Unitywater

Drinking Water Service Annual Report

2024-2025

unitywater.com

Acknowledgement of Country

At Unitywater, we respectfully acknowledge the Traditional Custodians of the lands and waters on which we live, work, and operate, the Kabi Kabi, Jinibara and Turrbal peoples.

We honour the rich cultural heritage, deep spiritual connection, and enduring relationship that Aboriginal and Torres Strait Islander peoples have with their Country, particularly their profound knowledge of and stewardship over the waterways that sustain us all.

We pay our deepest respects to Elders past and present, who hold the wisdom, traditions, and stories of their people.

We recognise that the waterways we rely on today have been cared for by First Nations peoples for tens of thousands of years, and we acknowledge the impacts of colonisation, which have disrupted ancient and sustainable practices.

Unitywater is dedicated to promoting reconciliation and inclusion, ensuring that the voices and perspectives of First Nations peoples are heard and valued. We strive to integrate Indigenous knowledges and practices into our operations, recognising their crucial role in protecting and sustaining our precious water resources.

Together, as One Unitywater, we will work towards building a harmonious and inclusive community, united in respect and understanding. We are committed to fostering respectful and collaborative relationships, and to learning from and working with Aboriginal and Torres Strait Islander peoples to create a sustainable future for all.

Unitywater

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Welcome

At Unitywater, we are committed to contributing to healthy and thriving communities.

We exist for our customers, and our number one priority is to provide 24/7 safe water services to Moreton Bay, Noosa, and the Sunshine Coast.

We see ourselves as the custodians of essential water services and take that responsibility seriously.

This annual report provides assurance that you can continue to have confidence in the clean, safe water at the turn of your tap, and that we are meeting our requirements set by our regulator.

Unitywater has again achieved full compliance to the requirements set by the Public Health Regulation 2018 and published in the Australian Drinking Water Guidelines 2011.

We carried out 140,606 water quality tests from 9,279 samples taken throughout 7174km of our water network in the 2024-25 reporting period.

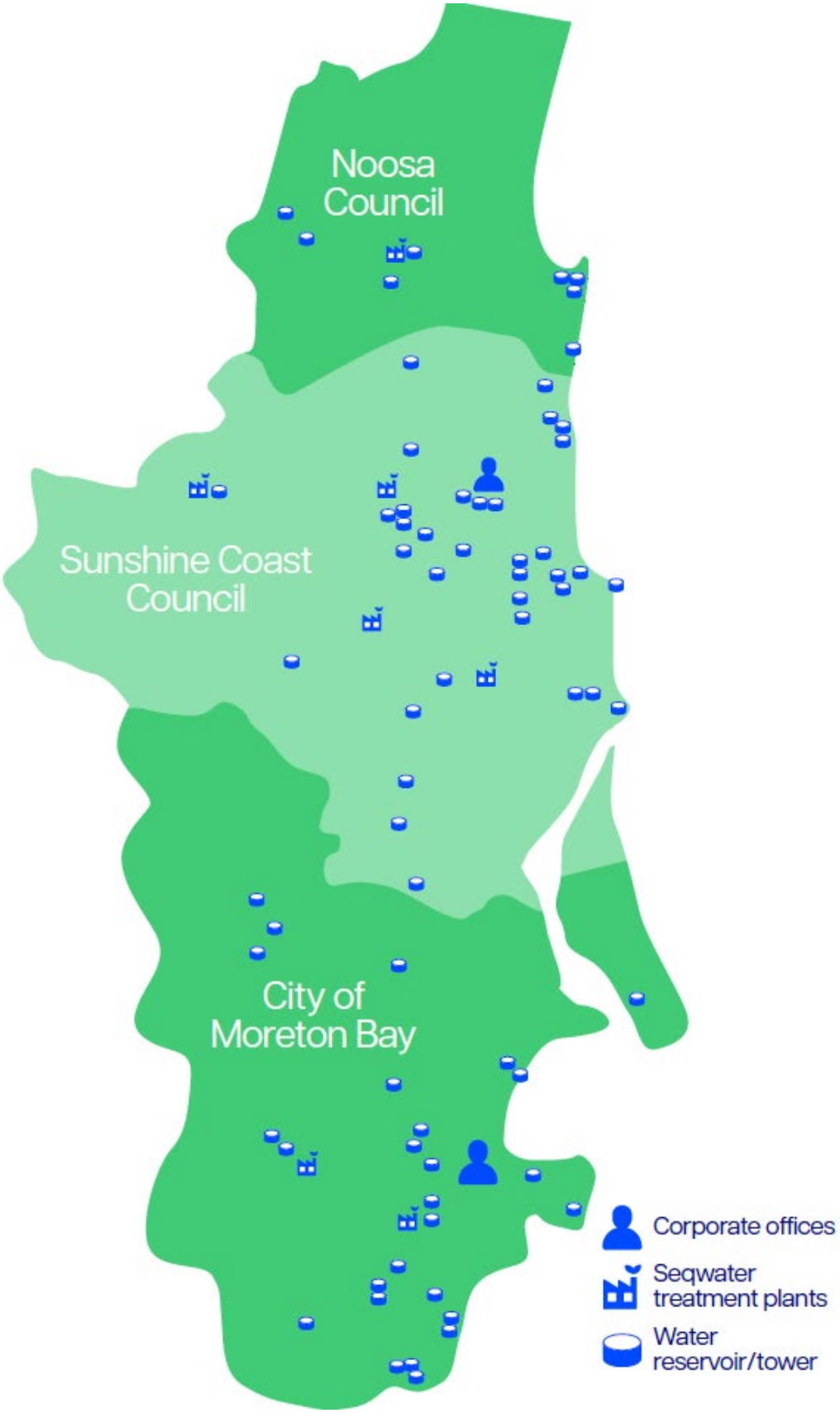
These all require considered planning, innovation and thinking that centres around valuing every drop. We aim to protect and preserve this precious resource for our entire community, today and into the future.

This report aligns with the *Water Supply (Safety and Reliability) Act 2008* requirements under Section 142(3) and is published on our website at unitywater.com/about-us/our-business/water-quality. For further details on alignment, please see Appendix A or if you wish to access a printed copy, please call or email Unitywater to arrange delivery or collection.

