the *Water Corporations Act 1995* (WA). The Corporation has the responsibility for providing a supply of drinking water in line with sound commercial practices and in accordance with its Water Services Licence with the Economic Regulation Authority and other applicable legislation.

### 4.1 As adviser to the Department

The Corporation may also provide specialist advice to the Department on drinking water matters.

## 5.0 Commitment to Drinking Water quality

The Corporation and Department are committed to ensure that drinking water supplied by the Corporation is safe. To facilitate this both agencies will:

### 5.1 Resource the MoU

The Corporation and Department agree to provide adequate resources to meet the requirements of this MoU.

### 5.2 Identify responsible officers

An officer from each organisation who is responsible for monitoring, facilitating, and reporting to their relevant Chief Executive Officer (CEO) on the implementation of this MoU. Binding Protocol 1 – Responsible Officers identifies the responsible officers for the Corporation and Department.

### 5.3 Recognise and support the Advisory Committee for the Purity of Water

The Advisory Committee for the Purity of Water will continue to operate under its terms of reference under the chairmanship of the Department. Both organisations are committed to the ongoing work of this Committee.

### 5.4 Develop and improve Drinking Water quality regulation

The Department and Corporation will work cooperatively to develop and improve health based drinking water regulation in Western Australia.

### 5.5 Work to protect Drinking Water catchment areas

The Department and Corporation will cooperate in areas of mutual interest to ensure adequate consideration is given to protect sources of Drinking Water.

The Department and Corporation will promote primacy of Drinking Water over other non-compatible activities in drinking water catchment areas.

# 6.0 Administration of Drinking Water quality

The processes for adopting, amending, and implementing national and international drinking water quality processes, procedures, standards, and guidelines are as follows:

## *6.1 Adoption of Drinking Water Guidelines*

Prior to implementation in Western Australia the Guidelines for drinking water quality are endorsed by the Minister for Health.

## *6.2 Drinking Water quality requirements*

The Department's requirements for drinking water quality are contained within Schedule 1 – Drinking Water Quality Requirements.

## *6.3 Variations to standard quality specifications*

The Department specifies the quality criteria for drinking water in accordance with the Guidelines but has the power to vary the quality criteria in specific circumstances or for identified supplies, so long as public health is not compromised.

## *6.4 Additional quality specifications*

The Department may set additional quality criteria for the Corporation to comply with or make interpretations where the Guidelines are considered to lack relevant specificity. The Department shall consult with the Corporation and/or the Advisory Committee for the Purity of Water before taking such action.

## *6.5 Exemptions*

The Department may grant exemptions for certain requirements. Exemptions may be found in Schedule 2 – Exemptions from Compliance.

## *6.6 Schedules to the MoU*

The Department in consultation with the Corporation and other members of the water industry may develop schedules to this MoU. The schedules are intended to provide supporting information to this MoU, and other drinking water quality requirements. Schedules 1 to 3 are to be made available by the Corporation on its website; schedules 4 to 9 are to be made available by the Department on its website.

## *6.7 Binding Protocols*

The Department or Corporation may develop specific processes and procedures to be followed for prescribed events. These documents will be identified as binding protocols under this MoU. Binding protocols are not required to be publicly available as they may contain operationally sensitive details.

## *6.8 Ministerial approval to vary standard quality specifications*

Variations, additions, or exemptions to drinking water quality criteria as specified in Sections 6.3, 6.4 and 6.5 shall be approved by the Minister for Health prior to being implemented.

## *6.9 Water Corporation quality obligation*

The Corporation shall supply drinking water that complies with the Department's requirements in sections 6.2 - 6.7.

### 6.10 *Safe water supply*

Where the Corporation supplies drinking water that complies with the Department's requirements, it shall be deemed to be safe.

## 7.0 Other forms of water supply

### 7.1 *Water quality regulation*

The Department regulates standard drinking water services. However, the Department may also regulate other service types to the extent that there is a risk posed to public health. The Department's conditions for the various service types are listed in Schedule 3 – Requirements for Various Water Types. The Corporation shall notify the Department if the Corporation provides a water service that is not intended for drinking.

