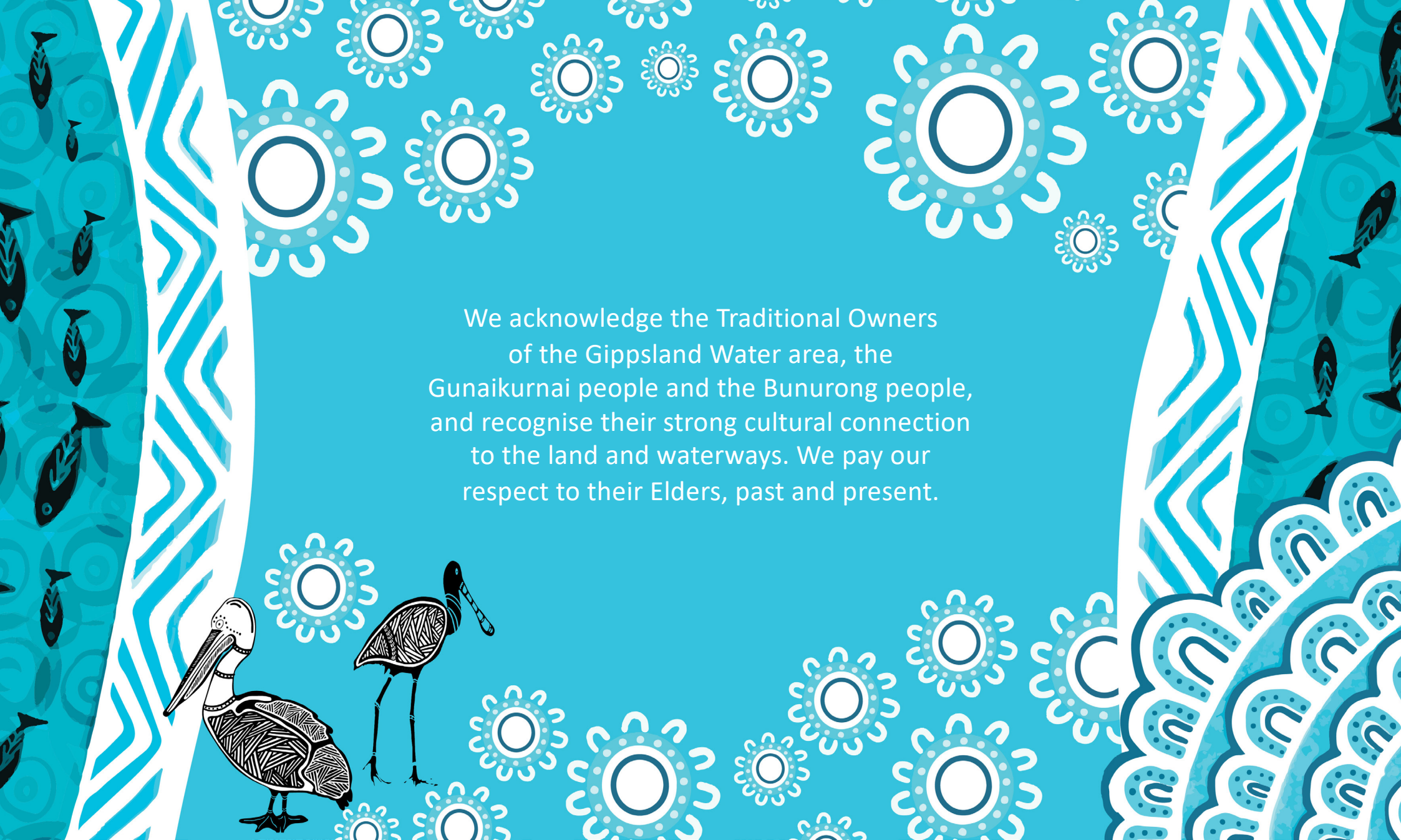




Annual Report

on drinking water quality
2025 - 2026





We acknowledge the Traditional Owners
of the Gippsland Water area, the
Gunaikurnai people and the Bunurong people,
and recognise their strong cultural connection
to the land and waterways. We pay our
respect to their Elders, past and present.

Our 2025-2026 Annual Report on drinking water quality is available for viewing or download from our website.

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Figure 1: Gippsland Water Service Area

We cover areas of two traditional landowner groups:

- Gunaikurnai Land and Waters Aboriginal Corporation
- Bunurong Land Council Aboriginal Corporation

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1. Glossary of terms

The Guidelines	The Australian Drinking Water Guidelines - prepared by National Health and Medical Research Council that details a framework for the management of drinking water.
BGA	Blue Green Algae are Cyanobacteria that can range in colour from yellow to purple. Some types can be highly toxic to humans, livestock, and birds
CCP	A critical control point (CCP) is defined as an activity, procedure or process at which control can be applied, and that is essential to prevent a hazard or reduce it to an acceptable level.
DH	Department of Health (regulator of drinking water quality in Victoria)
Detection limit	The lowest concentration of analytical parameter in the sample that can be detected by the process laboratory.
Drinking Water Supply systems	Towns supplied with water from a common water source (water treatment plant, supply mains and reticulation pipework).
E. coli	Escherichia coli.
Water sampling area	Under the Safe Drinking Water Regulations, water sampling areas are a specified area that is supplied with drinking water by a water supplier. It is an area that has common water quality characteristics because the supply is provided through specific pipes, tanks, or pumps. It is more likely to follow geographic features than suburb boundaries
mg/L	Milligram per litre.
NHMRC	National Health and Medical Research Council
NTU	Nephelometric Turbidity Units
Properties	A registered customer connection to the drinking water supply.
RMP	Risk Management Plan
SCADA system	A Supervisory Control and Data Acquisition (SCADA) system consists of human-machine interface, computerised logics, telemetry communication system, electronically actuated instruments, and sensors. SCADA allows remote control and monitoring of all key processes
SDWA	Safe Drinking Water Act 2003 (The Act)
SDWR	Safe Drinking Water Regulations 2025 (The Regulations)
Sludge	Water treatment sludge is the solid, semisolid, or slurry residual material that is produced as a by-product of the water treatment process.
Source water	Raw water supply for town, prior to treatment.
THM	Trihalomethane
Water hardness	Refers to the concentration of calcium and magnesium salts in water, which can attach to surfaces and cause a hard, flaky scale. These salts can also make it difficult to achieve lather when using soap.
WSAA	Water Services Association Australia.
WTP	Water treatment plant - A facility where raw water is directed through various treatment processes and produces treated water fit for human consumption.



2. Introduction

The Annual Drinking Water Quality report is provided to the Secretary of the Department of Health (DH) in accordance with Section 26 of the Safe Drinking Water Act 2003 (the Act), and Regulations 21 and 22 of the Safe Drinking Water Regulations 2025 (the Regulations). This report includes a summary of the chemical, physical and bacteriological test results of drinking water supplied to our customers, as part of our water quality monitoring program for each water sampling area.

The information presented in this report explains the sources of our drinking water and how it's treated to ensure it consistently meets regulatory requirements. It further demonstrates our commitment to delivering water of high-quality standards and highlights water quality challenges experienced as well as our improvements in 2025-2026.

In addition to the above, the report includes the following information:

- An overview of our water supply systems and sources of our water supply.
- A summary of water treatment and disinfection processes.
- An outline of how we arrange collection and testing of water samples.
- Details of customer feedback regarding water quality and safety.
- A summary of the independent auditing processes used to verify our management of drinking water quality.

We're committed to continuing our record of reliably providing high quality, safe drinking water to our customers. We have achieved full compliance with the water quality standards and requirements of the Act and Regulations.



Constructing a water main

3. About us

We are the Central Gippsland Region Water Corporation, and trade as Gippsland Water. We are a regional water corporation in Victoria established under the Water Act 1989 and constituted on 21 December 1994, ABN 75 830 750 413.

We work closely with the Department of Health (DH), the Environment Protection Authority Victoria (EPA), and the Essential Services Commission (ESC), as they regulate and monitor the service performance of public health, environmental, and water pricing obligations.

3.1 Summary

With over 400 operational, engineering, financial, environmental, and administrative employees, we are a major local employer for the region serving a population base of approximately 168,000.

We deliver water and wastewater services to over 80,000 and 70,000 households and businesses respectively in 43 towns. Our customers include major industries, some of which are of state and national significance.

These towns are grouped into 35 water sampling areas for the purposes of monitoring and reporting in accordance with the Safe Drinking Water Regulations 2025 (the Regulations).

The way we treat water depends on where it is sourced. We take water from 13 different sources including aquifers, rivers, creeks, and reservoirs. Our largest storage is Moondarra Reservoir, south of Erica, with a capacity of 30,458ML. We also take water from storages managed by Southern Rural Water (Blue Rock Dam and Lake Glenmaggie) and Melbourne Water (Tarago Reservoir).



3. About us continued

We are the second largest regional water corporation in Victoria in terms of revenue earned and the total volume of water supplied, and wastewater collected. We own and maintain a \$1.7 billion infrastructure network which includes:

- More than 2,200 kilometers of water mains.
- 73 treated water storages across 50 sites.
- 45 treated water pump stations.
- 15 water treatment plants.

We are committed to providing responsible asset management, quality management, incident management and operational audit of the reticulated urban water supply system to ensure that customer service levels are achieved according to our Customer Charter targets and The Act.

A major objective for the corporation is to achieve and maintain community confidence in the safety, reliability and quality of their water supply.

To ensure customers are provided with safe drinking water, we maintain a 'risk based' drinking water quality management system, which covers the entire water supply system from catchment to customers' taps.

The system entails:

- Detailed water quality risk identification processes.
- Audited control measures to manage risks.
- Continuous improvement projects to increase system capability, manage risk and improve customer experiences.
- Verification systems, including an independent water quality monitoring program.

3.2 Service Area

Our service area spans from Drouin in the west, to Loch Sport in the east, from Briagolong in the north, to Mirboo North in the south. This covers approximately 5,000 square kilometers in the municipalities of Latrobe City, Baw Baw, South Gippsland, and Wellington Shires.



Our team inspecting the Morwell treatment plant water storage

3.3. Our strategic framework

Our 2050 Vision

Our 2050 Vision articulates a future where responsible water management is harmoniously integrated to support the wellbeing of our people, Country and economy. It outlines our aspirations for water security, service delivery, environmental stewardship and community prosperity. To arrive at this state, there are many important actions and capabilities we need to focus on now, and so our 2050 Vision aligns closely with our Values, Drivers and Priorities.



Smart service delivery

Digital innovation and smart technology promote consolidation and integration of water and waste networks.



Affordable & secure water

Clever water solutions address ongoing water resource security, affordability and liveability challenges.



Water for a better environment

Water, waste and energy management deliver a cleaner greener environment.



Sustainable & prosperous region

Sustainable water and wastewater solutions are delivered to a growing region while keeping bills affordable.

Our Strategic Drivers

Our vision

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.



Healthy Country

We will operate responsibly to enable a healthy Country, minimise our impact on the environment, and work in partnership with our Aboriginal community to increase access to Country.



Climate preparedness

We will plan for the long term to ensure our water supply and treatment network is resilient to climate change, rainfall variability and climate events.



Affordable bills

We will ensure our customers pay a fair price for water and waste water services, which reflects the cost to efficiently provide services to the standards our customers expect.



Future solutions

We will transform the way we do business to improve our customer and employee experience through the delivery of innovative ideas and smart technology.

Our Values



Safety and wellbeing

'Go home safe'

The safety and wellbeing of our employees and community is our priority.



Customer focused

'Customer first'

Customers are at the heart of everything we do.



Accountability

'Make it happen'

We each take ownership and deliver on what we say.



Collaboration

'Working together'

We work in partnership with our colleagues, customers, and stakeholders.



Innovation

'Clever solutions'

We challenge our thinking, learn and embrace change.



Integrity and respect

'Treat others as we wish to be treated'

We are transparent, honest and inclusive, and treat people fairly.

4. Drinking water quality management framework

The regulatory environment in which we operate is to provide safe drinking water at all times. Safe drinking water is water that does not cause illness in those who consume it. The water must be free of pathogens and harmful chemicals to achieve this.

Guidance regarding the structure of this report has been provided by the Department of Health in accordance with the Act (Section 26) and the current Water Quality Annual Report Guidance, July 2026.

Drinking water supplied by our organisation must meet the obligations under the Act and the Regulations. The Australian Drinking Water Guidelines (Guidelines 2011) are used as a benchmark for safe drinking water. The Guidelines provide a framework for good management of drinking water supplies that if implemented, will ensure safety at the point of use.

The Guidelines include two types of guideline values:

- A health-related guideline value, which is the concentration or measure of a water quality characteristic that, based on present knowledge, does not result in any significant risk to health of the consumer over a lifetime of consumption.
- An aesthetic guideline value, which is the concentration or measure of a water quality characteristic that is associated with acceptability of water to the consumer, such as appearance, taste, and odour.

The regulatory environment that provides guidance in the production of safe drinking water consists of:



Filter inspection at Morwell water treatment plant

4.1 Safe Drinking Water Act 2003 (the Act)

The Victorian State Government passed the Act in June 2003. This Act provides details of further requirements for Victorian water corporations.

The purpose of the Act is to make provision for the supply of safe drinking water. The Act:

- Requires water suppliers and water storage managers to prepare and implement plans to manage risks in relation to drinking water and some types of non-potable water.
- Provides for the auditing of those plans by approved auditors.
- Requires water suppliers to ensure that the drinking water they supply meets quality standards specified by the regulations.
- Requires water suppliers to disclose to the public information concerning the quality of drinking water.
- Provides for the variation, after community consultation, of water quality standards that relate only to aesthetic factors.
- Requires the reporting of known or suspected contamination of drinking water to the Secretary to the Department of Health.
- Empowers the Secretary of the Department of Health to enforce this Act.

4. Drinking water quality management framework cont.

4.2 Safe Drinking Water Regulations 2025 (the Regulations)

The Safe Drinking Water Regulations 2025 (the Regulations) replaced the 2015 Regulations on 6 July 2025. This report focuses on the requirements specified in the Regulations 2025, given the new regulations came into effect six days into the specified reporting period. Note the five-days of data collected under the 2015 Regulations have been included in our assessment against the 2025 Regulations.

The purpose of the Regulations is to make further provision for the supply of safe drinking water. The regulations include:

- Setting out further matters to be addressed in risk management plans and the risks to be addressed in those plans.
- Specifying the documents to be made available for inspection in a risk management plan audit.
- Prescribing drinking water quality standards.
- Specifying the issues relating to the quality of drinking water and regulated water that are to be dealt with by a water supplier and water storage manager in an annual report.
- Providing for other matters required to be prescribed under the Act.

4.3 Australian Drinking Water Guidelines 2011 (the Guidelines)

The purpose of the Guidelines is to provide the authoritative reference for use within Australia's administrative and legislative framework to ensure the accountability of drinking water suppliers. The Guidelines are not mandatory legally enforceable standards.

The Guidelines set the framework for the management of drinking water quality known as the 12 elements. We have adopted the 12 elements of the Guidelines that guide the design of a structured and systematic approach for the management of drinking water quality from catchment to consumer, to assure its safety and reliability.

4.4 Health (Fluoridation) Act 1973

The Health (Fluoridation) Act 1973 ('the Fluoridation Act') regulates the safe and effective addition of fluoride into drinking water supplies in Victoria.

Under the Fluoridation Act, the Secretary of the Department of Health has the power to direct water supply authorities to commence water fluoridation.

4.5 Code of Practice for Fluoridation of Drinking Water Supplies; Second Edition (2018) – Health (Fluoridation) Act 1973.

This code provides details of further requirements for Victorian water corporations.

The objective of the code is to provide for the safe and effective addition of fluoride into the drinking water supply.

This will be achieved by specifying:

- (a) The optimum fluoride levels for drinking water supplies and the design control limits for fluoridation plants.
- (b) The minimum requirements for the safe and effective addition of fluoride chemicals to drinking water supplies, covering the design and operation of a fluoridation plant.

- (c) Monitoring and reporting requirements for the proposed fluoridation scheme.

The code also includes works undertaken on fluoridation plants and integrates the practices with the SDWA through:

- (a) The inclusion of water fluoridation into the corporations' risk management plan under the Act.
- (b) Integration and compliance with the auditing, notification and reporting requirements of the Act.

The code also describes the gap analysis and subsequent works program associated with water fluoridation plant through:

- (a) The regulatory framework including the procedure to fluoridate.
- (b) Safety in design.
- (c) Requirements for the design and control of fluoridation facilities.
- (d) Requirements for plant operation including monitoring, training of personnel, occupational health and safety, security, and environmental protection.

5. Drinking Water Quality Policy

5.1 Policy statement and purpose

We're committed to managing our water supply systems to provide safe drinking water for customers at all times. This is achieved by managing catchments, treatment and water supply assets and systems in an efficient and sustainable manner reflecting the current and future commitments.