	Service Provider Details
Name	Northern SEQ Distributor - Retailer Authority trading as Unitywater
Service Provider ID	524
Registered Business Address	6-10 Maud St, Maroochydore, QLD, 4558
Postal Address	PO Box 953, Caboolture, QLD, 4510
Telephone	1300 086 489
Website	www.unitywater.com
Email	Customer.service@unitywater.com
Local Government Areas	City of Moreton Bay Sunshine Coast Council Noosa Council

Unitywater

Our supply area



Where we sit on the grid

The South East Queensland water grid connects the water supplies from Noosa and the Sunshine Coast, through greater Brisbane and down to the Gold Coast.

This arrangement allows Seqwater to move treated bulk drinking water from one area to another, reducing the risk of any single source being used up (that is during drought conditions).

For more detail on the bulk water supply network, go to: seqwater.com.au/seq-water-grid.

Water supply sources

Unitywater purchases bulk treated water from Seqwater. Seqwater is responsible for management of 'raw water' (the lakes, dams and desalination plant), the water treatment plants (WTP) and the delivery of treated 'bulk' water to the bulk supply points. Please direct any queries on water sources or treatment to Seqwater (http://www.seqwater.com.au/contacts).

Treated drinking water enters the Unitywater network either directly from a WTP or via a major pipeline called the Northern Pipeline Interconnector (NPI). The NPI, owned and operated by Seqwater, was built by the Queensland Government to provide long-term water supply and security in South East Queensland.

The NPI can flow in either a northerly or southerly direction, allowing water to be transferred between the Noosa, Sunshine Coast, Moreton Bay and Brisbane Council areas. The NPI flow direction is dependent on source water availability and regional demand, and coordinated between Seqwater and the Distribution Retail Entities (Unitywater, Urban Utilities, Logan City Council, Redland City Council, and City of Gold Coast).

For water quality reporting, Unitywater's supply network is divided into the four regions described below, including the Dayboro and Kenilworth communities which are not connected to the South East Queensland Water Grid.

Dayboro

This includes the Dayboro township and surrounds that receive reticulated water.

General operation:

This area is supplied from the Dayboro WTP

- The Dayboro WTP treats water extracted from bores located in the North Pine River and supplies the Dayboro region.
- Water can be brought in via water tankers in times of drought or if the WTP is offline.

Kenilworth

This includes the Kenilworth township and surrounds that receive reticulated water.

General operation:

This area is supplied from the Kenilworth WTP

- The Kenilworth WTP treats water extracted from bores located in the Mary River and supplies the Kenilworth region.
- Water can be brought in via water tankers in times of drought or when the WTP is offline.

North

This includes all areas within the Sunshine Coast and Noosa Councils that receive reticulated water, that is Caloundra, Maleny, Maroochy North, Maroochy South, Noosa and Railway Towns (excludes Kenilworth).

General operation:

This area is normally supplied from the Noosa, Image Flat, Landers Shute and Ewen Maddock WTPs with supplementary supply via the NPI:

- The Noosa WTP treats raw water from Lake Macdonald and the Mary River to supply the Noosa area (including Tewantin, Cooran, Pomona and Cooroy). Water from Noosa WTP can also supplement the NPI.
- The Image Flat WTP treats raw water from Cooloolabin Dam, Wappa Dam and Poona Dam to supply the Maroochy North area.
- The Landers Shute WTP treats raw water from Baroon Pocket Dam and supplies the Maroochy South, Maleny, Caloundra and Railway Towns areas. Water from Landers Shute WTP also supplements the NPI.
- The Ewen Maddock WTP treats raw water from Ewen Maddock Dam and supplies the Caloundra area.
- The NPI can additionally be supplied with water treated from both North Pine WTP and Mount Crosby WTP depending on source water availability.

South

This includes all areas within the City of Moreton Bay that receive reticulated water, including Bribie Island, Caboolture, Pine Rivers North, Pine Rivers South, Redcliffe and Woodford (excludes Dayboro).

General operation:

This area is normally supplied from the North Pine WTP and via the NPI.

- North Pine WTP treats water from North Pine Dam and supplies the Bribie Island, Caboolture, Pine Rivers North, Pine Rivers South, Redcliffe & Woodford region via the NPI.
- The NPI can additionally be supplied with water treated from both Landers Shute WTP and Mount Crosby WTPs depending on water source availability.

About your water supply

Enter your postcode on our website to find out more about the water supply and quality in your area and to view water quality results: unitywater.com/about-us/our-business/water-quality.

Water quality summary

In 2024-2025, Unitywater collected 9,279 water samples and performed 140,606 water quality tests and all water quality results met the requirements of the Public Health Regulation 2018, Australian Drinking Water Guidelines 2011, and the Queensland Health Chlorate Position Statement.

The details of this testing are provided in the summary tables below and Appendix B of this report. The reported statistics do not include results derived from repeat samples, operational samples, or from emergency or investigative samples undertaken in response to an elevated result.

Drinking water quality performance snapshot

There are three categories used to assess water quality performance and these include microbiological performance, chemical (health) performance and chemical (aesthetic) performance. Further explanation of these categories is provided below:

- **Microbiological** performance meets the Public Health Regulations if more than 98% of samples from the supply region over a 12-month period returned a nil result for *E. coli*.
- **Chemical (Health)** performance meets the requirements if the 95th percentile (a statistical calculation) for each chemical over a 12-month period is below the Australian Drinking Water Guidelines health value for that chemical.
- **Chemical (Aesthetic)** parameters, generally related to appearance, taste and odour, meet the performance requirement if the average result for each chemical over a 12-month period is below the Australian Drinking Water Guidelines aesthetic value for that chemical.

The table below briefly summarises drinking water performance across the three categories, by each supply region.

Table 1 – Drinking water performance summary

Supply region	Microbiological performance	Chemical (health) performance	Chemical (aesthetic) performance
Dayboro	✓	✓	✓
Kenilworth	✓	✓	✓
North	✓	✓	✓
South	✓	✓	✓

Microbiological performance in detail

In 2024-25, Unitywater met the requirements set by the Public Health Regulation 2018 for drinking water with 99.95% of all samples free of *E. coli*. The table below summarises the microbiological performance for Unitywater's four regions, as well as overall.