### 7.2 *Water supply classifications*

The Corporation may supply "water supply services", defined under five classifications:

- Standard drinking water service,
- Non-standard water service – may not comply with microbiological requirements (Service Agreement Water Quality – SAWQ)
- Non-standard water service – special condition water quality
- Non-standard water service – untreated water quality (Service Agreement Raw Water – SARW)
- Special Provision Non-potable (SPNP)

## 8.0 Systems analysis and management

The Corporation and Department shall maintain and apply an effective system to assure drinking water quality. To facilitate this:

### 8.1 *Monitoring processes*

In consultation with the Department, the Corporation shall develop, maintain, and implement drinking water quality monitoring processes throughout its organisation, identifying all relevant regulatory and formal requirements. Monitoring processes shall be approved by the Department. The Department may develop and undertake monitoring processes/programs itself in special circumstances.

### 8.2 *Water quality management processes and procedures.*

In consultation with the Department, the Corporation shall develop, maintain, and review drinking water quality management processes and procedures. Processes and procedures that have been endorsed by the Department are shown in Binding Protocol 2 – Water Quality Management Processes and Procedures.

### 8.3 *Source protection*

The Corporation and the Department recognise their responsibility in source protection and will carry out hazard identification and risk assessment where required to ensure reliability of public water supplies. Where risks are identified within catchments, the Corporation and Department will respond to manage the risks.

### 8.4 Pesticides

The Department and Corporation are committed to the protection of Drinking Water from pesticides and will continue to cooperate and encourage involvement of key stakeholders to minimise the risk of drinking water contamination.

### 8.5 Water analysis

All samples shall be submitted to laboratories that perform analyses that are accredited by the National Association of Testing Authorities unless by agreement with the Department.

## 9.0 Materials and chemicals in contact with Drinking Water

### 9.1 Approval of materials and chemicals in contact with Drinking Water

All materials and chemicals in contact with, added to, or used to maintain drinking water treatment/distribution systems, or used in drinking water catchment areas shall be approved by the Department. The Department may delegate the approval to the Corporation under certain circumstances. These are described in the Corporation's self-assessment process, as listed in Binding Protocol 2 – Water Quality Management Processes and Procedures. The Department will make publicly available lists of approved materials, products, and substances in contact with drinking water. This information will be made available on the Department's website.

### 9.2 Self-assessment process

The Corporation may utilise a self-assessment process as listed in Binding Protocol 2 – Water Quality Management Processes and Procedures to approve materials, products and substances delegated by the Department. The Corporation shall provide the Department with all information associated with the self-assessment process. Upon confirmation the Department will publish details of the approval in accordance with Section 9.1

## 10.0 Data exchange

### 10.1 Corporation data

The Corporation will make data summaries of its water-sampling program available to the Department in a format and with a frequency agreed to by the Department. The Corporation will also provide the Department with access to the full data of its water sampling if and when required.

### 10.2 Department data

The Department will provide the Corporation with reports and studies it undertakes which are relevant to those activities of the Corporation which impact on public health.

### 10.3 Special investigations

The Department expects the Corporation to conduct and support research into water supply and relevant public health issues. The Corporation will provide access to reports and studies undertaken by the Corporation which are relevant to public health.

### 10.4 Information exchange

Each party will provide a program of their respective public health related research and development activities associated with the provision of water services. Either party can place confidentiality constraints on the information and data that it provides.

### *10.5 Confidentiality*

Information provided by either party shall not be published without the approval of the intellectual property custodian.

### *10.6 Reporting formats*

The Department and Corporation will work cooperatively to establish reporting formats.

### 10.7 Coordination meetings

The Corporation and Department agree to meet monthly to review and analyse water quality data and issues relevant to the quality of drinking water supplied by the Corporation.

## 11.0 Events of public health significance

### *11.1 Framework*

From time to time, it may be necessary for the Corporation to notify the Department of events that may have a potential to affect public health. The joint response actions will depend upon the nature of the event and the potential risk to public health.

There are four levels of response to events that affect the safety of Drinking Water:

- Events - Level 2
  - This category of event has a lower level of exception notification.
- Events - Level 1
  - This category of event has a medium level of exception notification.
- Events - Joint Agency Coordination Plan (JACP)
  - This category of event has a higher level of notification and may be activated for water quality incidents where loss of control of the water supply scheme may be suspected, imminent or actual.
- Event – State-wide/ national
  - An extreme event with the potential to require State-wide/National resources and may require the activation of State Emergency Management Policies or Plans.