Drinking water is managed in accordance with our Drinking Water Quality Manual that outlines the strategic and operational processes which reflect our attitude to our customers, product, service delivery and each other, in a manner which demonstrates that we:

- Understand our obligations to public health
- Are committed to high quality products and services.
- Behave openly, ethically, and fairly.
- Focus on customer satisfaction.
- Promote innovative solutions.
- Strive to get the best out of our systems all of the time.

5.2 Our commitments

To continually improve our drinking water quality performance by:

- Meeting all of our legislated drinking water quality requirements and moving our practices beyond compliance with relevant legislation only, where sustainable and economic opportunities are identified.
- Managing the water quality aspects of all our activities by training our people, incorporating water quality objectives and targets into our business planning activities, and implementing appropriate risk-based approaches to ensure we provide safe drinking water at all times.
- Working with our customers and suppliers to jointly understand and be more effective in the management of water quality products and services supplied to us.
- Undertaking whole-of-water supply catchment to tap assessments as part of an integrated approach to the sustainable management of our water resources and treatment activities.

To communicate with our community by:

- Openly sharing and publishing information on our drinking water quality activities and performance.
- Utilising our water industry partners, advisory committees and other consultative mechanisms, to seek community involvement in policy development and planning processes.
- Contribute to initiatives and activities that educate and enhance community awareness of water resources, catchments, water treatment and water quality issues.
- Cooperating with all stakeholders within the community to identify, influence and participate in sustainable solutions to global and regional drinking water quality priorities.

6. Drinking water supply systems

We operate 15 water treatment plants supplying high quality standard and safe drinking water to 43 towns servicing more than 78,100 properties in a region with a population of 168,000. Details of our drinking water supply systems, including water sampling areas, population supplied, source water including raw water storages, and water treatment processes are provided in Table 1. We manage Moondarra reservoir for the supply of water to the Traralgon, Tyers and Morwell water treatment plants. For all other systems, we draw directly from the rivers or storages managed by Southern Rural Water (SRW) and Melbourne Water.

For the reporting period, no new water sampling areas or variations to water sampling areas were made.

6.1 Source Water

The water for these systems is sourced from a variety of water supplies including stream off-takes, reservoirs and groundwater (bore water) The treatment processes are designed to treat the water to drinking water standards based on an assessment of the risks within catchment. For details regarding catchment management activities refer to section 6.2.

Table 1: Gippsland Water - water sampling area source water and water treatment processes

Water Treatment Plant	Water Sampling Area	Estimated Population Served ¹	Source Water	Raw Water Storage	Treatment process												Added substances					
					Coagulation & Flocculation	Clarification		Filtration	Disinfection					Other		Sludge Thickening Dewatering	Lime / Soda Ash	Coagulants	Potassium Permanganate	Polymers	Fluoridation	Calgon-T (Sodium hexametaphosphate)
						Sedimentation / Clarification	Dissolved Air Flotation		Chlorine Gas	Chloramination (ammonia added)	Sodium Hypochlorite	Calcium Hypochlorite	Ultraviolet Disinfection									
Maffra	Maffra	5,630	Macalister River	NA																		
	Stratford	2,860			✗	✗		✗	✗		Stratford and Boisdale		✗	✗			Soda Ash	Alum		Flopam FO 4190 PWG	Sodium Fluoride	✗
	Boisdale	80																				
Briarolong	Briarolong	780	Bore - Wa De Lock Aquifer	NA	✗			✗			✗					✗	Soda Ash	PFS Polymerised Ferric Sulphate		1115		

1. The listed populations are for the water sampling areas calculated using Gippsland Water's number of residential water connections, the 2021 ABS census data of number of persons per dwelling and adjusted for estimates of permanent occupation rates. Figures have been rounded to the nearest 10 people.

2.PAC is used as required to treat for taste and odour compounds.

Table 1 (cont.): Gippsland Water - water sampling area source water and water treatment processes

Water Treatment Plant	Water Sampling Area	Estimated Population Served ¹	Source Water	Raw Water Storage	Treatment process										Sludge Thickening Dewatering	Added substances						
					Coagulation & Flocculation	Clarification		Filtration	Disinfection				Other	Lime / Soda Ash		Coagulants	Potassium Permanganate	Polymers	Fluoridation	Calgon-T (Sodium hexametaphosphate)		
						Sedimentation / Clarification	Dissolved Air Flotation	Granular Media Filter	Chlorine Gas	Chloramination (ammonia added)	Sodium Hypochlorite	Calcium Hypochlorite	Ultraviolet Disinfection								Powered Activated Carbon (PAC) ²	
Morwell	Morwell	15,920	Tyers River	Moondarra	✗	✗		✗	✗		Morwell, Churchill, Jumbuk, Hazelwood Nth, Boolarra	Traralgon South					Soda Ash	Alum		Flopam FA 920 PWG	Sodium Fluoride	✗
	Boolarra	680																				
	Churchill	5,360																				
	Yinnar	1,220																				
	Jumbuk	390																				
	Traralgon Sth/ Hazelwood Nth	1,930																				
Tyers (Plant 1)	Tyers/Glengarry	2,380	Tyers River	Moondarra	✗			✗			Tyers, Rosedale & Toongabbie				✗	Soda Ash	PAC-10LB		1115 & Dafloc X			
	Rosedale	1,790																				
Tyers (Plant 2)	Toongabbie	990			✗		✗	✗														
	Cowwarr	310																				
Traralgon	Traralgon	29,850	Tyers River	Moondarra	✗		✗	✗	✗								Soda Ash	PAC-10LB		Flopam FA 920 PWG	Sodium Fluoride	

1. The listed populations are for the water sampling areas calculated using Gippsland Water's number of residential water connections, the 2021 ABS census data of number of persons per dwelling and adjusted for estimates of permanent occupation rates. Figures have been rounded to the nearest 10 people.

2. PAC is used as required to treat for taste and odour compounds.

3. UV commissioned April 2026

Table 1 (cont.): Gippsland Water - water sampling area source water and water treatment processes

Water Treatment Plant	Water Sampling Area	Estimated Population Served ¹	Source Water	Raw Water Storage	Treatment process										Sludge Thickening Dewatering	Added substances					
					Coagulation & Flocculation	Clarification		Filtration	Disinfection				Other	Lime / Soda Ash		Coagulants	Potassium Permanganate	Polymers	Fluoridation	Calgon-T (Sodium hexametaphosphate)	
						Sedimentation / Clarification	Dissolved Air Flotation	Granular Media Filter	Chlorine Gas	Chloramination (ammonia added)	Sodium Hypochlorite	Calcium Hypochlorite	Ultraviolet Disinfection								Powered Activated Carbon (PAC) ²
Warragul	Warragul (Incl Nilma, Drouin East, Darnum)	23,190	Pederson Weir (Tarago River) Tarago Reservoir - (supplementary supply)	Tarago Reservoir (supplementary supply)	✗		✗	✗	✗		Warragul South & Drouin		✗ ³		✗	Lime	Alum		FA920PWG & FO4190PWG	Sodium Fluoride	
	Warragul South	670																			
	Drouin	17,720																			
	Rokeby/Buln Buln	560																			
Heyfield	Heyfield	2,080	Thomson River	Heyfield raw water storage	✗			✗			Heyfield WTP & Coongulla			✗	✗	Soda Ash	PFS (Polymerised Ferric Sulphate)		1115, Dafloc X		✗
	Coongulla/ Glenmaggie	830																			
Rawson	Rawson	360	Trigger Creek	Amours Basins	✗		✗	✗			Rawson WTP, Parkers Corner				✗	Soda Ash	PAC-10LB		Dafloc X		
	Erica	250																			

1. The listed populations are for the water sampling areas calculated using Gippsland Water's number of residential water connections, the 2021 ABS census data of number of persons per dwelling and adjusted for estimates of permanent occupation rates. Figures have been rounded to the nearest 10 people.

2. PAC is used as required to treat for taste and odour compounds.

3. UV commissioned April 2026

4. Changed to PAC-10LB

Table 1 (cont.): Gippsland Water - water sampling area source water and water treatment processes

Water Treatment Plant	Water Sampling Area	Estimated Population Served ¹	Source Water	Raw Water Storage	Treatment process										Sludge Thickening Dewatering	Added substances					
					Coagulation & Flocculation	Clarification		Filtration	Disinfection				Other	Lime / Soda Ash		Coagulants	Potassium Permanganate	Polymers	Fluoridation	Calgon-T (Sodium hexametaphosphate)	
						Sedimentation / Clarification	Dissolved Air Flotation	Granular Media Filter	Chlorine Gas	Chloramination (ammonia added)	Sodium Hypochlorite	Calcium Hypochlorite	Ultraviolet Disinfection								Powered Activated Carbon (PAC) ²
Mirboo North	Mirboo North	1,740	Little Morwell River	N/A	✗	✗	✗	✗			✗				✗	Soda Ash	PASS/PAC-10LB ⁴		92OPWG & Dafloc X		
Moe	Moe (inc Darnum ³)	9,980	Tanjil River and Narracan Creek	N/A	✗	✗		✗	✗		Newborough, Yallourn North, Trafalgar, Yarragon & Darnum				✗	Soda Ash	Alum		92OPWG	Sodium Fluoride	✗
	Newborough	7,230																			
	Yallourn North	1,470																			
	Trafalgar	4,320																			
	Yarragon	1,950																			
Neerim South	Neerim South	1,560	Tarago River	Tarago Reservoir	✗		✗	✗		✗ (Noojee System)	✗ (Neerim South)		✗ ³		✗	Soda Ash	PAC-10LB		Dafloc X		✗
	Noojee	240																			
Sale	Sale/Wurruk	17,350	Bore (Boisdale Aquifer)	N/A				✗	✗							Lime / CO ₂		✗		Sodium Fluoride	

1. The listed populations are for the water sampling areas calculated using Gippsland Water's number of residential water connections, the 2021 ABS census data of number of persons per dwelling and adjusted for estimates of permanent occupation rates. Figures have been rounded to the nearest 10 people.

2. PAC is used as required to treat for taste and odour compounds.

3. UV commissioned April 2026

4. Changed to PAC10.

Table 1 (cont.): Gippsland Water - water sampling area source water and water treatment processes

Water Treatment Plant	Water Sampling Area	Estimated Population Served ¹	Source Water	Raw Water Storage	Treatment process										Sludge Thickening Dewatering	Added substances					
					Coagulation & Flocculation	Clarification		Filtration	Disinfection				Other	Lime / Soda Ash		Coagulants	Potassium Permanganate	Polymers	Fluoridation	Calgon-T (Sodium hexametaphosphate)	
						Sedimentation / Clarification	Dissolved Air Flotation	Granular Media Filter	Chlorine Gas	Chloramination (ammonia added)	Sodium Hypochlorite	Calcium Hypochlorite	Ultraviolet Disinfection								Powered Activated Carbon (PAC) ²
Seaspray	Seaspray	780	Merrimans Creek	Seaspray raw water storage	✗			✗			✗			✗	✗	Soda Ash	PFS (Polymerised Ferric Sulphate)		1115		
Moe	Thorpdale (Water carting from Moe water sampling area)	180	Tanjil River & Narracan Creek (September 2015 - ongoing)	N/A	✗	✗		✗	✗		Thorpdale				✗	Soda Ash	Alum		920PWG	Sodium Fluoride	✗
Willow Grove	Willow Grove	470	Tanjil River	Blue Rock Lake	✗			✗		✗					✗	Soda Ash	Alum		1115, Dafloc X		

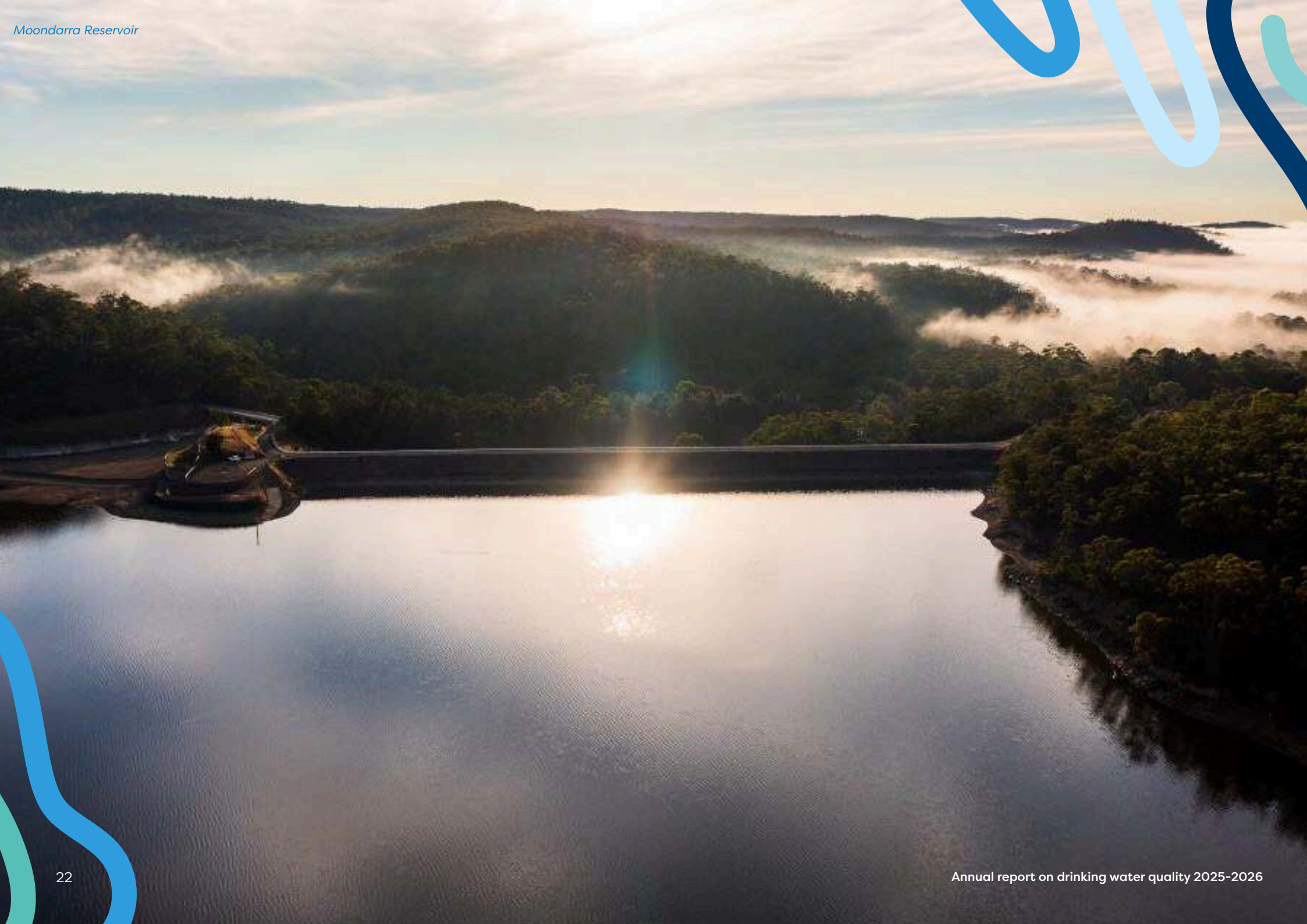
1. The listed populations are for the water sampling areas calculated using Gippsland Water's number of residential water connections, the 2021 ABS census data of number of persons per dwelling and adjusted for estimates of permanent occupation rates. Figures have been rounded to the nearest 10 people.

2. PAC is used as required to treat for taste and odour compounds.

3. UV commissioned April 2026

4. Changed to PAC-10LB

5. Water is predominantly carted from the Moe System, however, may also be sourced from the Morwell system.



6. Drinking water supply systems cont.

6.2 Catchment Management

We work in partnership with the following organisations to improve and preserve our waterway ecosystems:

- West Gippsland Catchment Management Authority (WGCMA)
- Melbourne Water
- Local councils, including Wellington Shire Council, Latrobe City Council, South Gippsland Council and Baw Baw Shire Council
- Lake Wellington Sustainable Irrigation Group Forum
- Local Landcare groups, including Latrobe Catchment Landcare Network
- Department of Energy, Environment and Climate Action (DEECA)
- Forest Fire Management Victoria
- Environment Protection Authority (EPA)

Initiatives that have been undertaken to contribute to source water protection in our catchments have included:

- Fencing, revegetation and ongoing maintenance of riparian areas of Tanjil River immediately upstream of the Moe water supply offtake. This project included planting more than 8,000 locally native plants and has assisted with the improvement of water quality by restricting livestock access to the river and preventing erosion through bank stabilisation.
- Assessment of planning permit application referrals from councils for locations that fall within water supply catchment areas. In total, 28 planning permit applications were received from councils for further assessment as a determining referral authority for declared special water supply catchments in 2025-2026.
- Completion and updating of source water risk assessments for all water supply catchments, including review of the sanitary surveys which included a geospatial approach and addressed emerging water quality risks.
- Ongoing works within the Moondarra catchment area, including weed and pest animal control, track maintenance, native vegetation management (including planned burns) and surveillance and improved security for illegal access and activity.
- Progression of the Gippsland Water and WGCMA joint project funded by Gippsland Lakes Co-ordinating Committee (GLCC), focused on reducing nutrient and sediment loads from the western Gippsland Lakes. Possible project sites are being scoped and assessed including waterways immediately upstream of priority offtakes on the Macalister River, Narracan Creek and Tanjil River.
- Development of Moondarra Land Management Plan as a practical document to support planning, on-ground works and investment decisions.
- Stormwater pollution management at Willow Grove as Stage two of an Integrated Water Management (IWM) grants application. A collaborative funding application was completed between partners (WGCMA, Gippsland Water, Baw Baw Shire Council, and SRW) to continue work to resolve stormwater issues arising from residential development above Blue Rock Lake. Stage two works are aimed at resolving erosion and improving water quality entering Blue Rock Lake.
- Planting and maintenance of 1,600 native plants near Tyers River to limit erosion on exposed bank just upstream of weir at Tyers River Pump Station, Wirilda Park.