Table 2 – Microbiological performance

Supply region	Minimum number of *E. coli* samples required based on population	Number of *E. coli* samples tested	Number of positive *E. coli* results	Required performance (PHR)	Actual performance	Met PHR?
Dayboro	52	208	2	98%	99.04%	✓
Kenilworth	12	204	1	98%	99.51%	✓
North	1360	3890	0	98%	100%	✓
South	1584	3256	1	98%	99.97%	✓
Overall	3008	7558	4	98%	99.95%	✓

PHR = Public Health Regulation 2018

Verification Monitoring Program (VMP)

Ensuring our drinking water meets strict legislative and regulatory standards is essential. Our Drinking Water Quality Verification Monitoring Program (VMP) plays a vital role in this process. The VMP not only verifies water quality but also guides continuous improvement. By detecting changes or issues promptly, it allows us to manage water quality proactively, maintaining our commitment to preventing contamination and ensuring safe drinking water is delivered to our customers 24/7.

In 2024-25, Unitywater's Verification Monitoring Program (VMP) demonstrated 100% compliance with the Public Health Regulation 2018 microbiological (E.coli), chemical health, and chemical aesthetic performance requirements.

We are also proud to exceed compliance requirements with the minimum number of *E.coli* tests required under the Public Health Regulation 2018 based on geographical spread of the population. We test above and beyond these minimum requirements (refer to Table 2) as a proactive risk-based approach to managing public health for our community.

Incidents reported to the Regulator

Under the *Water Supply (Safety & Reliability) Act 2008*, Unitywater is required to report water quality incidents including *E. coli* detections and failures of Chemical (Health) related values specified in the Australian Drinking Water Guidelines. Incident details are provided to the water supply regulator, including a summary of corrective and preventative actions. There were three notifications made to the regulator in the 2024-25 financial year.

Table 3 – Drinking water quality incidents reported to the Water Supply Regulator 2024-25

Date	Scheme	Description	Immediate Corrective Actions	Investigation Outcomes and/or Preventative Actions
12/11/2024	Dayboro	*E. coli* detected at 1mpn/100mL in two routine samples. Free chlorine was 0.79mg/L and 0.93mg/L in the two samples.	Seqwater was asked to review the Dayboro Water Treatment Plant performance. Resampling was conducted at five sites and the Dayboro reservoirs were inspected.	Seqwater advised that there were no operational issues that may have impacted water quality. Some issues were found with reservoir integrity, which were promptly repaired. Rainfall was also noted prior to the *E. coli* detection. All resamples were clear of *E. coli* and disinfectant residual levels remained at adequate levels throughout.
22/04/2025	Pine Rivers South	*E. coli* detected at 29mpn/100mL in a routine sample at Albany Creek High Level Reservoir. Total chlorine was 1.16mg/L.	Resampling was conducted at two sites Albany Creek - HL Res and a downstream sample site. Recent reservoir inspection results were reviewed, and the reservoir was inspected again.	The reservoir was found to be in good condition with no integrity concerns. Rainfall was also noted prior to the *E. coli* detection. All resamples were clear of *E. coli* and disinfectant residual levels remained at adequate levels throughout.
3/06/2025	Kenilworth	*E. coli* detected at 1mpn/100mL in a routine sample at the bulk water supply point. Free chlorine was 1.5mg/L.	Seqwater was asked to review the Kenilworth Water Treatment Plant performance. Resampling was conducted at three sites.	Seqwater advised that there were no operational issues that may have impacted water quality. Sampling anomaly was noted as likely, as no other factors were found that could have contributed to the detection. All resamples were clear of *E. coli* and disinfectant residual levels remained at adequate levels throughout.

Customer enquiries related to water quality

Feedback and reports from our customers play an important part in alerting us to potential issues within the drinking water network.

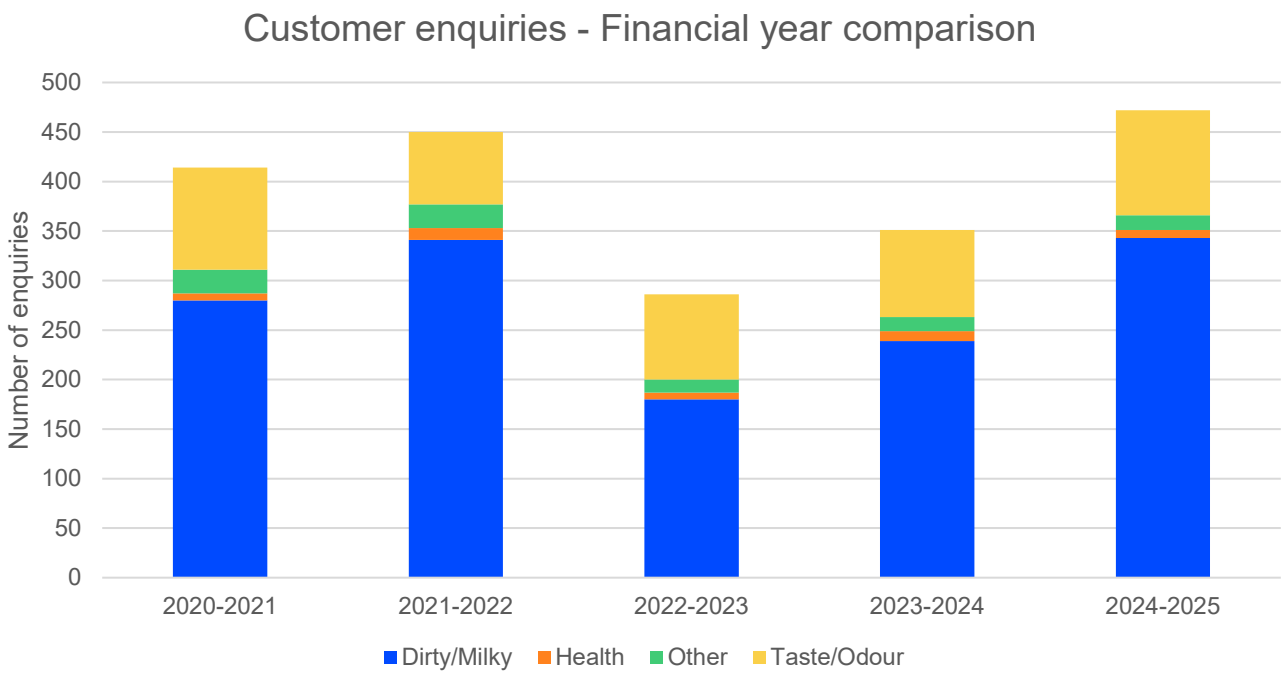
We track and investigate all water quality enquiries through our Contact Centre and Network Operations Control Room. Tracking water quality enquiries allows us to continually improve our services to our customers.