### *11.2 Notifiable events*

Notifiable events and the corresponding response protocols are described in:
Binding Protocol 3 - Joint Agency Co-ordination Plan, and
Binding Protocol 4 – Licensed Water Provider Exception Protocol.

### *11.3 Corporation to report*

The Corporation shall report to the Chief Health Officer any event within its own water supply systems, schemes or assets operated under contract which may have significant implications for public health in accordance with Binding Protocol 4 - Licensed Water Provider Exception Protocol.

### *11.4 Department to respond*

The Department will provide a 24 hour point of contact for the reporting of any such events, in order that the Chief Health Officer can determine whether any action should be taken in accordance with Binding Protocol 4 - Licensed Water Provider Exception Protocol.

### 11.5 Declaration of unsafe Drinking Water

Where necessary, the Chief Health Officer shall declare water to be unfit for human consumption and specify methods of treatment or alternative sources of supply. The Chief Health Officer shall also rescind such declarations promptly when no longer necessary.

### 11.6 Corporation may suspend or restrict a water supply

Section 77 of the *Water Services Act 2012* (WA) authorises the Corporation, to interrupt, suspend or restrict the provision of a water service to the extent to which it is necessary to do so because of an accident, emergency, potential danger, or other unavoidable cause. The Corporation shall take reasonable steps to minimise the extent or duration of any interruption, suspension, or restriction. In such circumstances, the Corporation shall notify the Department.

### 11.7 Maintenance of incident response plans and procedures

The Corporation and Department agree to jointly maintain and review the incident response (JACP) plan and procedures for the Corporation's drinking water supply systems.

### 11.8 Incident response plan training and exercises

The Corporation and Department agree to jointly undertake staff training for the incident response plans and conduct joint exercises, as described in Binding Protocol 3 - Joint Agency Coordination Plan.

## 12.0 Public education and information

### 12.1 Public education

The Department and Corporation shall jointly develop public education programs relating to drinking water quality as required. The Department will provide leadership and guidance in training to all stakeholders across the State.

### 12.2 Corporation annual Drinking Water Quality report

The Corporation shall prepare a report each year that lists drinking water quality testing conducted and their results in an agreed format.

## 13.0 Implementing the Australian Drinking Water Guidelines

### 13.1 Background

The ADWG are continually revised, and they incorporate an integrated quality assurance framework that is designed to manage drinking water quality from water source to water meter. This approach will require the adoption of a multi-agency continual improvement system.

### 13.2 Implementation of the Framework

The Corporation will work towards continual improvement in implementing the ADWG with tangible progress towards full implementation demonstrated during the period of this MoU.

## 14.0 Emerging issues

### 14.1 Monitoring and response

The Department and Corporation will monitor and discuss emerging issues currently not addressed by the Guidelines or this MoU that may be of public health significance.

# 15.0 Statutory requirements

## *15.1 Fluoridation of Public Water Supplies Act 1966*

The Department assists the Minister for Health in administering the *Fluoridation of Public Water Supplies Act 1966* (WA) (the Act). Provisions of the Act are binding on the Corporation.

# 16.0 General administration

The Department expects the Corporation to require all persons involved in the water source to water meter delivery chain to follow the water quality management processes and procedures as specified in Binding Protocol 2 – List of Water Quality Management Processes and Procedures.

## *16.1 Training requirements*

The Department expects the Corporation to implement and to maintain appropriate training and levels of competency to ensure the protection of public health. The Corporation shall adopt, and implement industry training best practice, such as the National Certification Framework, for operators within Drinking Water treatment systems and align training vocational outcomes currently contained within the National Water Training Package to ensure that training programs are consistent with federal requirements.

The Department will expect the Corporation to develop a training program that meets the requirements of the Department.

## *16.2 Risk management to cover entire water source to water meter delivery chain*

The Corporation shall ensure that water quality management processes, procedures and information systems adequately consider any risks, hazards and hazardous events that may affect water in the Corporation's water supply system, including any water the Corporation receives from another person as part of the water source to water meter delivery chain.

The Corporation shall request the other person to provide reliable and consistent real-time information to ensure visibility of the treatment and disinfection of all water supplied to the Corporation.