Drinking water supply systems cont.

Table 2: Gippsland Water - water supply area water source and activities taken

Water Treatment Plant	Source Water	Raw Water Storage	Water Sampling Area	Water Storage Manager	Catchment Management Authority	Catchment Activity Interactions
Maffra water treatment plant	Macalister River	Lake Glenmaggie	Maffra Stratford Boisdale	Southern Rural Water (SRW)	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Irrigation development applications referrals through SRW • Planning application referrals through relevant councils • Sanitary surveys conducted to assess water quality risks
Briagolong water treatment plant	Bore-Wa De Lock Aquifer	N/A	Briagolong	Southern Rural Water (SRW)	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Irrigation development applications referrals through SRW • Sanitary surveys conducted to identify and assess water quality risks • Test bore and monitoring to investigate future water security options.
Morwell water treatment plant	Tyers River (Including Trigger Creek)	Moondarra Reservoir	Morwell Boolarra Churchill Yinnar Jumbuk Traralgon Sth / Hazelwood Nth	Gippsland Water	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Road and track maintenance • Meetings with Forest Fire Management Victoria to influence ongoing prescribed burn planning to ensure water quality • Working with DEECA Fire Management on the development of strategic fire breaks. • Planning application referrals through relevant councils • Sanitary surveys conducted to identify and assess water quality risks • Timber production from Gippsland Water-owned pine plantation: including harvest & site preparation for re-establishment of native vegetation. • Catchment surveillance program and reporting illegal access into closed catchment area to Victoria Police • Bulk water shoreline assessments of Moondarra Reservoir • Development of a Moondarra Land Management Plan to guide future management activities. The plan will serve as a practical document to support planning, on-ground works and investment decisions. • Tyers River pump station planting - Planting and maintenance of 1,600 native plants near Tyers River to limit erosion on exposed bank just upstream of weir at Tyers River Pump Station, Wirilda Park.
Tyers water treatment plant			Tyers/ Glengarry Rosedale Toongabbie Cowwarr			
Traralgon water treatment plant			Traralgon			
Rawson water treatment plant		Amours Basins	Rawson Erica			

Table 2 (cont.): Gippsland Water – water supply area water source and activities taken

Water Treatment Plant	Source Water	Raw Water Storage	Water Sampling Area	Water Storage Manager	Catchment Management Authority	Catchment Activity Interactions
Warragul water treatment plant	Pederson Weir (Tarago River) Tarago Reservoir (supplementary supply)	Tarago Reservoir (supplementary supply)	Warragul (including Nilma, Drouin East) Warragul South Drouin Rokeby/Buln Buln	Melbourne Water	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Planning application referrals through relevant councils • Sanitary surveys conducted to assess water quality • Ongoing liaison with Melbourne Water, specific to Tarago Reservoir water quality.
Neerim South water treatment plant			Neerim South Noojee			
Sale water treatment plant	Bore (Boisdale Aquifer)	N/A	Sale / Wurruk	Southern Rural Water (SRW)	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Sanitary surveys conducted to identify and assess water quality risks • Irrigation development applications referrals through SRW
Seaspray water treatment plant	Merriman Creek	Seaspray raw water storage	Seaspray	Gippsland Water	West Gippsland Catchment Management Authority	<ul style="list-style-type: none"> • PFAS/PFOA monitoring • Sanitary surveys conducted to identify and assess water quality risks • Irrigation development applications referrals through SRW • Ongoing monitoring of algae control measures in raw water basins

Table 2 (cont.): Gippsland Water – water supply area water source and activities taken

Water Treatment Plant	Source Water	Raw Water Storage	Water Sampling Area	Water Storage Manager	Catchment Management Authority	Catchment Activity Interactions
Willow Grove water treatment plant	Tanjil River	Blue Rock Lake	Willow Grove	Southern Rural Water (SRW)	West Gippsland Catchment Management Authority (WGCMA)	<ul style="list-style-type: none"> Funding application submitted to Integrated Water Management (IWM) grants program for revegetation project at Blue Rock Lake, buffering effects of Willow Grove stormwater. Funding outcomes announced in early 26/27. Planning application referrals through relevant councils Sanitary surveys conducted to identify and assess water quality risks Engagement with SRW and WGCMA regarding water quality protection Maintenance and monitoring of Tanjil River Revegetation Project area.
Heyfield water treatment plant	Thomson River	Heyfield raw water storage	Heyfield	Gippsland Water	West Gippsland Catchment Management Authority (WGCMA)	<ul style="list-style-type: none"> PFAS/PFOA monitoring Irrigation development applications referrals through SRW Planning application referrals through relevant councils Sanitary surveys conducted to identify and assess water quality risks
Mirboo North water treatment plant	Little Morwell River	N/A	Mirboo North	N/A	West Gippsland Catchment Management Authority (WGCMA)	<ul style="list-style-type: none"> PFAS/PFOA monitoring Irrigation development applications referrals through Southern Rural Water Planning application referrals through relevant councils Sanitary surveys conducted to identify and assess water quality risks Engagement with local Landcare Groups and Councils to support future revegetation projects
Moe water treatment plant	Tanjil River and Narracan Creek	N/A	Moe Newborough Yallourn North Trafalgar Yarragon Darnum Thorpdale (water carting from Moe water sampling area)	N/A	West Gippsland Catchment Management Authority (WGCMA)	<ul style="list-style-type: none"> PFAS/PFOA monitoring Planning application referrals through relevant councils Sanitary surveys conducted to identify and assess water quality risks Engagement with WGCMA to support sustainable irrigation practices Progression of the Gippsland Water and WGCMA joint project funded by Gippsland Lakes Co-ordinating Committee (GLCC), focused on reducing nutrient and sediment loads from the western Gippsland Lakes. Possible project sites are being scoped and assessed including waterways immediately upstream of priority Gippsland Water offtakes on the Macalister River, Narracan Creek and Tanjil River



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Act.
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Our future.

Stop.
Think.
Act.
Our safety.
Our future.
MAT



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Water

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6. Drinking water supply systems cont.

6.3 Source Water Selection

Raw water selection is a fundamental element in the provision of safe and reliable drinking water. The drinking water supply system encompasses all components from the point of water collection to the consumer, including catchments, source waters, storage reservoirs, treatment systems, distribution infrastructure, and end users. The quality and characteristics of the selected raw water source directly influence the level of treatment required and the overall risk profile of the supply system.

6.3.1 Source Water Characteristics

Source waters, whether surface water or groundwater, are inherently vulnerable to contamination. Particularly from enteric pathogens introduced via faecal material from humans, livestock, and wildlife. Surface waters are especially susceptible due to their exposure to catchment activities and environmental inputs. The extent of contamination is influenced by:

- The number and type of faecal sources within the catchment
- Land use practices and access to water bodies
- The level of catchment protection and management

Understanding the nature and variability of the source water is essential for effective system design and operation.

6.3.2 Monitoring and Risk Assessment

Comprehensive source water monitoring supports the identification of potential hazards and informs the assessment of contamination risks. Monitoring programs are designed to:

- Establish baseline water quality conditions
- Detect changes in water quality, particularly during high-risk events (e.g. rainfall or storm runoff)
- Enable early warning and real-time process control
- Support operational decision-making (e.g. intake closures, treatment adjustments, or source switching where possible)

Monitoring frequency is aligned with the variability and complexity of the source water. Systems with higher variability or limited data should be monitored more frequently.

6.3.3 Treatment Implications

The level of treatment required is determined by the contamination risk associated with the raw water source. Multiple treatment barriers are necessary to ensure public health protection, with consideration for uncertainty and system resilience.

Key treatment considerations include:

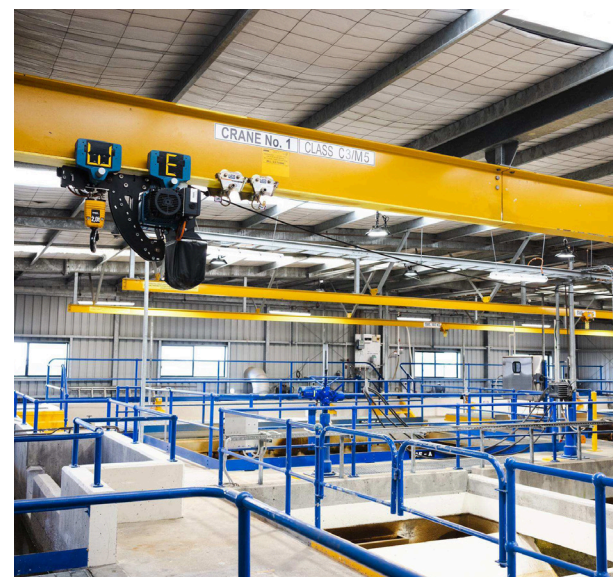
- Filtration to enhance removal of protozoa and viruses, particularly where source protection is incomplete
- Maintenance of disinfection residual to mitigate contamination risks and control microbial regrowth
- Continuous monitoring of critical control points to ensure treatment performance

6.3.4 Source Protection and Preventive Measures

Preventing contamination at the source is more effective and reliable than solely relying on treatment. Catchment protection measures are implemented, where possible, to the extent of legislative authority. These include:

- Land use controls and buffer zones
- Exclusion of livestock and human access to water bodies
- Management of stormwater and runoff
- Community engagement and education

A multi-barrier approach, incorporating both source protection and robust treatment, provides the highest level of assurance for drinking water safety.



Traralgon water treatment plant filter gallery

6. Drinking water supply systems cont.

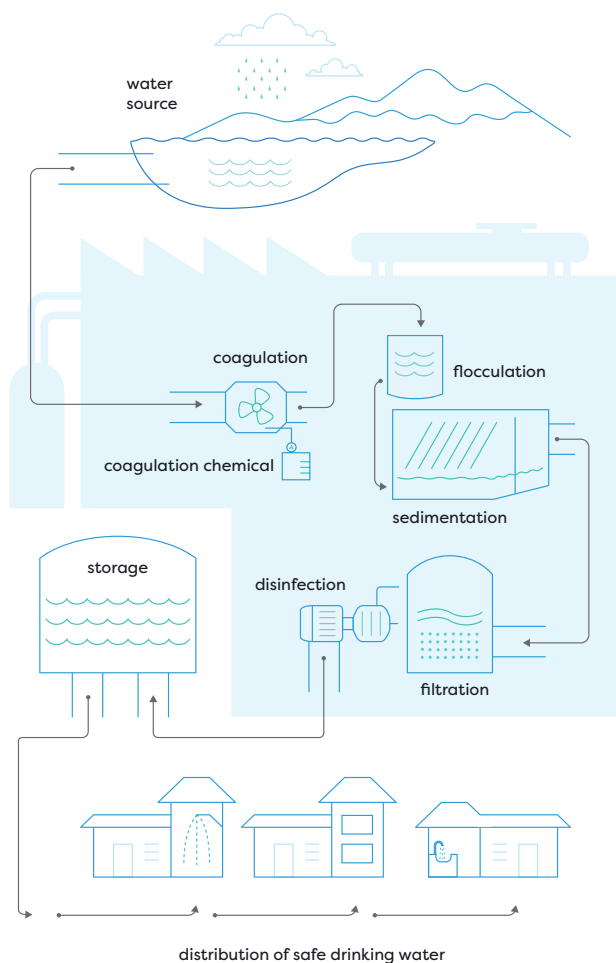


Figure 3: Typical Water Treatment Process

6.4 Drinking water treatment processes

During 2025-26, we treated over 16,500 Megalitres (ML) of drinking water across all water treatment plants. We use conventional water treatment systems, dissolved air flotation and aeration treatment systems.

The water treatment systems involve the following process steps:

- Coagulation
- Flocculation
- Clarification/sedimentation/dissolved air flotation
- Filtration
- Chlorine disinfection
- Ultraviolet (UV) disinfection
- pH correction
- Fluoridation

Table 1 identifies the regular treatment process for each of the water sampling areas and lists added substances and any periodic treatment activities.

6.4.1 Coagulation/flocculation

Coagulation is a process to remove very fine suspended particles often associated with turbidity, colour or colloidal matter in water. These particles have a negative charge that causes them to repel each other and stay suspended in water. The addition of a suitable iron- or aluminium-based salt 'coagulant' with a positive charge neutralises or destabilises the negative charge enabling the fine particles to join together to form larger particles.

The flocculation (floc) process involves the formation of small flocs which later aggregate to form a larger floc thus speeding up their removal during the sedimentation process.

6.4.2 Sedimentation

The sedimentation or clarification of the floc particles formed during the coagulation/flocculation process is usually carried out under still conditions (e.g. in the sedimentation tank or clarifier). A sedimentation tank relies on gravity to separate the floc from the water, which is heavy and falls to the bottom of the tank – leaving the 'cleaner' water on top.

6.4.3 Solid Contact Clarification

Solid contact clarification helps remove particles from the water before filtration. Water enters a central chamber where it mixes with previously settled solids. This gentle mixing causes small particles to join together and form larger particles that settle more easily.

As the water moves through the clarifier, some particles become trapped in a sludge blanket, which improves water clarity. Settled solids are collected by rotating scrapers and removed from the basin. The clarified water then flows into a circular collection channel that removes water evenly from the surface and helps prevent solids from being carried over to the next treatment stage.

6. Drinking water supply systems cont.

6.4.4 Dissolved air floatation (DAF)

This process involves the injection of microscopic air bubbles into the water stream, where it is mixed with pre-coagulated water just before it enters the flotation tank. The air bubbles attach to the solid particles (flocs formed during the coagulation and flocculation stages), causing the flocculated particles to float to the surface. These particles are then drawn off the surface and the filtration tank and removed to waste. The clear water then is filtered, through graded filter media.

6.4.5 Filtration

The clarified water is passed through a filter consisting of several types of graded filter media (sand, gravel and coal) to remove any remaining particles, floc or dissolved chemicals that may have passed through the clarification/ sedimentation process.

Over time, the filters gradually become clogged with trapped particles. A filter backwash is carried out to clean the filters, returning them to optimum condition. The backwash process involves a reverse flow of air and water through the filter media and consists of two steps:

Air scour: Air is forced up through the filter nozzles to agitate, expand the filter bed, and loosen up any trapped dirt particles from the filter media.

Water backwash: Clean backwash water is forced upwards through the filter bed continuing the filter bed expansion and carrying the particles in suspension into backwash troughs suspended above the filter surface.

The backwash water produced during the filter cleaning process is discharged to the sludge thickening system to separate solids from process water.

To maximise water use, the separated process water is then returned to the treatment plant and mixed with new raw water to recommence the treatment process.

6.4.6 Sequestration

Sequestration involves the addition of sequestering agents to the filtered water to prevent an oxidation reaction between dissolved iron/manganese and chlorine during the disinfection stage. This results in forming particulate iron/ manganese that discolours the water and causes water quality complaints.

6.4.7 Disinfection

Drinking water is disinfected to prevent the spread of waterborne pathogens that cause diseases like dysentery, cholera, typhoid and gastroenteritis.

Water disinfection can be achieved using one or more of the following methods:

Chlorination: Chlorine is widely used throughout the world to disinfect drinking water and control disease causing organisms. The type of chlorine used at our plants is either chlorine gas or sodium hypochlorite.

Chloramination: Chloramination is also used throughout the world as a means of disinfecting drinking water to control disease causing organisms. Small amounts of chlorine and ammonia are added to the water to form chloramines, providing a relatively long-lasting process to safely disinfect water.

Secondary disinfection: Disinfectant residuals decrease with time as water passes throughout the distribution system and within storage tanks. Secondary water disinfection plants are used to maintain adequate disinfection levels within the distribution system.

Ultraviolet (UV) disinfection: UV light, a type of electromagnetic radiation, possesses incredible potential in disinfecting water by neutralising harmful, including chlorine tolerant, microorganisms. This process involves the UV light damaging the DNA of these microorganisms, rendering them unable to reproduce and cause infections. When used in combination with the other treatment processes, it ensures the provision of a multi-barrier approach to managing water quality.

6.4.8 Added Substances

Lime/Soda ash

To assist with the treatment process and to ensure the pH level in the raw water (before treatment chemicals are added) and filtered water (after treatment) is within the required ranges, lime or soda ash is added. Lime or soda ash is added to the raw water to adjust the pH to ensure the optimum level for chemical reactions to occur in the coagulation/flocculation process.