In total, 472 water quality customer enquiries were received for the financial year 2024-25 which is a moderate increase from the previous financial year that saw 351 enquiries. Our water quality enquiries are categorised into one of four categories:

- health
- dirty/milky
- taste and odour
- other

To improve our efficiencies in the field when responding to water quality customer enquiries, a water quality enquiries cluster tool has been developed. This assists Unitywater in identifying a water quality event through multiple enquiries in the same area. Appendix C contains more details on each of these water quality events which occurred in 2024-25.

Figure. 1 – Customer enquiries – Financial year comparison



Customer enquiry summary

Table 4 provides a breakdown of the water quality customer enquiries received through the 2024-25 financial year.

Table 4 – Breakdown of water quality customer enquiries

Supply region	Health	Dirty/ Milky	Taste/ Odour	Other	Total	Connected population (estimated)	Enquiries per 1000 customers
Dayboro	0	0	0	0	0	2635	0
Kenilworth	0	0	0	0	0	620	0
North	4	96	29	7	136	492,944	0.28
South	4	247	77	8	336	570,074	0.59
Total	8	343	106	15	472	1,066,273	0.44

Health customer enquiries:

Only 1.7% of our water quality customer enquiries were related to health and illness. In each case, an investigation was carried out including crew attendance where required. Investigations did not identify any health concerns related to water quality in Unitywater's network.

Dirty/Milky customer enquiries:

72.7% of our water quality customer enquiries were categorised as dirty/milky. This category is used when a customer is experiencing discoloured water that is brown, milky or cloudy in appearance. Discolouration is usually related to the accumulation of fine sediment or air bubbles in water pipes and can have different causes including planned or unplanned works in Unitywater's network, or issues with internal plumbing. In most cases, a crew attended to conduct flushing in the affected area to remove the discoloured water.

Taste and odour customer enquiries:

22.5% of our water quality customer enquiries were categorised as taste and odour. This category is typically used when a customer is experiencing a taste or odour that they are not used to. In some cases, this can simply be due to moving house. The most common descriptors used in taste and odour enquiries received during the 2024-25 financial year were chlorine (21), chemical (17) and dirty/earthy/musty/muddy (14). Changes in taste and odour can be caused by changes in bulk water characteristics, planned and unplanned works, or issues with internal plumbing. Depending on the nature of the enquiry, the response may include a site investigation, network flushing and chlorine sampling.

Other customer enquiries:

3.2% of our water quality enquiries were categorised as other. This category is used to capture enquiries which are related to water quality but may not fit into the above categories. These are investigated as per the Unitywater procedures.

Managing safe drinking water

Unitywater's Drinking Water Management System (DWMS) is how we deliver on our commitment to providing safe and reliable drinking water. This is described in our approved Drinking Water Quality Management Plan (DWQMP) as required under the *Water Supply (Safety and Reliability) Act 2008.*

Unitywater continues to use our internal Safe Water Steering Group to provide strategic oversight and direction in meeting our commitment to the delivery of safe drinking water to our customers.

New team members are educated on the DWMS during mandatory induction training including the processes and procedures that support the business to deliver safe drinking water.

Implementing the DWQMP involves multiple activities under our DWMS, some of which have been described in previous sections of this report. Other key implementation activities are detailed in the sections below.

ISO 22000 Certification

Our DWMS is independently certified to ISO 22000:2018 Food Safety Management Systems (FSMS). By maintaining this certification, we are providing assurance to our customers, consumers, and community that our drinking water is a food-grade product. This certification is in addition to the requirements outlined in the Act.

In March 2025, Unitywater successfully underwent a recertification audit for our ISO 22000:2018 accreditation. The audit found that:

- No major issues were identified.
- The FSMS has continued to meet its intended outcome, and the requirements of the Standard.
- Monitoring of Critical Control Points (CCPs) and Operational Prerequisite Programs (OPRPs) was found to be compliant
- The FSMS continues to be effectively implemented.
- Staff interviewed during the audit were well-trained, and demonstrated suitable competence for their roles, and an excellent level of technical knowledge.
- Management and staff demonstrated a commitment to continuous improvement
- Four minor non-conformances were raised, relating to minor procedure updates.

Critical Control Points and Operational Prerequisite Programs

Unitywater takes a Hazard Analysis Critical Control Point (HACCP) approach to managing and controlling water quality hazards in the drinking water supply. These control measures are documented under ISO 22000 as either CCPs, or OPRPs. These are essential for controlling specific hazards in the supply, storage, and delivery of drinking water. The Safe Water Steering Group continuously reviews, approves, and implements our CCPs and OPRPs across key risk areas in the business to ensure we are covering all bases when it comes to drinking water safety. This was independently confirmed in our ISO22000 recertification audit.

Water Hygiene Program (5Cs)

Unitywater's commitment to food safety prevails through our internal Water Hygiene Program, also known as the 5Cs, which sets hygienic standards to mitigate the risk of contaminants entering the drinking water supply during routine field activities.

DWQMP audit and review

As required under *Water Supply (Safety & Reliability) Act 2008* (the Act), Unitywater's DWQMP was audited in this financial year.

Key findings from the auditor included:

- The DWQMP was well implemented with verifiable records available to confirm the implementation of controls identified in the risk assessment.
- The risk assessment provides a thorough assessment of risk in the area of operation.
- The Monitoring program is consistent with relevant guidelines on verification monitoring of drinking water networks.
- A minor non-compliance has been noted for implementation of the preventive measures.

Three recommendations were made by the auditor in response to the one minor non-compliance:

1. Review the processes for maintaining chlorine residuals in the network (specifically around management of secondary dosing sites, to maintain the received treated and chlorinated water from Seqwater).
2. Review the reservoir integrity processes (specifically around external contractor management, who carry out the routine reservoir inspections).
3. Review the chemical procurement and delivery process (recommendation for more stringent contract management on chlorine deliveries).

In response to the audit findings and recommendations, Unitywater reviewed and amended its DWQMP, including relevant actions to address the recommendations stated above, and submitted the updated version to the Water Supply Regulator for review. The DWQMP is still under assessment at the time of compilation of this report.

Risk Management Improvement Program (RMIP) and Continuous Improvement Management Plan (CIMP)

Under our DWQMP, the RMIP and CIMP outlines actions to be undertaken to proactively manage risks across our drinking water network. These actions are key in providing assurance that Unitywater can continuously deliver safe drinking water to our customers. Due to their importance, the Safe Water Steering Group tracks the actions through quarterly meetings, to ensure all objectives and actions of the DWQMP are implemented and completed.