In a situation where water quality management processes, procedures and information systems do not adequately consider risks, hazards and hazardous events that could result in an event of public health significance the Department, in consultation with the Corporation and other stakeholders, will work together to develop and implement the necessary water quality management processes.

## *16.3 Contracts*

From time to time the Corporation may enter into contracts with other parties. These may include:

- Engagement of contractors – the Department expects the Corporation to include reference to this MoU in the contract specifications where the engagement is to develop assets to be used in the production or conveyance of Drinking Water.
- Corporation acting under a contract for service provision – the Department expects the Corporation to include reference to this MoU in the conditions of the contract.

- Corporation accepting water from another party under contract – the Department expects the Corporation as part of a contract of sale to require the provider of water to demonstrate compliance with the Framework for Management of Drinking Water Quality contained within the Guidelines. As well as requirements specified in Section 17.2.

The Corporation shall notify the Department in the event that a contract restricts the ability to respond to an issue of public health significance. The Department will seek to initiate remedial actions of all parties concerned and may require the other parties to comply with the Guidelines.

# 17.0 Term review and amendment

## *17.1 Expiry*

The term of this MoU shall be five (5) years or until replaced by an endorsed revision.

## *17 2 Amendment of MoU upon agreement*

The CEO of Water Corporation and the Chief Health Officer of DoH can amend this MoU at any time upon agreement, subject to Section 6.8 - Ministerial approval to vary standard quality specifications.

## *17.3 Amendment of Binding Protocols and Schedules upon agreement*

The responsible officers can amend the Binding Protocols and Schedules to this MoU at any time upon agreement.

## 18.0 Endorsements

**Signed**

**CHIEF HEALTH OFFICER**
**DEPARTMENT OF HEALTH**

**Date:** 07 May 2024

**Signed**

**CHIEF EXECUTIVE OFFICER**
**WATER CORPORATION**

**Date:** 12/03/2024

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# SCHEDULE 1 - Drinking water quality requirements

The following requirements relate to the *Australian Drinking Water Guidelines 2011 - Version 3.7 updated January 2022* (the *Guidelines*), unless otherwise stated.

The Department of Health expects drinking water providers to:

- Implement all elements of the Framework for Management of Drinking Water Quality contained within the *Guidelines*.
- Comply with the microbiological performance measures, or guideline values for health related chemical[1] (other than pesticides), and radiological parameters specified in the *Guidelines*.
- Comply with the health values shown in Table 10.6 of the *Guidelines* for pesticides, (except those identified by the Pesticides Monitoring Exclusion Policy as published by the Department of Health 2016).
- If exceedances occur in microbiological, health related chemical (including pesticides), or radiological parameters, immediately implement corrective actions and undertake a management response that aligns with the short-term and long-term evaluation processes given in the *Guidelines*.
- With respect to Naegleria species, no sample of drinking water should contain *Naegleria fowleri*. If Naegleria species tolerant to 42 degrees C and above are detected in drinking water, immediately implement corrective actions, and undertake a management response that aligns with the short-term and long-term evaluation processes given in the *Guidelines*.
- Aim to supply drinking water in each locality that complies, as far as practicable, with the aesthetic guideline values for physical and chemical characteristics set out in Table 10.6 of the *Guidelines*. However, bearing in mind the high levels of public expenditure which would be required to achieve compliance in respect of some small water supplies, it is accepted that the achievement of this aim throughout the entire State may take many years.
- Identify key surface water and groundwater storages used for advanced water treatment, desalination, and groundwater storage and abstraction that entail significant capital and/or operational cost. The public health imperative and cost of these strategic sources further necessitates the use of robust protection methods that align with the preventative management approach set out in the *Guidelines*.

Notes:

[1] The Department of Health may approve departures from the *Guidelines* for individual supplies as it may judge appropriate in light of public health considerations as shown in Schedule 2 – Exemptions from Compliance.

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# SCHEDULE 2 – Exemptions from Compliance

| The following schemes have been granted exemption from compliance with the nitrate guideline |
|---|
| SCHEME/TOWN |
| Laverton |
| Leonora |
| New Norcia |
| Wiluna |

Notes:

- Water supplied by the above schemes may contain nitrate concentrations between 50 and 100 mg/L (as nitrate).
- Consumption of this water does not pose a risk to adults.
- Nitrate concentrations between 50 and 100mg/L (as nitrate) can cause adverse health effects in bottle fed infants under three months of age when in association with chronic gastrointestinal illness.
- The Department and Corporation through the Community Health Nurse will advise carers of infants less than three months to use alternative water sources to prepare bottle feeds.