Lime or soda ash is also added to the water before it leaves the water treatment plant to maintain the pH in the desired range to optimise the effectiveness of disinfection chlorinated systems and to minimise the risk of corrosion, as well as improve water taste.

6. Drinking water supply systems cont.

Potassium permanganate

Potassium permanganate can be added to the water supply as required to reduce iron and manganese levels. When present in higher concentrations, these metals can cause staining of laundry and plumbing fixtures and contribute to 'discoloured water' events.

Powdered activated carbon

Powdered activated carbon can be added to the water supply as required to remove compounds that contribute to taste and odour issues. These are usually associated with higher levels of certain algae in raw water.

Coagulants (Alum, PAC10, PFS, PASS)

Coagulants are compounds that promote the clumping of fine floc particles into larger floc particles so that they can be more easily separated from the water. The coagulants are either aluminium or iron based, with the type used dependent on the characteristics of the raw water being treated.

Fluoridation

Water fluoridation is the adjustment of fluoride in drinking water to a level that helps protect teeth against dental decay. We fluoridate the drinking water supplies at six of our 15 water treatment plants (Moe, Morwell, Maffra, Traralgon, Sale and Warragul). Fluoridation of the drinking water supplies is undertaken as per the requirements of the Health (Fluoridation) Act 1973. For information about the health issues associated with the water fluoridation program, contact the Department of Health on 1800 651 723.

Sodium hexametaphosphate

Sodium hexametaphosphate can be added to the water supply as required as a sequestration agent to prevent the oxidation of soluble iron/manganese in the water supply that can contribute to discoloured water issues

6.4.9 Distribution

After water is filtered and disinfected, it is provided to customers through a vast network of tanks, basins, pumps and pipes. We use positive pressure, gravity and backflow prevention to ensure the delivery of safe drinking water. Positive pressure in the water mains prevent contaminants entering the water supply system when leaks occur. We require properties assessed as high-risk to water supply such as industrial and commercial properties to install and maintain a testable backflow prevention device before connecting to the water supply network.

When work is required on water mains, the safety of drinking water is maintained through proactively managing any risks. Programs such as our 5Cs (clean pipes, clearance, chlorination, cleanliness, clothing) are specifically designed to address any contamination risk. See Figure 4.

The water distribution system is also strategically flushed to remove build-up of naturally occurring sediments from pipes that can cause customers to experience dirty water.

Protecting Water Quality

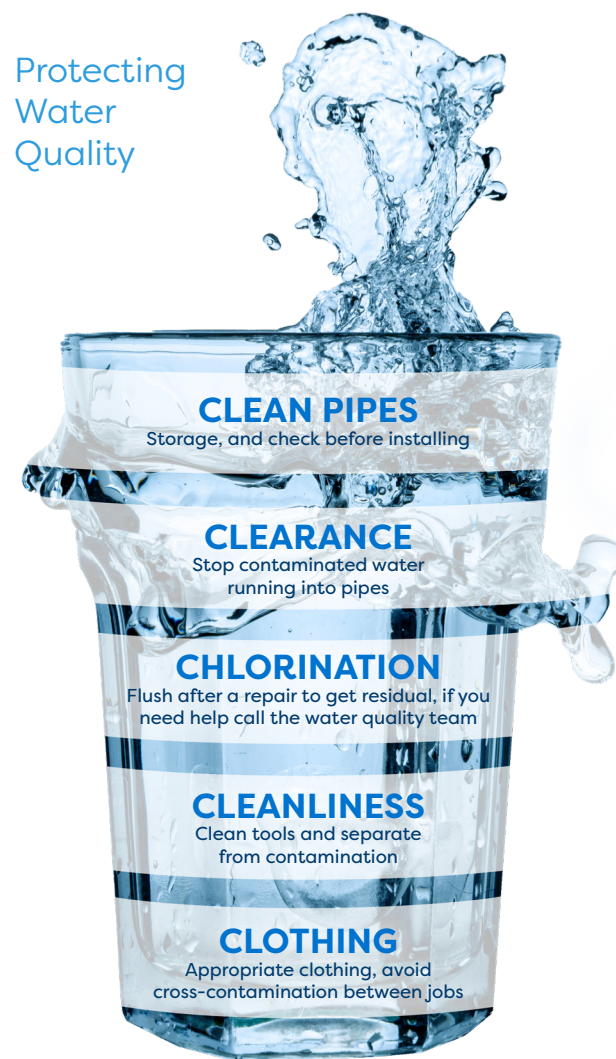


Figure 4: Gippsland Water's 5C's program

6. Drinking water supply systems cont.

6.5 Water Quality Management

The Act provides a regulatory and risk management framework for drinking water quality management. The Act requires all Victorian water corporations to prepare, implement and review a risk management plan. We've committed to establishing and maintaining a Drinking Water Quality Management System (DWQMS) that considers the principles of the Framework for the Management of Drinking Water Quality within the Guidelines, to assist with this requirement. This quality management framework is specific for the water industry and incorporates a preventive risk management approach from catchment to consumer.

We utilise the Australian Drinking Water Guidelines Framework principles in its Water Quality Management System for the supply of safe drinking water. The Australian Drinking Water Guidelines Framework is based on 12 elements outlined in Chapter 2.

The 12 elements of the Water Quality Management System must be met, and the key processes undertaken to meet these requirements include:

6.5.1 Hazard and risk identification

We undertake an extensive hazard identification and assessment process from the catchment to the end user to determine the key risks to a water supply. This enables the implementation of control measures. This involves management, operational staff, system operators and key stakeholders.

The risks identified during this process are reviewed regularly to identify changes to risks, new risks, or when processes and system changes occur.



Warragul water treatment plant storage tank

6. Drinking water supply systems cont.

6.5.2 Control measures

Control measures are established to reduce the key risk or likelihood of the risk occurring. The intent is to manage or reduce the risk to an acceptable level.

Within our Drinking Water Quality Management System, this consists of:

- **Critical Control Points (CCPs)** that are alarmed and have the ability to stop processes before a water quality failure occurs. The CCPs are documented and apply to critical process steps in the treatment process.
- **Maintenance programs** that include preventive maintenance of critical assets used in the treatment process and control systems such as dosing systems, monitoring instrumentation and asset-based maintenance. This could include mains flushing, air scouring, tank, and basin cleaning as well as asset maintenance and replacement programs.
- **Trained and competent water treatment technicians** to manage the operation and maintenance of water treatment plants and water supply systems. All technicians undertake industry-based training to ensure a high level of knowledge of treatment processes and associated risks. Our technicians undertake training in relevant competencies to achieve a minimum Certificate 3 in water industry operations, as defined in the National Water Training Package.

6.5.3 Verification and monitoring

Verification and monitoring are used to confirm and authenticate the performance of water treatment processes and water supply systems to ensure compliance with the Regulations, Standards and Australian Drinking Water Guidelines health related and aesthetic guideline values. Our verification and monitoring include:

- Supervisory control and data acquisition systems (SCADA) at:
 - Individual water treatment plants.
 - Secondary disinfection systems.
 - Water supplies treated water tanks, storages, and pump stations.
- System-wide telemetry and alarms 24 hours a day, seven days a week.
 - Critical Control Point (CCP) alert and critical process alarms.
- Water treatment and water quality technicians on-call 24 hours a day, seven days a week for system monitoring and alarm verification and response.
- A drinking water quality monitoring program covering the catchment, water treatment plant process and water supply system testing undertaken by an independent National Association of Testing Authorities (NATA) accredited laboratory that include:
 - Pathogenic microorganisms.
 - Inorganic chemicals, including inorganic disinfection by-products.

- Organic chemicals, including pesticides, pesticide residues and organic disinfection by-products.
- Radiological parameters.
- Algal toxins (as required when algal events occur).
- A water treatment chemical quality assurance program undertaken by an independent laboratory that includes certificates of analysis prior to receipt of chemicals for use.
- Calibration programs of on-line and benchtop critical instruments used for process control and alert and critical alarm processes by independent service providers.
- Customer feedback captured through our water quality complaint resolution procedure.

6.5.4 System auditing

Internal and external auditing programs have been established to assess compliance of the Water Quality Management System. This includes:

- Reviewing water treatment plant records, systems and processes.
- Inspecting water supply system infrastructure (water mains repairs, treated water storage tanks and basins).
- Challenging testing CCP alert and critical alarms.
- Performing behavioural audits to verify compliance with control, verification, and monitoring requirements.

6. Drinking water supply systems cont.

6.6 Water Treatment and Quality Projects Undertaken

During the 2025-26 reporting period, we undertook several works, programs and projects to ensure that continual improvements were made for the provision of safe drinking water to our customers. These included:

Treatment processes

- Briagolong water treatment plant – drilling of new production bore, inspection of bore 1 and chemical upgrade project currently underway
- Heyfield water treatment plant - PFS (Coagulant) storage tank maintenance and repair works, and inspection and repair of raw water basin discharge pipework
- Maffra water treatment plant - major service of UV system, and the retrofit of a filter-to-waste system allowing non-compliant water produced during process recovery and high turbidity water generated immediately after filter backwash, to be diverted away from the clear water storage (CWS) tank.
- Mirboo North water treatment plant – completion of alternative coagulant trial (PAC10 trial), replacement of filtered water turbidity alarms and analyser, and installation of backup generator.
- Moe water treatment plant - installation of backup generator and major service of centrifuge
- Morwell water treatment plant - chemical tank upgrades with new soda ash and alum tanks installed and original units removed.
- Neerim South water treatment plant – installation of UV disinfection
- Sale water treatment plant – replacement of high lift pump seven and replacement of flashing on high level water tower.

- Seaspray water treatment plant – installation of debubbler on the final turbidity instrument to resolve measurement issues.
- Traralgon water treatment plant - replacement of the three non-return valves.
- Tyers water treatment plant – chemical supply upgrade commenced, and clear water storage basin upgrade works completed
- Warragul water treatment plant – installation of UV disinfection, completion of a trial in relation to taste and odour compounds removal and installation of backup generator

Treated water Storages and tanks

- Conducted annual inspections on treated water storage basins and tanks which included:
 - assessing their condition,
 - completing maintenance, and
 - performing targeted leak detection
- Completed an internal clean of the Darnum tank.
- Completed maintenance works and roof sealing on the following treated water storages:
 - Darnum tank
 - Dillons Hill tank
 - Willung concrete tank
- Completed Remotely Operated Vehicle (ROV) inspection and reporting on the cover and liner for Warragul South basin.
- Completed treated water storage cleaning of the floating covers of Churchill (Northways) and Newborough treated water storage basins.
- Installed additional storage tanks at the Thorpdale clear water storage site.

Reticulation system and disinfection

- Installation of additional pipework in preparation for the new Clarkes Road 50ML clear water storage currently being constructed.
- Completed pigging of the Morwell Warragul Interconnect and Rawson reticulation systems
- Completed air scouring of the Mirboo North reticulation systems.
- Completed preventative flushing within the Traralgon's central business district reticulation system
- Installation and commissioning of automatic flushing devices at Rosedale, Toongabbie, Morwell and Heyfield to improve water quality.
- The introduction of a purpose-built mobile disinfection system, enabling an efficient approach to commissioning new infrastructure while maintaining high standards and system readiness.
- Completed an upgrade at the disinfection facility located in Maffra (McAdam Street)

Other projects

- Ongoing replacement and upgrade of water treatment plant and field water quality site on-line and field instrumentation.
- Targeted training of our staff in performing filter inspections to ensure they are well equipped to identify operational performance issues through visual and physical verification.

7. System issues for 2025-26

During the 2025-26 reporting period, there were no reportable events under Section 18 or Section 22 of the Act.



Our team cleaning the Darnum water storage tank

8. Quality of drinking water 2025-26

The Regulations require water corporations to develop and implement a risk-based water quality monitoring program to verify compliance of specified water quality standards with the regulatory requirements.

Whilst the Regulations prescribe the sampling characteristics and frequency for specific water quality standards, water corporations are also required to set their own monitoring program based on the risk-profile of each of their water sampling areas.

As part of our water quality monitoring program, samples are collected weekly, monthly, quarterly, yearly and every five years from the 35 water sampling areas and tested to ensure it meets the specified quality standards. Over the reporting period, more than 5,100 samples were collected for quality testing and over 59,000 tests were performed.

8.1 Prescribed water quality parameters (Regulation Part 3 section 2 (b) Water sampling areas and water sampling programs)

The Regulations prescribe sampling characteristics and frequency for the following water quality parameters: *Escherichia coli* (E. coli), total trihalomethanes (TTHMs), pH and turbidity. These parameters are used to check the quality of drinking water and make sure the treatment process is working as it should.

A brief explanation of these parameters is provided below. A more detailed explanation can be obtained from the Australian Drinking Water Guidelines prepared by the National Health and Medical Research Council (NHMRC).

Escherichia coli (E. coli) – E. coli is a common thermo-tolerant coliform present in faeces and is regarded as the most specific indicator of recent faecal contamination from warm blooded animals. The presence of E. coli in the

water supply can therefore indicate the potential for other pathogenic bacteria to be present. Results from samples taken within the water sampling area that exceed the maximum level of this parameter are reported to the Department of Health, as required under Section 22 of the Safe Drinking Water Act.

Trihalomethanes (THM) – Trihalomethanes are a category of by-products produced in drinking water, principally as a result of disinfection chemicals (chlorine) reacting with naturally occurring organic matter derived from the decay of aquatic and terrestrial vegetative matter present in water supplies. Results from samples taken within the water sampling area that exceed the maximum level of this parameter are reported to Department of Health, as required under Section 18 of the Safe Drinking Water Act.

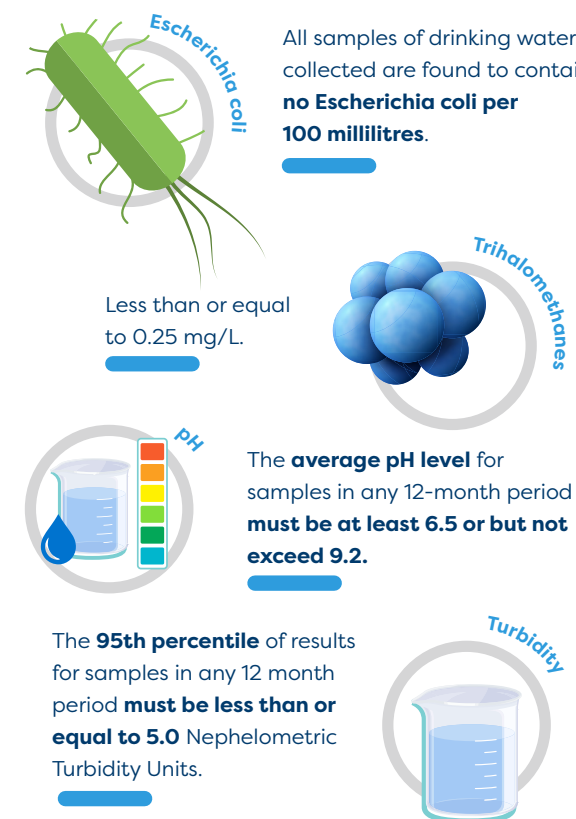
pH – pH is a measure of how acidic or alkaline water is, based on the concentration of hydrogen ions. pH influences the effectiveness of water treatment processes, the performance of disinfectants such as chlorine, and the potential for corrosion or scale formation within the water supply system. Maintaining an appropriate pH helps protect infrastructure, optimise treatment performance, and ensure water remains safe and aesthetically acceptable for consumers. Results from samples taken within the water sampling area that exceed the maximum level of this parameter are reported to Department of Health, as required under section 20 of the SDWA.

Turbidity – Turbidity is caused by the presence of fine suspended matter such as clay, silt, colloidal particles, algae and other microscopic organisms in the water. In high levels, this matter gives the water the appearance of being dirty, muddy or milky. Turbidity is best removed by coagulation and filtration treatment processes. Results

from samples taken within the water sampling area that exceed the maximum level of this parameter are reported to Department of Health, as required under section 18 of the SDWA.

The Regulations monitoring requirements are summarised in Figure 5:

Figure 5: Summary of the prescribed water quality standards



8. Quality of drinking water 2025-26 cont.

Figures 6 and 7 below show the performance and achievement for 2025-26 with regard to compliance with the prescribed water quality standards listed above. Further detailed comparisons of water quality parameters with the previous two financial years are provided in the following sections.