There are no current outstanding items in the RMIP under the approved DWQMP. Five new actions were added to our RMIP and 17 new actions were added to our CIMP in 2024-2025 following an update of our risk assessment and as part of our continuous improvement processes. These actions are currently part of the amended DWQMP which is being assessed by the Regulator.

Table 5 RMIP and CIMP actions

Theme	Number of improvement actions	Improvement action description	Progress
Disinfection	7	Improvements to chlorine analyser management and maintenance.	All improvement actions are on track to be completed by the expected due date
Reservoirs	2	Improve process of documenting changes to reservoir operations and Develop strategy to install additional water quality monitoring devices.	All improvement actions are on track to be completed by the expected due date
Distribution	3	Investigate options to optimise water quality and further improve understanding of current procedures with stakeholders.	All improvement actions are on track to be completed by the expected due date
Whole of network	8	Utilise modelling and other investigation techniques to further improve understanding of water quality within the network.	All improvement actions are on track to be completed by the expected due date
Document control	2	Ensure relevant documents continue to be reviewed and updated within the require time frames.	All improvement actions are on track to be completed by the expected due date

Improving our drinking water service

We are continually challenging ourselves to improve and innovate the way we manage drinking water.

The following are some of the initiatives, projects, plans and activities we have progressed in pursuit of keeping our communities healthy through improved delivery of safe drinking water:

5 reservoir roof replacements

391 km of drinking water mains were cleaned

20 reservoirs assessed and cleaned

Servicing new areas in our region

The Moreton Bay and Sunshine Coast regions are among the fastest-growing areas in Australia. Major developments are underway in Caloundra South – Aura and Harmony – and the newly declared Priority Development Area (PDA) of Waraba. Construction is also progressing in Pine Valley, Burpengary North Harbour, and across various smaller estates throughout the region.

To support this rapid growth, Unitywater is investing nearly $1.8 billion in infrastructure over the coming years. This investment will help ensure the region's future water and wastewater needs are met in a sustainable and cost-effective way. As part of this work, we're building two new drinking water reservoirs at Tanawha and Landsborough and have installed over 14 kilometres of new water mains to support this network.

Online water quality monitoring devices and sampling taps

At Unitywater, we're always looking for new and innovative ways to protect public health and ensure the drinking water we supply is safe for the community. To help us do this, we've installed online water quality monitoring devices at key points across our network, with more installed as new reservoirs are built. These devices provide real-time data, giving us greater visibility and control over water quality every step of the way. As the drinking water network grows, new drinking water sample taps are installed and sampled through our rigorous verification monitoring program. This is another way we ensure the safety of the drinking water supplied to your kitchen tap.

Network modelling and optimisation

Regional and population growth highlights challenges in managing water quality performance through the network. A key initiative in place is network modelling of drinking water, to reduce water age and ensure delivery of fresh drinking water, along with optimisation of the network to ensure water flow is at its most effective, removing stagnation where we can. This modelling also helps to deliver more sustainable outcomes, allowing Unitywater to make more proactive and informed decisions on what future water services should look like.

Appendix A

Alignment of this report against the Water Supply Regulators guideline requirements: Section reference	Legislative Requirement under Section 142(3) of the Act	Content guide	Section of this report
-	Overview of operations (optional)	Contextual information of the water supply schemes that this annual report relates to	Our Supply Area
142(3)b	Actions taken to implement the DWQMP	Description of activities undertaken during the reporting period to implement the DWQMP: • Progress in implementing the risk management improvement program (RMIP) • Revisions made to the operational monitoring program • Amendments made to the DWQMP	Managing Safe Drinking Water
142(3)f	Compliance with water quality criteria for drinking water	• Verification monitoring results summary for the reporting period • Commentary on water quality results, the Australian Drinking Water Guidelines and E. coli results	Water Quality Summary, Appendix B & Appendix D
142(3)e	Notifications to the Regulator under sections 102 and 102A of the Act	• Non-compliances with the water quality criteria and corrective and preventive actions undertaken • Prescribed incidents or events reported to the Regulator and corrective and preventive actions undertaken	Incidents Reported to the Regulator
142(3)g	Customer complaints related to water quality	• Summary of water quality complaints • Summary of events and corrective action	Customer Enquiries Related to Water Quality
142(3)d	Findings and recommendations of the DWQMP audit	• Regulatory audit summary of findings • Outcomes of the DWQMP review	DWQMP Updates
142(3)c	Outcome of the DWQMP review and how issues raised have been addressed	• Amendment of the DWQMP	

Appendix B

Dayboro

Chemical performance (health)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	3	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	16	<0.005	0.01	<0.005	0.009	0.02	✓
Chlorate	mg/L	52	<0.01	0.47	0.15	0.39	0.8*	✓
Chlorine Free	mg/L	211	<0.1	2.2	0.88	1.4	5	✓
Chlorine Total	mg/L	211	0.1	2.3	0.99	1.5	5	✓
Copper	mg/L	17	<0.001	0.01	0.004	0.01	2	✓
Dichloroacetic acid	ug/L	4	2	15	8	14	100	✓
Fluoride	mg/L	14	0.19	0.96	0.82	0.95	1.5	✓
Lead	mg/L	17	<0.001	0.001	<0.001	0.001	0.01^	✓
Manganese	mg/L	36	<0.001	0.008	0.001	0.003	0.5^	✓
Monochloramine	mg/L	24	<0.09	0.13	<0.09	<0.09	3	✓
Monochloroacetic acid	ug/L	4	<1	3	1.5	2.9	150	✓
Nickel	mg/L	17	<0.001	<0.001	<0.001	<0.001	0.02	✓
Nitrate	mg/L	24	0.11	3.5	0.86	3.2	50	✓
Nitrite	mg/L	24	<0.01	<0.01	<0.01	<0.01	3	✓
THMs	µg/L	52	15	225	76	162	250	✓
Trichloroacetic acid	ug/L	4	<1	40	10	34	100	✓