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# SCHEDULE 3 – Requirements for Various Water Quality Service Types

## Interpretation

| | |
|---|---|
| Corporation | means Water Corporation |
| Department | means the Department of Health |
| Water Services Licence | means the licence granted by the Economic Regulation Authority for the purpose of Part 2, Division 1 of the *Water Services Act 2012* (WA). |

## Water service types

Five broad levels of water service types are defined to meet the range of water quality requirements throughout Western Australia. The following water quality provisions apply to each service type.

**Standard drinking water service**

A Standard drinking water service is a connection to a water supply that is treated to comply with Schedules 1 and 2 of this Memorandum of Understanding and the standards and principles of the Water Services Licence.

The Department expects the water supply to comply with all the provisions of Schedule 1 and Schedule 2 of this Memorandum of Understanding.

**Non-standard water service – may not comply with microbiological requirements (Service Agreement Water Quality - SAWQ)**

Water that has originally been treated to a drinking water service standard. However, after long detention times in extended pipeline systems or protracted water age, the water may not comply with microbiological provisions of Schedules 1 and 2 of this Memorandum of Understanding.

The Department expects the water supply to comply with the chemical and radiological provisions of Schedule 1 and 2 in addition to the following conditions:

- Customers shall be advised that the water supply must be treated further by a home point of entry treatment system before it can be used for domestic purposes such as drinking, making beverages, ice or food preparation, bathing, showering, or for any other purpose which may result in the potential for the water to be consumed or inhaled.
- Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership.
- An annual reminder of the water quality conditions.

**Non-standard water service – special condition water quality**

Drinking Water Service that has been treated to comply with microbiological, chemical, and radiological provisions of Schedules 1 and 2 of this Memorandum of Understanding, with specific exceptions. For example, Special Condition – Nitrate (NITR).

The Department expects the Corporation to advise customers the water may not comply with one or more of the microbiological, chemical, and/or radiological provisions in accordance with the following conditions:

- Agreement to be reached with the Department and the customer prior to this provision being put in place.
- Clear information provided to customers on non-standard water service implications.
- As applicable, customers shall be advised that the water supply must be treated by a home point of entry treatment system before it can be used for domestic purposes such as drinking, making beverages, ice or food preparation, bathing, showering, or for any other purpose which may result in the potential for the water to be consumed or inhaled.
- Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership.
- An annual reminder of the water quality conditions.

**Non-standard water service – untreated water quality (Service Agreement Raw Water - SARW)**

This water is provided with no guarantee of water quality. It will have come from a drinking water catchment and will be treated at some point by Water Corporation for supply to standard service customers. However, as the water is as yet untreated (raw), the Corporation cannot provide assurance on water quality such that it will meet the microbiological, chemical, and/or radiological provisions of Schedules 1 and 2 at all times.

The Department expects the Corporation to advise customers the water may not comply with one or more of the microbiological, chemical, and/or radiological provisions in accordance with the following conditions:

- Clear information provided to customers on non-standard water service implications.
- Customers shall be advised that the water supply must be treated by a home point of entry treatment system before it can be used for domestic purposes such as drinking, making beverages, ice or food preparation, bathing, showering, or for any other purpose which may result in the potential for the water to be consumed or inhaled.
- Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership.
- An annual reminder of the water quality conditions.

## Special Provision Non-potable (SPNP)

Non-potable water is water that is sourced from an alternative water supply, such as stormwater, rainwater, or groundwater. Such water does not originate from a drinking water catchment. There is no intention that this water service should ever be used for domestic purposes.

The Department expects the Corporation to advise customers the water is non-potable in accordance with the following conditions:

- Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership.
- Customers shall be advised that they must not use the water for domestic purposes, including for drinking, ice, food or beverage preparation, bathing, showering, or any other purpose which may result in water being consumed or inhaled.
- An annual reminder of the water quality conditions.

Note: The use of recycled wastewater is outside the scope of this Schedule. Please refer to the Guidelines for the Non-potable uses of Recycled Water in WA.

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