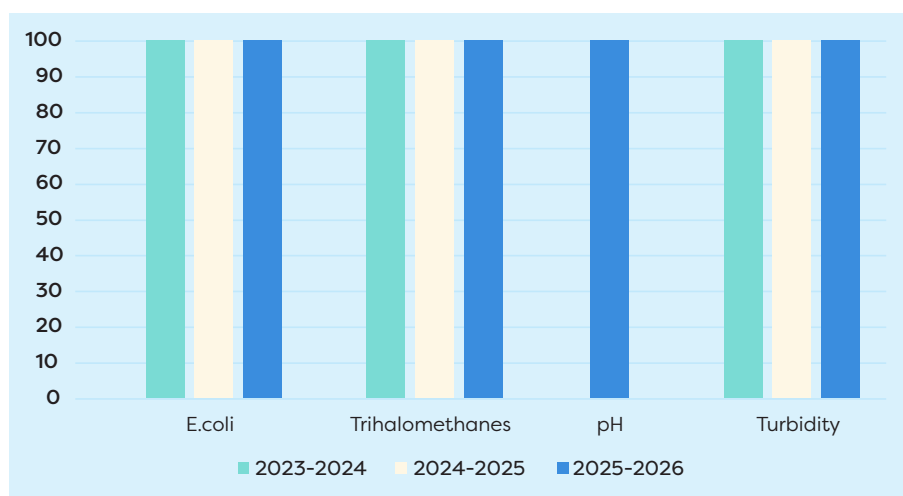


Figure 6: Percentage compliance by water sampling areas with the prescribed water quality standards

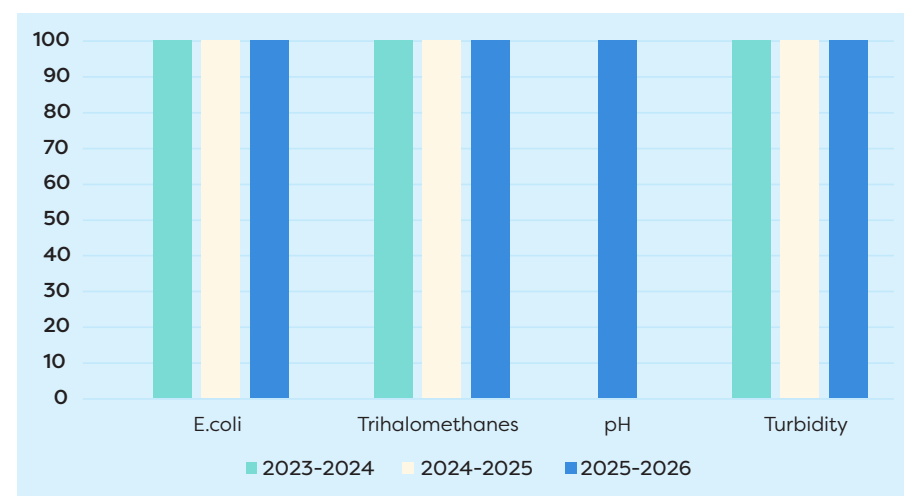


Figure 7: Percentage compliance by population with prescribed water quality standards

For the 2025-2026 reporting period, 100 percent compliance was achieved for prescribed water quality standards detailed in Part 3 section 2 (b) of the Regulations. Note: the new Regulations 2025 have included pH in the prescribed sampling characteristics and has therefore been included for this reporting period.

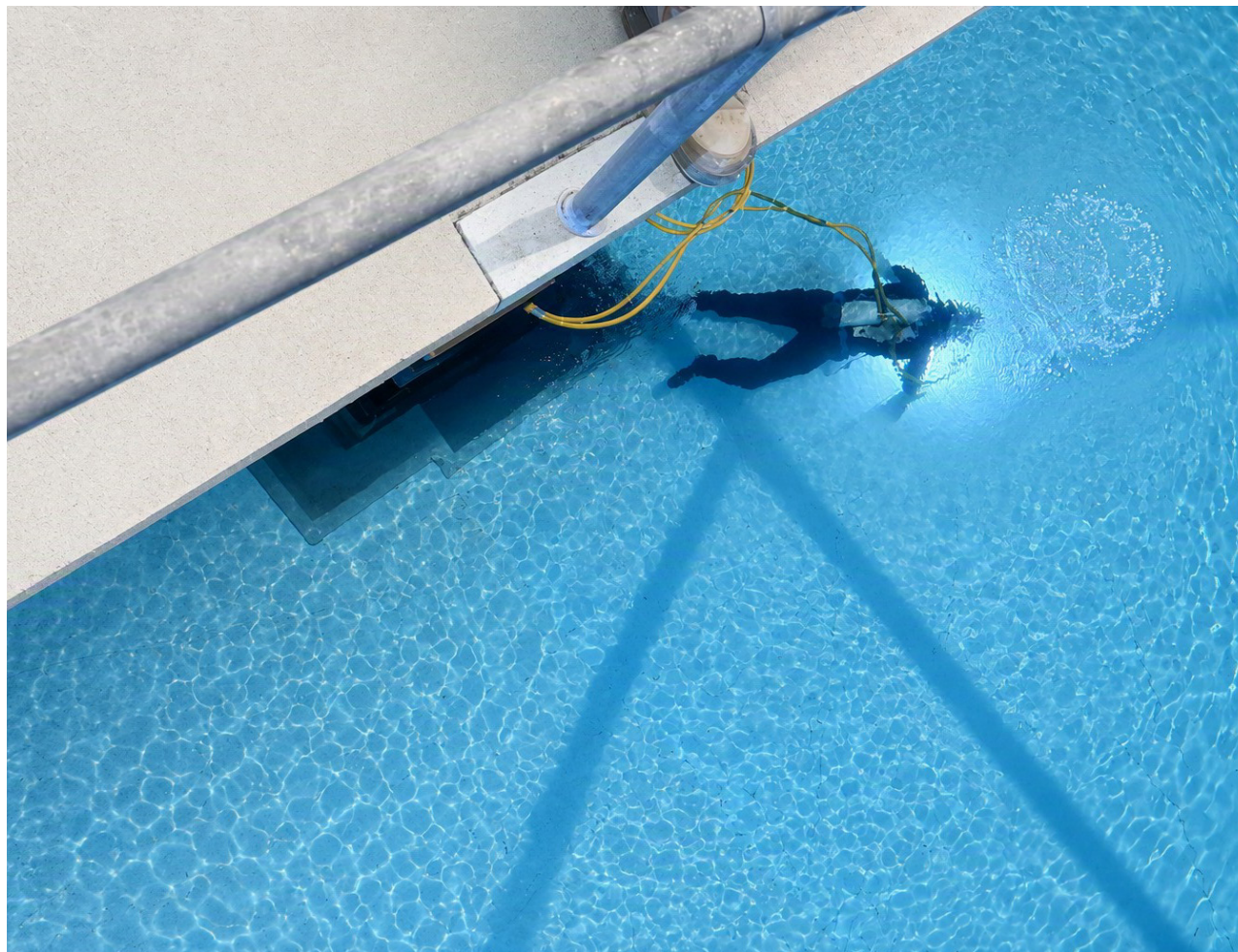
8. Quality of drinking water 2025-26 cont.

8.2 Risk based water quality parameters (Regulation Part 3 section 2 (a) Water sampling areas and water sampling programs)

To meet the water sampling requirements under the Regulations, we have developed a comprehensive risk-based sampling and testing program. Our program includes both health-based and aesthetic drinking water parameters and aligns with the Australian Drinking Water Guidelines.

Our program is determined by assessing the risks identified in each drinking water sampling area and monitoring the identified parameters to verify that these risks are being controlled effectively, ensuring that the water we supply is safe to drink.

Our sampling program is currently under review in preparation to meet the new requirements specified under the Regulations. This includes undertaking a risk assessment to determine the requirement to sample for additional physical, chemical and aesthetic parameters.



Diving contractor inspecting recently relined Coongulla Basin

9. Emergency, incident and event management

9.1 Our emergency and incident management approach

We implement our Emergency Management Plan when responding to incidents including in response to significant water quality incidents. Our incident and emergency management approach is aligned to the nationally recognised Australasian Inter-service Incident Management Systems (AIIMS) framework.

We continually review our Emergency Management Plan to ensure ongoing compliance with the requirements of Part 7a of the Emergency Management Act (2013).

9.2 Incidents reported under the Safe Drinking Water Act 2003

Under the Safe Drinking Water Act 2003, we are required to report certain drinking water incidents to the Department of Health. Reporting these incidents promotes transparency, supports regulatory oversight, and ensures that any risks to drinking water quality and public health are appropriately managed.

9.2.1 Section 18 of the Safe Drinking Water Act 2003

Section 18 of the Safe Drinking Water Act states:

“A water supplier must notify the Secretary in writing if it becomes aware that the drinking water it is supplying to another person does not comply, or is not likely to comply, with any relevant water quality standard and must do so within 10 days after it becomes aware of the fact.”

In 2025-26, no water quality events were required to be reported to the Department of Health pursuant to Section 18 of the Safe Drinking Water Act.

9.2.2 Section 22 of the Safe Drinking Water Act 2003

Section 22 of the Safe Drinking Water Act states:

“(1) This section applies if an officer of a water supplier believes or suspects on reasonable grounds that the water supplied, or to be supplied for drinking purposes –

- (a) may be the cause of illness; or
- (b) may be the means by which an illness is being, has been or will be transmitted; or
- (c) may contain any pathogens, substance, chemical or blue-green algae toxin, whether alone or in combination, at levels that may pose a risk to human health; or
- (d) may cause widespread public complaint.

(2) On forming that belief or suspicion, the officer must immediately report his or her belief or suspicion to the Secretary and must make the report in the form required by the Secretary.”

During the 2025-26 reporting year, there were no reportable events that required notification to the Department of Health under Section 22 of the Safe Drinking Water Act.

9.3 Incidents reported under the Safe Drinking Water Regulations 2025

The Regulations also require the reporting of incidents or events when there is a departure from the requirements under the regulations. This is to ensure appropriate actions are undertaken to assess the risk and implement corrective measures. During the 2025-26 reporting year, there was one reportable event in relation to Section 17 of the Regulations as outlined on the following page.

9. Emergency, incident and event management cont.

9.3.1 Section 17 of the Safe Drinking Water Regulations 2025 states

“A water supplier must ensure that samples of drinking water are collected from each location specified in the water supplier’s water sampling program—

- (a) for a water sample that is tested for a sample characteristic to which a determination under regulation 18 applies, at least as often as the frequency specified in that determination; and
- (b) in any other case, at least as often as the frequency specified in the water supplier’s water sampling program.

There was one event reportable under section 17 of the Safe Drinking Water Regulations 2025 in relation to two missing test results in April/May 2026.

• Missing drinking water samples (April/May 2026)

During May 2026, it was identified that one sample was not collected from the Drouin water sampling area (formerly locality) during the week commencing 27 April 2026, in accordance with the water sampling schedule.

The missed sample (tested for turbidity and E.coli) was identified through our internal confirmation process on 4 May 2026. Upon investigation it was found the samples were not collected due to a reported incident between our Water Quality Technician and a physically aggressive member of the public. The incident required our employee to immediately vacate the area where the sampling point was located before a sample could be taken. Given the unsettling nature of the event, the requirement to take a sample from another sampling point was unfortunately not considered at the time.

The potential risk to public health due to the missed sample was assessed, and it was determined that there was no increased public health risk. This assessment included the review of microbial results at two other sample points within the same reticulation system, in addition to the review of turbidity and fluoride results at the Drouin water entry point.

The sample point has been removed from our sampling schedule and our Water Quality team have been educated regarding the importance of taking an alternative sample should the schedule sample location not be accessible.

Table 3: Summary of reportable incidents and actions under section 17 of Safe Drinking Water Regulations

Water Sampling Area Affected	Date and duration of incident	Location of incident	Nature of the incident	Corrective actions taken	Preventative actions taken
Drouin	27 April 2026	Drouin sampling location	The collection of a sample used to test E.coli and turbidity was missed due to an aggressive member of the public preventing access to sampling point	Risk assessment performed using results from other sample points within the sampling area	Sampling point removed from the sampling schedule and employee education undertaken.

10. Analysis of results

10.1 Comparison to previous years

For the 2025-26 reporting period, all samples analysed complied with the Guidelines (Australian Drinking Water Guidelines) relevant health-based water quality standards. The water quality standards required under the Regulations have been represented as trend data over three financial years. This information allows for a comparison of data for the major towns.

Table 4 shows the percentage of water sampling areas complied with the Australian Drinking Water Guidelines health-based parameters over three reporting periods.

All parameters listed complied with Safe Drinking Water Regulations or Australian Drinking Water Guidelines requirements in 2025-26.

Table 4: Compliance by water sampling area and population

Parameter	Percentage by water sampling areas			Percentage by Population		
	2025-26	2024-25	2023-24	2025-26	2024-25	2023-24
Aluminium	100%	100%	100%	100%	100%	100%
Chlorine (Total)	100%	100%	100%	100%	100%	100%
Chlorite	100%	100%	100%	100%	100%	100%
Chloride	100%	100%	100%	100%	100%	100%
Cyanide	100%	100%	100%	100%	100%	100%
E.coli	100%	100%	100%	100%	100%	100%
Fluoride	100%	100%	100%	100%	100%	100%
Hardness	100%	100%	100%	100%	100%	100%
Nitrate	100%	100%	100%	100%	100%	100%
Nitrite	100%	100%	100%	100%	100%	100%
Silica	100%	100%	100%	100%	100%	100%
Sodium	100%	100%	100%	100%	100%	100%
Sulphate	100%	100%	100%	100%	100%	100%
Total Dissolved Solids	100%	100%	100%	100%	100%	100%
Trihalomethanes	100%	100%	100%	100%	100%	100%
Turbidity	100%	100%	100%	100%	100%	100%
Arsenic	100%	100%	100%	100%	100%	100%
Boron	100%	100%	100%	100%	100%	100%
Barium	100%	100%	100%	100%	100%	100%
Beryllium	100%	100%	100%	100%	100%	100%
Cadmium	100%	100%	100%	100%	100%	100%
Chromium	100%	100%	100%	100%	100%	100%
Copper	100%	100%	100%	100%	100%	100%
Manganese	100%	97.1%	100%	100%	86.9%	100%
Mercury	100%	100%	100%	100%	100%	100%
Molybdenum	100%	100%	100%	100%	100%	100%
Nickel	100%	100%	100%	100%	100%	100%
Lead	100%	100%	100%	100%	100%	100%
Selenium	100%	100%	100%	100%	100%	100%
Zinc	100%	100%	100%	100%	100%	100%
Perfluorobutane Sulfonic Acid (PFBS)	100%	100%	100%	100%	100%	100%
Perfluorohexane Sulfonic Acid (PFHxS)	100%	100%	100%	100%	100%	100%
Perfluorooctane Sulfonic Acid (PFOS)	100%	100%	100%	100%	100%	100%
Perfluorooctanoic Acid (PFOA)	100%	100%	100%	100%	100%	100%

11. Complaints

11.1 Water quality complaints

We are committed to providing safe drinking water to our customers at all times. We record all types of water quality complaints, which are classified as follows:

- Discoloured/dirty water.
- Taste/odour.
- Blue water.
- Air in water.
- Alleged illness.

A total of 141 water quality complaints from a customer connections base of 80,440 equivalent to 0.175 complaints per 100 customers was recorded in 2025-26. This is a noticeable decrease compared to the 2024-25 and 2023-24 where 203 and 280 water quality complaints were recorded, which equates to 0.262 and 0.366 water quality complaints per 100 customers respectively.

A summary of customer complaints received is shown in Table 5.

Type of Complaint	2025-26	2024-25	2023-24	Comparison with previous reporting period	Comments
	No. of Complaints	No. of Complaints	No. of Complaints		
Discoloured water	79	92	190	A decrease in complaint numbers by 13 from the previous reporting period, and significantly lower than the 2023-24 reporting period.	Decrease attributable to mains cleaning works and water treatment plant process improvements reducing sediment available to be resuspended within systems.
Taste / Odour	47	83	46	A decrease of 36 complaints compared to the previous reporting period.	Decrease attributable to improved monitoring of parameters which are known to contribute to taste and odour issues.
Blue water	0	0	0	No change	Nil
Air in water	11	18	34	A decrease of seven complaints compared to previous year.	The complaint numbers are within historical observations. The 2025-26 result is similar to the 2022-23 and 2021-22 results.
Alleged illness	4	10	10	A decrease compared to previous years.	The result falls within historical variation.
Total	141	203	280		

Table 5: Water quality complaints per 100 customers supplied

11. Complaints cont.

Over the reporting period, the main water quality complaint received was for discoloured water (79 complaints). Discoloured water can be attributed to one or a combination of several factors, which include a burst water main, change in the direction of water flow that could result in scouring of the water mains, oxidised manganese and/or iron residues, and potentially from a customer's internal plumbing or hot water service. The colour complaints account for 56 percent of the total number of complaints received throughout the reporting period.

We systematically undertake mains cleaning programs and use automated flushing systems that automatically flush waterlines to prevent stagnation, remove debris and maintain desired chlorine levels. This assists in maintaining water quality and safety, consequently reducing the number of water quality complaints.

In addition, we conduct reactive mains flushing in response to customer requests to investigate water quality issues associated with colour, taste and/or odour complaints.

We monitor algae during the spring and summer season, where algae growth is accelerated due to the warm weather conditions. Some Blue Green Algae species can produce organic compounds that impart an unpleasant taste and/or odour to the water. During algal blooms, we undertake additional treatment measures involving dosing of Powdered Activated Carbon (PAC) at water treatment plants to help remove taste and odour compounds.