*QLD Health interim chlorate guideline value

^ADWG health limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Chemical performance (aesthetic)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO3	28	33.2	91	72.7	88.7	N/A	N/A
Aluminium	mg/L	36	<0.01	0.07	0.03	0.04	0.2	✓
Calcium (Soluble)	mg/L	22	9	21	14	21	N/A	N/A
Chloride	mg/L	14	23	43	31	40	250	✓
Colour Apparent	PCU	36	1.1	5.8	2.3	3.7	15	✓
Colour True	PCU	36	<1	1.6	<1	1	15	✓
Conductivity	uS/cm	211	218	444	281	380	1000	✓
Copper	mg/L	17	<0.001	0.01	0.004	0.01	1	✓
Iron	mg/L	36	<0.01	0.05	0.02	0.03	0.3	✓
Magnesium (Soluble)	mg/L	22	5	10	8.1	10	N/A	N/A
Manganese	mg/L	36	<0.001	0.008	0.001	0.003	0.1^	✓
pH	pH Units	211	7	8.7	7.5	7.9	6.5-9.2	✓
Potassium (Soluble)	mg/L	12	1.2	2.7	1.7	2.4	N/A	N/A
Silica as SiO2	mg/L	3	15	15	15	15	80^	✓
Sodium (Soluble)	mg/L	12	21	46	32	44	180	✓
Sulphate	mg/L	14	6	56	15	54	250	✓
Temperature	°C	211	15.8	35.2	23.0	28.1	N/A	N/A
Total Hardness	mg/L as CaCO3	28	53	90	68	84	200	✓
Turbidity	NTU	211	0.21	0.71	0.38	0.60	5	✓
Zinc	mg/L	17	<0.005	0.01	<0.005	0.01	3	✓

^ADWG aesthetic limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Unitywater

Kenilworth

Chemical performance (health)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	3	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	4	<0.005	<0.005	<0.005	<0.005	0.02	✓
Chlorate	mg/L	36	<0.01	0.17	0.10	0.15	0.8*	✓
Chlorine Free	mg/L	207	<0.1	2	1.1	1.8	5	✓
Chlorine Total	mg/L	207	0.1	2.1	1.2	1.8	5	✓
Copper	mg/L	20	<0.001	0.005	0.002	0.003	2	✓
Dichloroacetic acid	ug/L	4	<1	1	<1	<1	100	✓
Fluoride	mg/L	14	0.18	0.55	0.24	0.36	1.5	✓
Lead	mg/L	20	<0.001	0.002	<0.001	0.002	0.01^	✓
Manganese	mg/L	36	<0.001	0.002	<0.001	<0.001	0.5^	✓
Monochloramine	mg/L	12	<0.09	<0.09	<0.09	<0.09	3	✓
Monochloroacetic acid	ug/L	4	<1	<1	<1	<1	150	✓
Nickel	mg/L	20	<0.001	0.003	<0.001	<0.001	0.02	✓
Nitrate	mg/L	12	0.2	1.3	0.51	1.3	50	✓
Nitrite	mg/L	12	<0.01	<0.01	<0.01	<0.01	3	✓
THMs	µg/L	36	<8	84	38	72	250	✓
Trichloroacetic acid	ug/L	4	<1	<1	<1	<1	100	✓

*QLD Health interim chlorate guideline value

^ADWG health limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Chemical performance (aesthetic)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO3	71	59.9	121	93.5	118	N/A	N/A
Aluminium	mg/L	36	<0.01	0.01	<0.01	0.01	0.2	✓
Calcium (Soluble)	mg/L	58	10	25	16	19	N/A	N/A
Chloride	mg/L	6	27	39	35	39	250	✓
Colour Apparent	PCU	36	<1	1.7	<1	1.4	15	✓
Colour True	PCU	36	<1	<1	<1	<1	15	✓
Conductivity	uS/cm	207	241	348	300	339	1000	✓
Copper	mg/L	20	<0.001	0.005	0.002	0.003	1	✓
Iron	mg/L	36	<0.01	0.02	<0.01	0.01	0.3	✓
Magnesium (Soluble)	mg/L	58	6	11	9	11	N/A	N/A
Manganese	mg/L	36	<0.001	0.002	<0.001	<0.001	0.1^	✓
pH	pH Units	207	7.1	7.6	7.3	7.5	6.5-9.2	✓
Potassium (Soluble)	mg/L	6	0.5	1.3	0.9	1.3	N/A	N/A
Silica as SiO2	mg/L	3	20	20	20	20	80^	✓
Sodium (Soluble)	mg/L	6	24	36	32	36	180	✓
Sulphate	mg/L	6	6	8	7	8	250	✓
Temperature	°C	207	17.8	31.8	23.2	27.3	N/A	N/A
Total Hardness	mg/L as CaCO3	71	50	108	76	92	200	✓
Turbidity	NTU	207	<0.05	3	0.21	0.35	5	✓
Zinc	mg/L	20	<0.005	0.006	<0.005	<0.005	3	✓

^ADWG aesthetic limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Unitywater

North

Chemical performance (health)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	91	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	64	<0.005	0.02	<0.005	0.01	0.02	✓
Chlorate	mg/L	559	<0.01	0.45	0.07	0.27	0.8*	✓
Chlorine Free	mg/L	4,857	<0.1	2.6	0.97	1.6	5	✓
Chlorine Total	mg/L	4,857	<0.1	2.7	1.1	1.7	5	✓
Copper	mg/L	538	<0.001	0.03	0.002	0.01	2	✓
Dichloroacetic acid	ug/L	20	<1	16	6	11	100	✓
Fluoride	mg/L	135	0.14	1	0.74	0.93	1.5	✓
Lead	mg/L	538	<0.001	0.002	<0.001	0.001	0.01^	✓
Manganese	mg/L	1,151	<0.001	0.04	0.001	0.004	0.5^	✓
Monochloramine	mg/L	209	<0.09	0.26	<0.09	<0.09	3	✓
Monochloroacetic acid	ug/L	20	<1	3	1	3	150	✓
Nickel	mg/L	538	<0.001	0.002	<0.001	0.001	0.02	✓
Nitrate	mg/L	209	0.06	1.2	0.54	0.93	50	✓
Nitrite	mg/L	209	<0.01	<0.01	<0.01	<0.01	3	✓
THMs	µg/L	820	<8	187	71	140	250	✓
Trichloroacetic acid	ug/L	20	<1	12	5	11	100	✓

*QLD Health interim chlorate guideline value

^ADWG health limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Chemical performance (aesthetic)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO3	705	23.7	74.8	36.7	54.5	N/A	N/A
Aluminium	mg/L	1,151	<0.01	0.05	<0.01	0.02	0.2	✓
Calcium (Soluble)	mg/L	553	4	35	18	26	N/A	N/A
Chloride	mg/L	135	11	51	23	49	250	✓
Colour Apparent	PCU	1,156	<1	11	1.1	2.4	15	✓
Colour True	PCU	1,156	<1	1.6	<1	<1	15	✓
Conductivity	uS/cm	4,855	105	359	214	295	1000	✓
Copper	mg/L	538	<0.001	0.03	0.002	0.01	1	✓
Iron	mg/L	1,151	<0.01	0.13	<0.01	0.02	0.3	✓
Magnesium (Soluble)	mg/L	549	0.5	10	4	8	N/A	N/A
Manganese	mg/L	1,151	<0.001	0.04	0.001	0.004	0.1^	✓
pH	pH Units	4,855	6.5	9.5	7.5	7.9	6.5-9.2	✓
Potassium (Soluble)	mg/L	127	0.5	1.8	1.4	1.7	N/A	N/A
Silica as SiO2	mg/L	91	2	13	6	12	80^	✓
Sodium (Soluble)	mg/L	127	6	40	18	35	180	✓
Sulphate	mg/L	135	16	63	28	49	250	✓
Temperature	°C	4,857	14.6	30.2	23.0	27.5	N/A	N/A
Total Hardness	mg/L as CaCO3	700	20	102	61	83	200	✓
Turbidity	NTU	4,856	<0.05	3.6	0.22	0.40	5	✓
Zinc	mg/L	538	<0.005	0.72	0.01	0.01	3	✓

^ADWG aesthetic limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Unitywater

South

Chemical performance (health)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Arsenic	mg/L	78	<0.001	<0.001	<0.001	<0.001	0.01	✓
Bromate	mg/L	120	<0.005	0.02	<0.005	0.010	0.02	✓
Chlorate	mg/L	583	<0.01	0.47	0.13	0.24	0.8*	✓
Chlorine Free	mg/L	3,952	<0.1	2.4	0.28	1.4	5	✓
Chlorine Total	mg/L	3,952	<0.1	4.3	1.3	3.3	5	✓
Copper	mg/L	372	<0.001	0.009	0.001	0.004	2	✓
Dichloroacetic acid	ug/L	21	<1	22	10	19	100	✓
Fluoride	mg/L	145	0.14	0.96	0.77	0.92	1.5	✓
Lead	mg/L	372	<0.001	0.002	<0.001	0.001	0.01^	✓
Manganese	mg/L	951	<0.001	0.1	0.003	0.01	0.5^	✓
Monochloramine	mg/L	1,337	<0.09	3.0	0.72	2.3	3	✓
Monochloroacetic acid	ug/L	21	<1	4	1	3	150	✓
Nickel	mg/L	372	<0.001	0.004	<0.001	<0.001	0.02	✓
Nitrate	mg/L	1,337	<0.02	5.6	1.5	3.1	50	✓
Nitrite	mg/L	1,337	<0.01	1.3	0.15	0.73	3	✓
THMs	µg/L	603	14	203	83	148	250	✓
Trichloroacetic acid	ug/L	21	<1	26	12	25	100	✓

*QLD Health interim chlorate guideline value

^ADWG health limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Chemical performance (aesthetic)

Parameter	Units	Number of samples	Min result	Max result	Average result	95th percentile	ADWG guideline	Met ADWG
Alkalinity Total	mg/L as CaCO3	203	28.9	103	48.6	69.9	N/A	N/A
Aluminium	mg/L	951	<0.01	0.13	0.02	0.04	0.2	✓
Calcium (Soluble)	mg/L	173	8	38	17	24	N/A	N/A
Chloride	mg/L	121	17	83	29	67	250	✓
Colour Apparent	PCU	951	<1	18	2	3.3	15	✓
Colour True	PCU	951	<1	2.6	<1	1.3	15	✓
Conductivity	uS/cm	3,951	161	574	287	479	1000	✓
Copper	mg/L	372	<0.001	0.009	0.001	0.004	1	✓
Iron	mg/L	951	<0.01	0.35	0.01	0.04	0.3	✓
Magnesium (Soluble)	mg/L	173	2	18	6	8	N/A	N/A
Manganese	mg/L	951	<0.001	0.1	0.003	0.01	0.1^	✓
pH	pH Units	3,951	6.8	9.1	7.6	8.0	6.5-9.2	✓
Potassium (Soluble)	mg/L	113	1.2	3.5	1.7	2.7	N/A	N/A
Silica as SiO2	mg/L	78	4	10	8	10	80^	✓
Sodium (Soluble)	mg/L	113	12	58	24	38	180	✓
Sulphate	mg/L	122	17	75	29	53	250	✓
Temperature	°C	3,952	14.8	31.6	22.9	27.9	N/A	N/A
Total Hardness	mg/L as CaCO3	203	28	170	66	91	200	✓
Turbidity	NTU	3,952	0.09	17	0.29	0.47	5	✓
Zinc	mg/L	372	<0.005	0.04	<0.005	0.01	3	✓

^ADWG aesthetic limits were revised for these parameters in June 2025. Unitywater's drinking water performance met the revised limits, and future versions of this report will include the updated limit.

Unitywater

Appendix C

Details of water quality events that occurred in the 2024-25 financial year

Event date	Trigger description	Dirty/ Milky	Taste/ Odour	Health	Other	Investigation commentary	Corrective action undertaken
4/7/2024	Any WQ Enquiry: 6 in 24 hours, WQ Report	23	0	0	0	Related to a planned isolation for a water main replacement. Reversal of flow due to temporary rezone caused turbulence in mains, triggering dirty water.	Reactive flushing was undertaken to restore water quality.
6/7/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	Related to a planned isolation for a water main replacement. Reversal of flow due to temporary rezone caused turbulence in mains, triggering dirty water.	Reactive flushing was undertaken to restore water quality.
18/7/2024	Any WQ Enquiry: 4 in 24 hours, single DMA	4	0	0	0	Related to use of a standpipe in an adjacent street which may have caused turbulence in the main.	Reactive flushing was undertaken to restore water quality.
24/8/2024	Health, Taste or Odour: 2 in 10 hours, single DMA	0	2	0	0	Related to a planned isolation for a valve replacement and hydrant repairs.	Reactive flushing was undertaken to restore water quality.
19/9/2024	Any WQ Enquiry: 6 in 24 hours, WQ Report	11	0	0	1	Related to a planned isolation for hydrant repair works causing reversal of flow and turbulence in mains.	Reactive flushing was conducted to restore water quality.
26/9/2024	Health, Taste or Odour: 2 in 10 hours, single DMA	0	3	0	0	Related to flushing conducted in response to a taste/ odour enquiry. During the flushing process, a reactive isolation was required for a hydrant repair.	Reactive flushing was conducted to restore water quality.
14/10/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	4	0	0	0	Related to a reactive isolation for a hydrant repair.	Reactive flushing was undertaken to restore water quality.
21/10/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	No recent planned or reactive works were identified as a likely cause.	Reactive flushing was carried out to restore water quality.
8/11/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	Related to valve and hydrant replacement works.	Reactive flushing was carried out to restore water quality.