The second highest number of complaints were for taste and odour (47 complaints). This can be generated by one or more factors including but not limited to the presence of Blue Green Algae, actinomycetes bacteria, fungi, zooplankton (e.g. crustaceans, rotifers), nematodes

and some amoebae, soluble organics, elevated chlorine residual, etc. Algal blooms can result in the presence of taste and odour compounds such as Geosmin and MIB. Reduced water consumption and extended retention times during low flows in the reticulation system 'increased water age' and dead ends may also contribute to imparting taste and odour to the water.

The decrease in complaint numbers is due to there being no significant water quality events occurring during the reporting period that impacted on water quality compared to previous years.

A snapshot of water quality complaints over the last 20 years is shown in Figure 8, shows our total number of complaints for 2025-26 is aligned with the long-term trends.



Water testing equipment

Water quality complaints (Number of complaints) - Historical Comparison

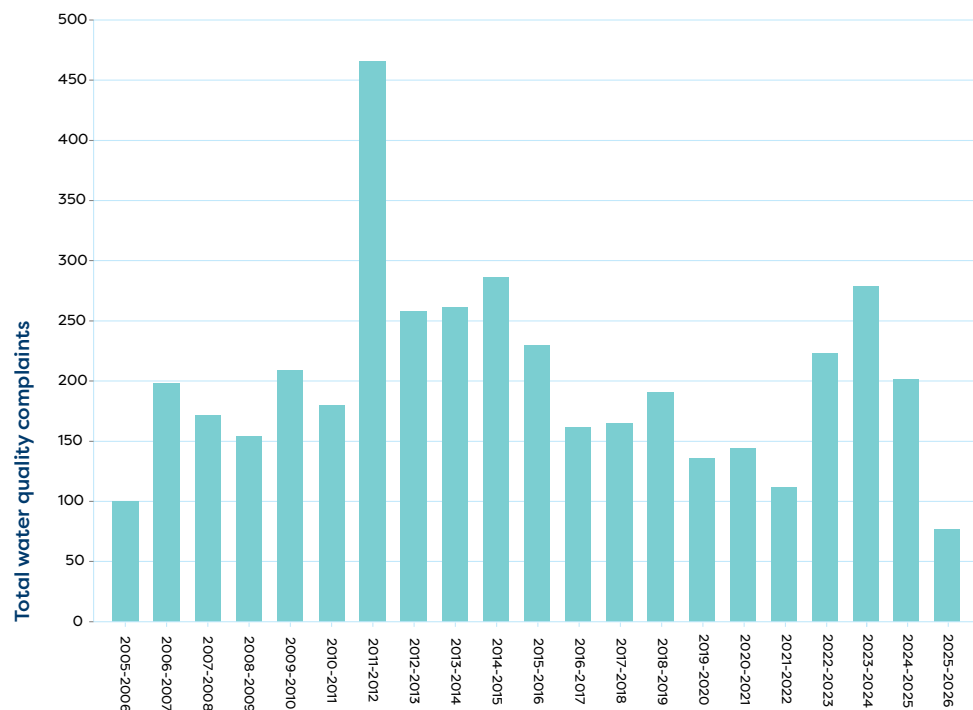


Figure 8: Customer total customer complaints for 2005-2006 to 2025-26

**Customer Complaints by Type - Cumulative
01 July 2025 - 30 June 2026**

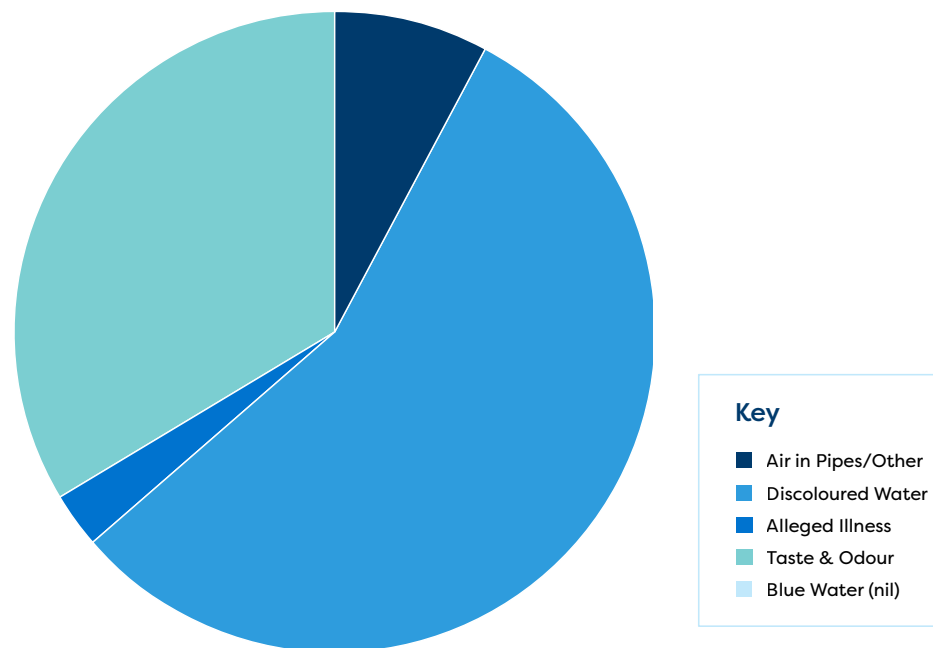


Figure 9: Customer water quality complaints by type 2025-26

The majority of customer complaints for the 2025-26 period (as in Figure 9) related to discoloured water and taste and odour complaints.

11. Complaints cont.

As can be seen from the below table, complaint numbers per water sampling area, Drouin, Traralgon and Warragul had the most complaints. This is attributed to these water sampling areas being our largest population centers.

Table 6: Types of complaints by water sampling area 2025-26

Water Sampling Area	Type of Complaint					Total Complaints
	Discoloured water	Taste / Odour	Blue water	Air in water	Alleged illness	
Boisdale	0	0	0	0	0	0
Boolarra	0	0	0	0	0	0
Briagolong	1	0	0	0	0	1
Churchill	11	1	0	0	0	12
Coongulla/Glenmaggie	0	0	0	0	0	0
Cowwarr	0	0	0	0	0	0
Drouin	5	11	0	3	1	20
Erica	0	0	0	0	0	0
Heyfield	2	0	0	1	0	3
Jumbuk	0	0	0	0	0	0
Maffra	2	0	0	0	0	2
Mirboo North	4	2	0	2	0	8
Moe	4	1	0	1	0	6
Morwell	7	1	0	0	1	9
Neerim South	0	1	0	0	0	1
Newborough	3	3	0	0	0	6
Noojee	1	0	0	0	0	1
Rawson	1	0	0	0	0	1
Rokeby / Buln Buln	0	0	0	0	0	0
Rosedale	0	0	0	0	0	0
Sale / Wurruk	3	5	0	0	0	8
Seaspray	2	0	0	0	0	2
Stratford	2	0	0	0	0	2
Thorpdale	0	0	0	0	0	0
Toongabbie	0	1	0	0	0	1
Trafalgar	5	3	0	0	0	8
Traralgon	10	5	0	1	2	18
Traralgon Sth / Hazel-wood Nth	4	0	0	0	0	4
Tyers / Glengarry	1	0	0	0	0	1
Warragul	9	10	0	2	0	21
Warragul South	0	0	0	0	0	0
Willow Grove	0	0	0	0	0	0
Yallourn North	0	0	0	0	0	0
Yarragon	2	3	0	0	0	5
Yinnar	0	0	0	1	0	1

11. Complaints cont.

11.2 A summary of the customer complaint process

Customer complaints are managed according to the following summary procedure:

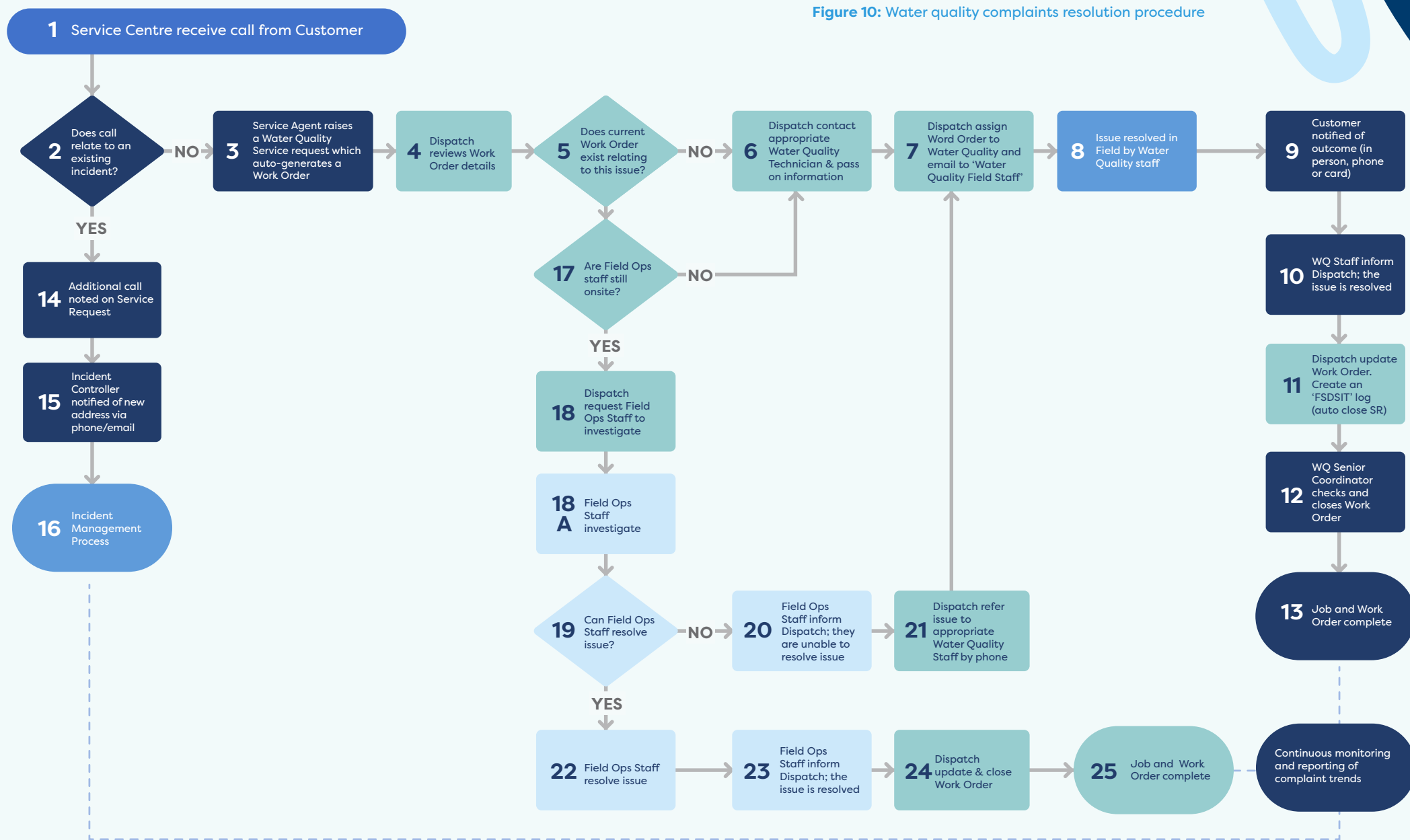
- Customer complaints received by our customer contact centre are recorded in a corporate database. Details include information about who, where, time, and nature of complaints.
- The customer contact centre via the dispatch team issue a work order to the water quality team.
- The water quality team investigates by contacting the customer and visiting the site if necessary to determine details of the water quality problem.
- For complaints associated with taste and odour, dirty water and air in pipes, field measurements are performed followed by typically the reticulation system being flushed. Then field measurements are taken again to verify the problem has been corrected.
- Follow up contact may be made with the customer to determine if they are satisfied with the quality of service, alternatively, our standard contact card is left with the customer. This also encourages customers to keep us informed of any reoccurrence of water quality problems.
- Details of actions undertaken are entered into a database to provide a record/history of the site, to document issues for maintenance programs, and to inform capital upgrade requirements where a history of system failures occur.
- Customer complaints are actively monitored for emerging and significant trends to improve processes and enhance the customer experience, with reports provided to the Executive Team.

This procedure is presented in more detail in the figure on the following page.



Our Water Treatment team

Figure 10: Water quality complaints resolution procedure



12. Risk management plan audit

Our Water Quality Risk Management Plan (RMP) is aligned with the 12 elements outlined in the Australian Drinking Water Guidelines and preventative risk management strategies outlined in the Act. The RMP was developed in 2005, and since then, has undergone multiple reviews and updates.

During the reporting period, there were no external audits performed on the Gippsland Water Risk Management Plan.

The most recent Act regulatory audit was undertaken in March 2023 by a Department of Health approved auditor for compliance with Section 7(1) of the Act. The audit period was from 1 January 2021 to 31 December 2022. The audit was undertaken by Viridis Consultants.

The RMP was audited and assessed against the Act and the previous Regulations (2015). The audit found that:

Our organisation had not complied with the obligations imposed by Section 7(1) of the Act during the audit period.

The two minor non-compliances identified during the audit have both been resolved and closed out.

2023 Audit Outcomes	GW Action Identified and Status
<p>Minor Non-compliance (MNC)</p> <p>OFI-2023-002: Ensure the sampling program is fully implemented and missed samples are rapidly identified to comply with regulation r.8(1)(d)(iv). (2015)</p>	<p>A data reconciliation program has been developed in the Water Information Management System (WIMS) and was commissioned and demonstrated to the auditor that will automatically identify these issues and raise alerts. The Manager Water Treatment and Quality met with the contract manager at ALS and explained the cause of the noncompliance. ALS have engaged a consultant to review their current scheduling software and eliminate relevant risks.</p> <p>In addition, a secondary check will be taken internally to review the programs before they are undertaken (month ahead view) to identify compliance with the monitoring program and ensure no consecutive samples are collected.</p>
<p>Minor Non-compliance (MNC)</p> <p>OFI-2023-003: Develop and implement a process for reviewing monitoring schedules to ensure samples are not taken from the same collection point within a water sampling locality on two consecutive occasions to comply with regulation r.8(1)(d)(v). (2015)</p>	<p>A data reconciliation program has been developed in WIMS and was commissioned and demonstrated to the auditor that will automatically identify these issues and raise alerts.</p> <p>The Manager Water Treatment and Quality met with the contract manager at ALS and explained the cause of the noncompliance. ALS have engaged a consultant to review their current scheduling software and eliminate relevant risks.</p> <p>In addition, a secondary check will be taken internally to review the programs before they are undertaken (month ahead view) to identify compliance with the monitoring program and ensure no consecutive samples are collected.</p>

Table 7: 2023 Risk Management Plan Audit Outcomes

13. Water Quality Results for 2025-2026

13.1 Escherichia Coli (*E. coli*)

13.1.1 *E. coli* Results

Compliance under the Regulations requires all samples of drinking water collected within a water sampling area to contain no *E. coli* organism/100mL of drinking water. All our water sampling areas achieved compliance with this standard for the 2025-26 reporting period.

Tables 8 and 9 below details all *E. coli* notifications for the reporting period 1 July 2025 to 30 June 2026 under the Regulations.

Water Sampling Area	No <i>E. coli</i> detections recorded
No. of investigations conducted (s.22)	
No. of investigations where standard not met (s.18)	

Table 8: *E. coli* detections for water sampling areas 2025-26

Water Sampling Area	Frequency of Sampling	Number of samples*	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E. coli</i> contamination events (s.22/s.18)
Boisdale	2 sites weekly ³	106	0	0
Boolarra	2 sites weekly ³	106	0	0
Briagolong	2 sites weekly ³	106	0	0
Churchill	3 sites weekly ¹	164	0	0
Coongulla-Glenmaggie	2 sites weekly ³	106	0	0
Cowwarr	1 site weekly ³	53	0	0
Drouin	2-4 sites weekly ²	153	0	0
Erica	1 site weekly ⁴	51	0	0
Heyfield	2 sites weekly ³	106	0	0
Jumbuk	1 site weekly ²	82	0	0
Maffra	3-5 sites weekly ²	268	0	0
Mirboo North	3 sites weekly	156	0	0
Moe	4-5 sites weekly ²	208	0	0
Morwell	4-7 sites weekly ²	322	0	0
Neerim South	2 sites weekly	104	0	0
Newborough	2 sites weekly ²	200	0	0
Noojee	3 sites weekly ²	204	0	0
Rawson	2 sites weekly ⁴	102	0	0
Rokeby-Buln Buln	1-2 site weekly ²	87	0	0
Rosedale	3 sites weekly ²	198	0	0

Table 9: *E. coli* results for all water sampling areas for 2025-26

1 = Plus one additional site per month.

2 = sampling program modified during the reporting period.

3 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

4 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

*= The number of samples collected is based on the population of the water sampling area and is calculated based on the guidance provided in ADWG (2011) - Table 9.4 Recommended minimum frequency of *E. coli* monitoring.