Event date	Trigger description	Dirty/ Milky	Taste/ Odour	Health	Other	Investigation commentary	Corrective action undertaken
9/12/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	5	0	0	0	No recent planned or reactive works were identified as a likely cause. Intermittent spikes in flow indicate possible hydrant use in the area.	Reactive flushing was carried out to restore water quality.
14/12/2024	Any WQ Enquiry: 6 in 24 hours, WQ Report	6	0	0	0	No recent planned or reactive works were identified as a likely cause. A standpipe was being used in an adjacent street which may have caused turbulence in the main.	Reactive flushing was carried out to restore water quality.
17/12/2024	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	Related to a planned isolation for a hydrant repair.	Reactive flushing was carried out to restore water quality.
7/1/2025	Any WQ Enquiry: 3 in 12 hours, single DMA	5	0	0	0	Related to planned mains cleaning.	Reactive flushing was conducted to restore water quality.
29/1/2025	Any WQ Enquiry: 6 in 24 hours, WQ Report	1	5	0	0	Related to elevated taste & odour compounds in treated water supplied by Seqwater from North Pine WTP and Mt Crosby WTP.	Seqwater advised that monitoring was being undertaken and adjustments made to the treatment process to improve taste and odour.
1/4/2025	Any WQ Enquiry: 4 in 24 hours, single DMA	3	0	0	1	Related to a planned isolation for hydrant work.	Reactive flushing was conducted to restore water quality.
18/4/2025	Any WQ Enquiry: 4 in 24 hours, single DMA	4	0	0	0	Related to a reactive isolation for a mains repair.	Reactive flushing was conducted to restore water quality.
23/5/2025	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	Related to a trial isolation.	Reactive flushing was conducted to restore water quality.
11/06/2025	Any WQ Enquiry: 3 in 12 hours, single DMA	3	0	0	0	Related to a planned isolation for a hydrant repair.	Reactive flushing was conducted to restore water quality.
26/06/2025	Any WQ Enquiry: 3 in 12 hours, single DMA	14	1	0	0	Related to planned isolation for replacement of a Seqwater flow meter.	Reactive flushing was conducted to restore water quality.

Appendix D

Supply Region: Dayboro												
	2024-2025											
Month	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of *E. coli* samples tested	20	16	16	20	16	16	16	16	20	16	16	20
Number of positive *E. coli* results	0	0	0	0	2	0	0	0	0	0	0	0
Number of samples collected in previous 12-month period	207	207	207	211	207	208	204	204	208	204	204	208
Number of positive *E. coli* for previous 12-month period	0	0	0	0	2	2	2	2	2	2	2	2
% compliance with PHR in previous 12-month period	100%	100%	100%	100%	99.03%	99.04%	99.02%	99.02%	99.04%	99.02%	99.02%	99.04%
Met PHR?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Supply Region: Kenilworth												
	2024-2025											
Month	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of *E. coli* samples tested	20	16	16	20	16	12	20	16	16	20	16	16
Number of positive *E. coli* results	0	0	0	0	0	0	0	0	0	0	0	1
Number of samples collected in previous 12-month period	207	207	207	207	207	204	208	204	204	204	204	204
Number of positive *E. coli* for previous 12-month period	1	1	1	1	1	1	1	1	0	0	0	1
% compliance with PHR in previous 12-month period	99.52%	99.52%	99.52%	99.52%	99.52%	99.51%	99.52%	99.51%	100%	100%	100%	99.51%
Met PHR?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Supply Region: North												
	2024-2025											
Month	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of *E. coli* samples tested	353	294	347	329	294	244	341	297	326	359	305	325
Number of positive *E. coli* results	0	0	0	0	0	0	0	0	0	0	0	0
Number of samples collected in previous 12-month period	3851	3818	3854	3852	3793	3771	3779	3748	3776	3856	3863	3890
Number of positive *E. coli* for previous 12-month period	1	1	1	1	1	1	1	1	0	0	0	0
% compliance with PHR in previous 12-month period	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	100%	100%	100%	100%
Met PHR?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Supply Region: South												
	2024-2025											
Month	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of *E. coli* samples tested	308	246	270	291	250	254	254	254	314	254	254	307
Number of positive *E. coli* results	0	0	0	0	0	0	0	0	0	1	0	0
Number of samples collected in previous 12-month period	3252	3221	3233	3215	3206	3236	3196	3191	3257	3200	3201	3256
Number of positive *E. coli* for previous 12-month period	5	5	5	5	4	3	2	2	1	2	1	1
% compliance with PHR in previous 12-month period	99.85%	99.84%	99.85%	99.84%	99.88%	99.91%	99.94%	99.94%	99.97%	99.94%	99.97%	99.97%
Met PHR?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Glossary of terms

<	Less than
>	Greater than
ADWG	Australian Drinking Water Guidelines (2011). Published by the National Health and Medical Research Council of Australia
CCPs	Critical Control Points
DLGWV	Department of Local Government, Water and Volunteers (the water supply regulator)
DWMS	Drinking Water Management System
DWQMP	Drinking Water Quality Management Plan
E. coli	Escherichia coli, a bacterium which may indicate the presence of faecal contamination and therefore potential health risk
FSMS	Food Safety Management System
mg/L	Milligrams per litre
NPI	Northern Pipeline Interconnector
OPRPs	Operational Prerequisite Programs
RMIP	Risk Management Improvement Plan
SEQ	South East Queensland
Seqwater	Bulk Water Supply Authority who provides bulk drinking water to Unitywater
the Act	Water Supply (Safety & Reliability) Act 2008
VMP	Verification Monitoring Program
WQ	Water Quality
WTP	Water Treatment Plant