13. Water Quality Results for 2025-2026 cont.

Water Sampling Area	Frequency of Sampling	Number of samples*	Maximum Detected (orgs/100mL)	No. of known or suspected E.coli contamination events (s.22/s.18)
Sale-Wurruk	4 sites weekly ¹	220	0	0
Seaspray	2-3 sites weekly ²	146	0	0
Stratford	1-4 sites weekly ²	184	0	0
Thorpdale	2 sites weekly ³	106	0	0
Toongabbie	2 sites weekly ³	106	0	0
Trafalgar	2-3 sites weekly ²	122	0	0
Traralgon	4 sites weekly ¹	220	0	0
Traralgon Sth/ Hazelwood Nth	1-5 sites weekly ²	217	0	0
Tyers-Glengarry	2 sites weekly ⁴	102	0	0
Warragul	3 sites weekly ²	178	0	0
Warragul South	2 sites weekly ³	106	0	0
Willow Grove	2-3 sites weekly ²	117	0	0
Yallourn North	2-3 sites weekly ²	152	0	0
Yarragon	3-5 sites weekly ²	185	0	0
Yinnar	1 site weekly ³	53	0	0

Table 9 (cont.): E. coli results for all water sampling areas for 2025-26

1 = Plus one additional site per month.

2 = sampling program modified during the reporting period.

3 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

4 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

*= The number of samples collected is based on the population of the water sampling area and is calculated based on the guidance provided in ADWG (2011) - Table 9.4 Recommended minimum frequency of E. coli monitoring.



Our executive at Neerim South water treatment plant

13. Water Quality Results for 2025-2026 cont.

Table 10: Comparison of *E. coli* results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)
Boisdale	0	0	0	0	0	0
Boolarra	0	0	0	0	0	0
Briagolong	0	0	0	0	0	0
Churchill	0	0	0	0	0	0
Coongulla/Glenmaggie	0	0	0	0	0	0
Cowwarr	0	0	0	0	0	0
Drouin	0	0	0	0	0	0
Erica	0	0	0	0	0	0
Heyfield	0	0	0	0	0	0
Jumbuk	0	0	0	0	0	0
Maffra	0	0	0	0	0	0
Mirboo North	0	0	0	0	0	0
Moe	0	0	0	0	0	0
Morwell	0	0	0	0	0	0
Neerim South	0	0	0	0	0	0
Newborough	0	0	0	0	0	0
Noojee	0	0	0	0	0	0
Rawson	0	0	0	0	0	0
Rokeby/Buln Buln	0	0	0	0	0	0
Rosedale	0	0	0	0	0	0
Sale/Wurruk	0	0	0	0	0	0
Seaspray	0	0	0	0	0	0
Stratford	0	0	0	0	0	0

13. Water Quality Results for 2025-2026 cont.

Table 10 (cont.): Comparison of *E. coli* results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)	Maximum Detected (orgs/100mL)	No. of known or suspected <i>E.coli</i> contamination events (s.18)
Thorpdale	0	0	0	0	0	0
Toongabbie	0	0	0	0	0	0
Trafalgar	0	0	0	0	0	0
Traralgon	0	0	0	0	0	0
Traralgon South/ Hazelwood North	0	0	0	0	0	0
Tyers/Glengarry	0	0	0	0	0	0
Warragul	0	0	0	0	0	0
Warragul South	0	0	0	0	0	0
Willow Grove	0	0	0	0	0	0
Yallourn North	0	0	0	0	0	0
Yarragon	0	0	0	0	0	0
Yinnar	0	0	0	0	0	0

Results obtained for the 2025-26 reporting period for each of the water sampling areas were the same to that of previous years.

13.1.2 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter.

13. Water Quality Results for 2025-2026 cont.

13.2 Trihalomethanes (THM)

13.2.1 Trihalomethanes (THM) results

For compliance with the Regulations, a sample result must not exceed 0.25 mg/L trihalomethanes. All our sites achieved 100 percent compliance with this standard for the 2025-26 reporting period.

Table 11: Trihalomethanes results for all water sampling areas for 2025-26

Water Sampling Area	Frequency of sampling	No. of samples	Min (mg/L)	Max (mg/L)	Average (mg/L)	Number of samples where standard was not met (s.18)
Boisdale	1 site monthly	12	0.035	0.069	0.043	0
Boolarra	1 site monthly	12	0.047	0.092	0.065	0
Briagolong	1 site monthly	12	0.003	0.011	0.006	0
Churchill	1 site monthly	12	0.030	0.085	0.053	0
Coongulla-Glenmaggie	1 site monthly	12	0.017	0.036	0.023	0
Cowwarr	1 site monthly	12	0.048	0.072	0.056	0
Drouin	1 site monthly	12	0.041	0.072	0.059	0
Erica	1 site monthly	12	0.021	0.050	0.033	0
Heyfield	1 site monthly	12	0.014	0.032	0.020	0
Jumbuk	1 site monthly	12	0.043	0.093	0.065	0
Maffra	1 site monthly	12	0.017	0.052	0.028	0
Mirboo North	1 site monthly	12	0.018	0.046	0.031	0
Moe	1 site monthly	12	0.023	0.048	0.037	0
Morwell	1 site monthly	12	0.019	0.050	0.031	0
Neerim South	1 site monthly	12	0.047	0.074	0.056	0
Newborough	1 site monthly	12	0.029	0.063	0.047	0
Noojee	1 site monthly	12	0.038	0.062	0.046	0

13. Water Quality Results for 2025-2026 cont.

Water Sampling Area	Frequency of sampling	No. of samples	Min (mg/L)	Max (mg/L)	Average (mg/L)	Number of samples where standard was not met (s.18)
Rawson	1 site monthly	12	0.021	0.047	0.030	0
Rokeby-Buln Buln	1 site monthly	12	0.042	0.076	0.056	0
Rosedale	1 site monthly	12	0.049	0.140	0.080	0
Sale-Wurruk	1 site monthly	12	0.011	0.023	0.017	0
Seaspray	1 site monthly	12	0.098	0.200	0.139	0
Stratford	1 site monthly	12	0.019	0.048	0.033	0
Thorpdale	1 site monthly	12	0.036	0.083	0.058	0
Toongabbie	1 site monthly	12	0.036	0.065	0.049	0
Trafalgar	1 site monthly	12	0.028	0.055	0.038	0
Traralgon	1 site monthly	12	0.014	0.057	0.022	0
Traralgon Sth / Hazelwood Nth	1 site monthly	12	0.031	0.059	0.045	0
Tyers-Glengarry	1 site monthly	12	0.032	0.059	0.045	0
Warragul	1 site monthly	12	0.043	0.082	0.060	0
Warragul South	1 site monthly	12	0.054	0.080	0.067	0
Willow Grove	1 site monthly	12	0.001	0.001	0.001	0
Yallourn North	1 site monthly	12	0.036	0.067	0.050	0
Yarragon	1 site monthly	12	0.029	0.073	0.042	0
Yinnar	1 site monthly	12	0.039	0.076	0.055	0

Table 11 (cont.): Trihalomethanes results for all water sampling areas for 2025-26

13. Water Quality Results for 2025-2026 cont.

Table 12: Comparison of Trihalomethane (THM) results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)
Boisdale	0.069	0	0.140	0	0.130	0
Boolarra	0.092	0	0.081	0	0.130	0
Briagolong	0.011	0	0.014	0	0.017	0
Churchill	0.085	0	0.082	0	0.150	0
Coongulla/Glenmaggie	0.036	0	0.031	0	0.034	0
Cowwarr	0.072	0	0.079	0	0.110	0
Drouin	0.072	0	0.082	0	0.073	0
Erica	0.050	0	0.042	0	0.038	0
Heyfield	0.032	0	0.028	0	0.038	0
Jumbuk	0.093	0	0.110	0	0.120	0
Maffra	0.052	0	0.041	0	0.120	0
Mirboo North	0.046	0	0.028	0	0.055	0
Moe	0.048	0	0.058	0	0.063	0
Morwell	0.050	0	0.036	0	0.068	0
Neerim South	0.074	0	0.074	0	0.072	0
Newborough	0.063	0	0.054	0	0.058	0
Noojee	0.062	0	0.062	0	0.053	0
Rawson	0.047	0	0.044	0	0.026	0
Rokeby/Buln Buln	0.076	0	0.073	0	0.072	0
Rosedale	0.140	0	0.180	0	0.110	0
Sale/Wurruk	0.023	0	0.028	0	0.025	0

13. Water Quality Results for 2025-2026 cont.

Table 12 (cont.): Comparison of Trihalomethane (THM) results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)	Maximum THM in a sample (mg/L)	Number of samples where standard was not met (s.18)
Seaspray	0.200	0	0.170	0	0.170	0
Stratford	0.048	0	0.084	0	0.140	0
Thorpdale	0.083	0	0.072	0	0.086	0
Toongabbie	0.065	0	0.067	0	0.093	0
Trafalgar	0.055	0	0.042	0	0.052	0
Traralgon	0.057	0	0.036	0	0.047	0
Traralgon Sth / Hazelwood Nth	0.059	0	0.054	0	0.082	0
Tyers/Glengarry	0.059	0	0.065	0	0.076	0
Warragul	0.082	0	0.067	0	0.078	0
Warragul South	0.080	0	0.076	0	0.083	0
Willow Grove	0.001	0	0.001	0	0.002	0
Yallourn North	0.067	0	0.062	0	0.068	0
Yarragon	0.073	0	0.044	0	0.062	0
Yinnar	0.076	0	0.067	0	0.120	0

Results obtained for each of the water sampling areas were similar to the previous two reporting periods.

13.2.2 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter.

13. Water Quality Results for 2025-2026 cont.

13.3 Turbidity

13.3.1 Turbidity results

For compliance with the Regulations, the 95th percentile of results for samples of drinking water collected in any 12-month period, must be less than or equal to 5.0 NTU (Nephelometric Turbidity Unit). All of our water sampling areas achieved 100 percent compliance with this standard for the 2025-26 reporting period for the scheduled sampling results.

Table 13: Turbidity results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	Number of Samples	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	No. of 95th Percentile of results in any 12 months above standard (s.18)	Complying (Yes/No)
Boisdale	2 sites weekly ³	106	0.2	0.1	0	Yes
Boolarra	2 sites weekly ³	106	0.4	0.2	0	Yes
Briagolong	2 sites weekly ³	106	0.3	0.2	0	Yes
Churchill	3 sites weekly ¹	153	0.2	0.2	0	Yes
Coongulla/Glenmaggie	2 sites weekly ³	106	0.1	0.2	0	Yes
Cowwarr	1 site weekly ³	53	0.2	0.2	0	Yes
Drouin	2-4 sites weekly ²	127	0.5	0.2	0	Yes
Erica	1 site weekly ⁴	51	1.9	0.2	0	Yes
Heyfield	2 sites weekly ³	106	0.2	0.2	0	Yes
Jumbuk	1 site weekly ²	82	0.5	0.2	0	Yes
Maffra	3-5 sites weekly ²	256	0.3	0.2	0	Yes
Mirboo North	3 sites weekly	156	0.2	0.2	0	Yes
Moe	4-5 sites weekly ²	156	0.4	0.2	0	Yes
Morwell	4-7 sites weekly ²	270	0.7	0.2	0	Yes
Neerim South	2 sites weekly	104	0.2	0.2	0	Yes
Newborough	2 sites weekly ²	189	1.2	0.2	0	Yes

13. Water Quality Results for 2025-2026 cont.

Table 13 (cont.): Turbidity results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	Number of Samples	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	No. of 95th Percentile of results in any 12 months above standard (s.18)	Complying (Yes/No)
Noojee	3 sites weekly ²	204	0.2	0.2	0	Yes
Rawson	2 sites weekly ⁴	102	0.2	0.2	0	Yes
Rokeby/Buln Buln	1-2 site weekly ²	87	0.4	0.2	0	Yes
Rosedale	3 sites weekly ²	196	0.4	0.2	0	Yes
Sale/Wurruk	4 sites weekly ¹	104	0.9	0.2	0	Yes
Seaspray	2-3 sites weekly ²	146	1.8	0.2	0	Yes
Stratford	1-4 sites weekly ²	184	3.4	0.2	0	Yes
Thorpdale	2 sites weekly ³	106	0.3	0.2	0	Yes
Toongabbie	2 sites weekly ³	106	0.4	0.2	0	Yes
Trafalgar	2-3 sites weekly ²	122	2.5	0.2	0	Yes
Traralgon	4 sites weekly ¹	155	1.6	0.2	0	Yes
Traralgon Sth / Hazelwood Nth	1-5 sites weekly ²	217	1.1	0.2	0	Yes
Tyers/Glengarry	2 sites weekly ⁴	102	0.3	0.2	0	Yes
Warragul	3 sites weekly ²	106	2.7	0.2	0	Yes
Warragul South	2 sites weekly ³	106	0.6	0.2	0	Yes
Willow Grove	2-3 sites weekly ²	117	0.4	0.2	0	Yes
Yallourn North	2-3 sites weekly ²	152	0.2	0.2	0	Yes
Yarragon	3-5 sites weekly ²	183	0.9	0.2	0	Yes
Yinnar	1 site weekly ³	53	0.4	0.2	0	Yes

1 = Plus one additional site per month.

2 = sampling program modified during the reporting period.

3 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

4 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

* = For calculation purposes, all results reported as <0.1 NTU were rounded to 0.1 NTU for calculating the maximum 95th percentile.

13. Water Quality Results for 2025-2026 cont.

Table 14: Comparison of Turbidity results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*
Boisdale	0.2	0.1	0.1	0.1	0.2	0.2
Boolarra	0.4	0.2	0.3	0.2	0.6	0.6
Briagolong	0.3	0.2	0.6	0.5	0.4	0.4
Churchill	0.2	0.2	0.2	0.2	0.2	0.2
Coongulla/Glenmaggie	0.1	0.2	0.3	0.2	0.4	0.4
Cowwarr	0.2	0.2	0.3	0.2	1.6	1.6
Drouin	0.5	0.2	0.5	0.2	0.3	0.3
Erica	1.9	0.2	0.8	0.5	4.7	4.7
Heyfield	0.2	0.2	0.2	0.2	0.4	0.4
Jumbuk	0.5	0.2	0.2	0.2	0.2	0.2
Maffra	0.3	0.2	0.1	0.1	0.8	0.8
Mirboo North	0.2	0.2	0.3	0.2	0.2	0.2
Moe	0.4	0.2	0.2	0.1	0.2	0.2
Morwell	0.7	0.2	0.2	0.1	0.2	0.2
Neerim South	0.2	0.2	0.2	0.1	0.5	0.5
Newborough	1.2	0.2	1.6	0.1	0.2	0.2
Noojee	0.2	0.2	0.4	0.1	0.6	0.6
Rawson	0.2	0.2	0.4	0.3	3.3	3.3
Rokeby/Buln Buln	0.4	0.2	0.2	0.2	0.3	0.3
Rosedale	0.4	0.2	0.3	0.2	0.3	0.3
Sale/Wurruk	0.9	0.2	0.5	0.1	0.3	0.3

*For calculation purposes, all results reported as <0.1 NTU were rounded to 0.1 NTU for calculating the maximum 95th percentile.

13. Water Quality Results for 2025-2026 cont.

Table 14 (cont.): Comparison of Turbidity results for previous years (2023-2026)

Water Sampling Area	2025 - 2026		2024 - 2025		2023 - 2024	
	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*	Maximum turbidity in a sample (NTU)	Maximum 95th Percentile of turbidity results in any 12 months (NTU)*
Seaspray	1.8	0.2	0.7	0.6	1.2	1.2
Stratford	3.4	0.2	0.5	0.1	0.4	0.4
Thorpdale	0.3	0.2	0.3	0.2	0.3	0.3
Toongabbie	0.4	0.2	0.3	0.2	1.6	1.6
Trafalgar	2.5	0.2	0.1	0.1	0.2	0.2
Traralgon	1.6	0.2	0.1	0.1	0.6	0.6
Traralgon Sth / Hazelwood Nth	1.1	0.2	0.4	0.1	0.2	0.2
Tyers/Glengarry	0.3	0.2	0.4	0.2	0.7	0.7
Warragul	2.7	0.2	0.4	0.2	0.9	0.9
Warragul South	0.6	0.2	0.2	0.2	0.4	0.4
Willow Grove	0.4	0.2	0.1	0.1	0.8	0.8
Yallourn North#	0.2	0.2	0.4	0.1	0.2	0.2
Yarragon	0.9	0.2	0.1	0.1	0.2	0.2
Yinnar	0.4	0.2	0.6	0.5	0.5	0.5

*For calculation purposes, all results reported as <0.1 NTU were rounded to 0.1 NTU for calculating the maximum 95th percentile.

Results obtained for each of the water sampling areas were similar to the previous two reporting periods.

13.3.2 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter.

13. Water Quality Results for 2025-2026 cont.

13.4 Fluoride

In Victoria, the fluoridation of drinking water supplies is controlled and regulated by the Department of Health, under the authority of the Health (Fluoridation) Act (1973 and the Safe Drinking Water Act 2003. The Department of Health oversees the implementation of fluoridation programs, including approving plant designs, specifying fluoride concentrations, and ensuring compliance with safety and quality standards.

Our organisation is responsible for the operation of fluoridation and must incorporate fluoridation into our risk management plans. We must follow the Victorian Code of Practice for Fluoridation of Drinking Water Supplies, which outlines mandatory requirements for plant design, operation, monitoring and reporting. Fluoride testing has been performed in the water supply systems where fluoride is added to the water. This includes the Maffra, Warragul, Sale, Traralgon, Morwell and Moe systems reaching over 90 percent of our population.

We have sampled water sampling areas on a weekly basis even though some of the water sampling areas listed in Table 15 require monthly samples according to section 5.1.3 of the Code of Practice for Fluoridation of Drinking Water Supplies (second edition) 2018 (i.e. if a fluoride plant supplies five or more water sampling areas then the corporation must take a sample each month from a water sampling point in each water sampling areas supplied from those plants such that a sample is collected from the distribution system at least once per week).

13.4.1 Fluoride results

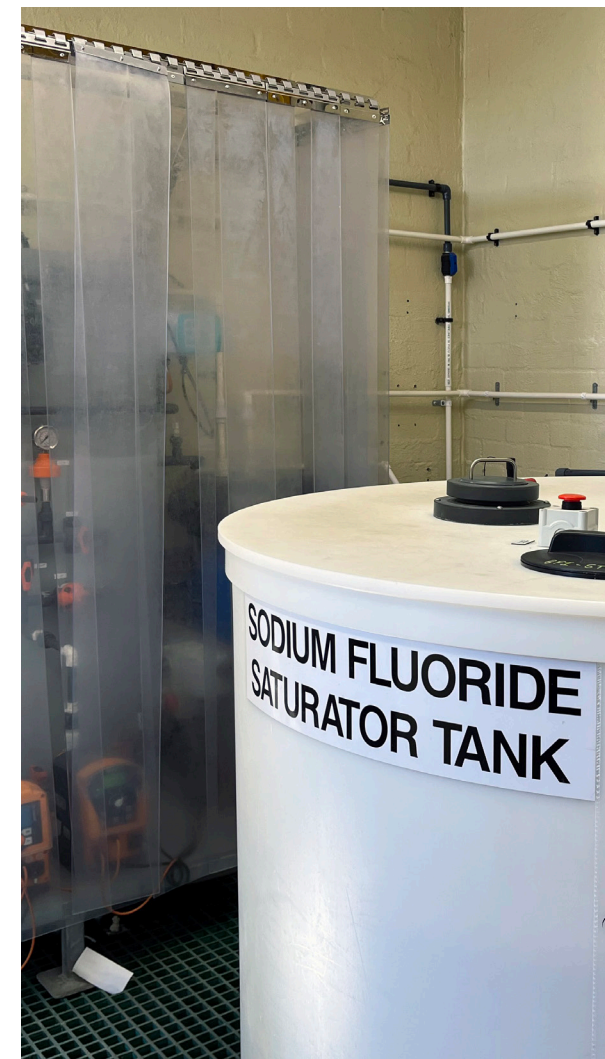
For compliance with the Victorian Code of Practice for Fluoridation of Drinking Water Supplies, we must ensure the following:

1. The operating range is within ± 0.1 mg/L of the operating target
2. Based on health considerations and the Health (Fluoridation) Act 1973, no single sample concentration of fluoride in drinking water should exceed 1.5 mg/L.
3. The annual rolling average fluoride concentration does not exceed 1.0 mg/L

All our sites achieved 100 percent compliance with element 2 and 3 above for the 2025-26 reporting period.

The Code of Practice for Fluoridation of Drinking Water Supplies (second edition) 2018, section 4.2.2, defines the operating range of annual average concentration of fluoride being the operating target set by the Department of Health (0.9mg/L for our plants) plus/minus 0.1 mg/L of fluoride.

All of the water fluoridation plants across our organisation achieved operating averages which met the target for the reporting period. The fluoridation systems achieved an operating average fluoride concentration within the range of 0.81 to 0.90 mg/L, within the target of 0.90 ± 0.1 mg/L.



Fluoride dosing system at Traralgon water treatment plant

13. Water Quality Results for 2025-2026 cont.

Table 15: Fluoride results for all fluoridated water sampling areas in 2025-26

Treatment Plant	Water Sampling Area	Frequency of Sampling	Number of Samples	Operating Target	Max (mg/L)	Min (mg/L)	Overall Average ¹ (mg/L)	Operating Average ² (mg/L)	Comply ³ (Yes/No)	Meeting Obligations ⁴ (Yes/No)
Maffra	Boisdale	1-2 sites weekly ⁵	59	0.90	0.92	0.08	0.79	0.82	Yes	Yes
	Maffra	3-5 sites weekly ⁵	255	0.90	0.96	0.05	0.82	0.84	Yes	Yes
	Stratford	1-4 sites weekly ⁵	184	0.90	0.95	0.15	0.81	0.84	Yes	Yes
Morwell	Churchill	2-3 sites weekly ⁵	146	0.90	0.90	0.05	0.81	0.82	Yes	Yes
	Boolarra	1-2 sites weekly ⁵	101	0.90	0.91	0.69	0.82	0.82	Yes	Yes
	Jumbuk	1-2 sites weekly ⁵	82	0.90	0.90	0.67	0.82	0.82	Yes	Yes
	Morwell	4-7 sites weekly ⁵	260	0.90	0.98	0.59	0.82	0.83	Yes	Yes
	Traralgon South/ Hazelwood North	1-5 sites weekly ⁵	217	0.90	0.98	0.72	0.83	0.83	Yes	Yes
	Yinnar	1 site weekly ⁶	53	0.90	0.89	0.73	0.82	0.82	Yes	Yes
Moe	Moe	4-5 sites weekly ⁵	198	0.90	0.98	0.49	0.87	0.87	Yes	Yes
	Newborough	2-3 sites weekly ⁵	143	0.90	0.95	0.72	0.87	0.87	Yes	Yes
	Trafalgar	2-3 sites weekly ⁵	117	0.90	0.97	0.58	0.87	0.87	Yes	Yes
	Yallourn North	2-3 sites weekly ⁵	148	0.90	0.95	0.05	0.86	0.87	Yes	Yes
	Thorpdale	2 sites weekly ⁷	102	0.90	0.92	0.72	0.85	0.85	Yes	Yes
	Yarragon	3-5 sites weekly ⁵	115	0.90	0.98	0.60	0.87	0.87	Yes	Yes
Sale	Sale / Wurruk	2 sites weekly	104	0.90	1.00	0.74	0.90	0.90	Yes	Yes
Traralgon	Traralgon	3-4 sites weekly ⁵	155	0.90	0.96	0.05	0.78	0.81	Yes	Yes
Warragul	Drouin	1-4 sites weekly ⁵	100	0.90	0.99	0.67	0.85	0.85	Yes	Yes
	Rokeby/Buln Buln	1-2 sites weekly ⁵	87	0.90	1.00	0.56	0.86	0.87	Yes	Yes
	Warragul	3-4 sites weekly ⁵	159	0.90	1.00	0.60	0.85	0.85	Yes	Yes
	Warragul South	1-2 sites weekly ⁵	101	0.90	0.94	0.75	0.85	0.85	Yes	Yes

1 = The overall average value calculated based on all monitoring conducted over the 2025-26 reporting period, including when dosing did not occur.

2 = The operating average is calculated excluding the times where dosing did not occur (concentration decreased below 0.6mg/L).

3 = Complying is defined as any sample not exceeding 1.5 mg/L, or the 12-month rolling average not exceeding 1.0 mg/L.

4 = Meeting obligation is defined as the annual operating average concentration of fluoride was within the operating target $\pm 0.1\text{mg/L}$ excluding when dosing did not occur.

5 = sampling program modified during the reporting period.

6 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

7 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

13. Water Quality Results for 2025-2026 cont.

Table 16: Comparison of Fluoride results for previous years (2023-2026)

Treatment Plant	Water Sampling Area	2025 - 2026			2024 - 2025			2023 - 2024		
		Max (mg/L)	Min (mg/L)	Overall Average ¹ (mg/L)	Max (mg/L)	Min (mg/L)	Overall Average ¹ (mg/L)	Max (mg/L)	Min (mg/L)	Overall Average ¹ (mg/L)
Maffra	Boisdale	0.92	0.08	0.79	0.80	0.07	0.54	0.80	0.07	0.54
	Maffra	0.96	0.05	0.82	0.90	<0.05	0.55	0.90	<0.05	0.55
	Stratford	0.95	0.15	0.81	0.81	0.06	0.54	0.81	0.06	0.54
Morwell	Churchill	0.90	0.05	0.81	0.86	0.62	0.72	0.86	0.62	0.72
	Boolarra	0.91	0.69	0.82	0.81	0.63	0.72	0.81	0.63	0.72
	Jumbuk	0.90	0.67	0.82	0.81	0.64	0.73	0.81	0.64	0.73
	Morwell	0.98	0.59	0.82	0.88	0.38	0.72	0.88	0.38	0.72
	Traralgon South/ Hazelwood North	0.98	0.72	0.83	0.81	0.57	0.72	0.81	0.57	0.72
	Yinnar	0.89	0.73	0.82	0.80	0.60	0.72	0.80	0.60	0.72
Moe	Moe	0.98	0.49	0.87	0.91	0.06	0.66	0.91	0.06	0.66
	Newborough	0.95	0.72	0.87	0.83	0.46	0.68	0.83	0.46	0.68
	Trafalgar	0.97	0.58	0.87	0.82	0.08	0.66	0.82	0.08	0.66
	Yallourn North	0.95	0.05	0.86	0.99	0.46	0.68	0.99	0.46	0.68
	Thorpdale	0.92	0.72	0.85	0.76	0.38	0.68	0.76	0.38	0.68
	Yarragon	0.98	0.60	0.87	0.85	0.10	0.67	0.85	0.10	0.67
Sale	Sale/Wurruk	1.00	0.74	0.90	0.85	0.44	0.76	0.85	0.44	0.76
Traralgon	Traralgon	0.96	0.05	0.78	0.86	<0.05	0.72	0.86	<0.05	0.72
Warragul	Drouin	0.99	0.67	0.85	0.95	0.59	0.79	0.95	0.59	0.79
	Rokeyby/Buln Buln	1.00	0.56	0.86	0.97	0.60	0.79	0.97	0.60	0.79
	Warragul	1.00	0.60	0.85	0.98	0.53	0.79	0.98	0.53	0.79
	Warragul South	0.94	0.75	0.85	0.88	0.67	0.77	0.88	0.67	0.77

1. The average value calculated based on all monitoring conducted over the 2025-26 reporting period, including when dosing did not occur.

13. Water Quality Results for 2025-2026 cont.

Overall system performance is similar in terms of overall average achieved when compared to the 2024-25 and 2023-24 reporting periods.

13.4.2 Actions taken in relation to non-compliance

All systems achieved compliance against the standard (no single sample concentration of fluoride in drinking water should exceed 1.5 mg/L, and the average level of fluoride should not exceed 1.0 mg/L).

13.4.3 Fluoride dosing systems performance and maintenance 2025-26

Under the Code of Practice for Fluoridation of Drinking Water Supplies (second edition) 2018, we're required to notify the Department of Health if the fluoride concentration in drinking water, measured at the fluoridation plant, is less than 0.6 mg/L for a continuous period of greater than 72 hours. Notifications are included under each fluoride plant.

During the reporting period, there were two notifications made to the Department of Health as required under section 7.2 of the Code of Practice. The notifications were both in relation to our Maffra water treatment plant and are outlined below:

a) October 2025: The concentration of fluoride in the final water exiting the clear water tank at Maffra water treatment plant dropped below 0.6 mg/L. This was due to a fault with the analyser which required the system to be turned off between 23 October 2025 and 27 October 2025. Repairs were completed on 27

October 2025, with the fluoride concentration in the water leaving the water treatment plant increasing above 0.6 mg/L on 28 October 2025.

b) December 2025: The concentration of fluoride in the final water exiting the clear water tank at Maffra water treatment plant dropped below 0.6 mg/L on 30 December 2025 and remained below that level for greater than 72 consecutive hours. The reduced fluoride dose was due to a fault with the fluoride sensing probe and also a discrepancy between the raw and filtered water flowmeters, faulting the system. Repairs were completed and the concentration of fluoride returned to above 0.6 mg/L on 5 January 2026. No high or over-dosing of fluoride has occurred.



Water storage inspection unit

13. Water Quality Results for 2025-2026 cont.

13.5 Other algae, pathogen, chemical or substances not specified that may pose a risk to human health

13.5.1 Overall results

During the reporting period, the corporation monitored for the following health-related and aesthetic aspects of the drinking water supplied to customer taps. The following table lists the parameters and the frequency of samples taken across all water sampling areas, comparing the results to the Australian Drinking Water Guidelines and the health-based and aesthetic guideline values.

Parameter	Frequency of sampling	2025-26 No. of Samples	2025-26 Maximum value recorded for all water sampling areas (mg/L)	2024-25 Maximum value recorded for all water sampling areas (mg/L)	2023-24 Maximum value recorded for all water sampling areas (mg/L)	Health Based Guideline value (mg/L)	Result
Chlorine (Total)	Weekly	5572	3.14	3.05	2.94	5	All results comply with the ADWG health guideline values
Chlorite	Annually	39	<0.01	<0.05	<0.05	0.8	
Cyanide	Annually	14	<0.005	<0.005	<0.005	0.08	
Nitrate	Monthly**/Annually	36	0.69	1.4	1.4	50	
Nitrite	Weekly*/Annually	167	0.12	0.33	0.38	3	
Arsenic	Quarterly/Annually	75	<0.001	<0.001	<0.001	0.01	
Boron	Quarterly/Annually	75	0.02	0.02	0.02	4	
Barium	Quarterly/Annually	75	0.20	0.18	0.16	2	
Beryllium	Quarterly/Annually	75	<0.001	<0.001	<0.001	0.06	
Cadmium	Quarterly/Annually	75	<0.0002	<0.0002	<0.0002	0.002	
Chromium	Quarterly/Annually	75	<0.001	<0.001	<0.001	0.05	
Mercury	Quarterly/Annually	75	<0.0001	<0.0001	<0.0001	0.001	
Molybdenum	Quarterly/Annually	75	<0.001	<0.001	<0.001	0.05	
Nickel	Quarterly/Annually	75	0.002	0.001	0.005	0.02	
Selenium	Quarterly/Annually	70	<0.001	<0.001	<0.001	0.004	

Table 17: Other sampled parameter results for all water sampling areas in 2025-26 (Health-based and Aesthetic Parameters)

13. Water Quality Results for 2025-2026 cont.

Table 17 (cont.): Other sampled parameter results for all water sampling areas in 2025-26 (Health-based and Aesthetic Parameters)

Parameter	Frequency of sampling	2025-26 No. of Samples	2025-26 Maximum value recorded for all water sampling areas (mg/L)	2024-25 Maximum value recorded for all water sampling areas (mg/L)	2023-24 Maximum value recorded for all water sampling areas (mg/L)	Health Based Guideline value (mg/L)	Result
Perfluorobutane Sulfonic Acid (PFBS)	Monthly/6 Monthly	68	<0.002	<0.002	<0.002	1	All results below ADWG health guideline values
Perfluorohexane Sulfonic Acid (PFHxS)	Monthly/6 Monthly	68	<0.002	<0.002	<0.002	0.03	
Perfluorooctane Sulfonic Acid (PFOS)	Monthly/6 Monthly	68	<0.002	<0.002	<0.002	0.008	
Perfluorooctanoic Acid (PFOA)	Monthly/6 Monthly	68	<0.002	<0.002	<0.002	0.2	
Aluminium	Quarterly/Annually	75	0.05	0.33	0.38	0.2	Aesthetic Guidelines
Ammonia	Weekly*/Annually	133	0.6	0.6	0.6	0.5	
Chloride	Annually	14	110	130	120	250	
Hardness (CaCO ₃)	Annually	14	98	110	92	200	
Silica	Annually	17	13	15	16	80	
Sulphate	Annually	14	43	51	34	250	
Total dissolved solids	6 Monthly/Annually	25	330	340	270	600	
Zinc	Quarterly/Annually	75	0.030	0.023	0.023	<3	

* = Weekly monitoring undertaken on chloraminated systems.

** = Monthly monitoring undertaken on chloraminated systems.

13. Water Quality Results for 2025-2026 cont.

All parameters listed in Table 17 were compliant with their respective guideline value, with the exception of the aesthetic level for Ammonia, which recorded a maximum result of 0.6mg/L against the aesthetic guideline value of 0.5 mg/L. The result for 2025-26 is consistent with the results recorded for 2023-24 and 2024-25. These results were recorded for the chloraminated systems of Willow Grove and Noojee, where ammonia is added to combine with chlorine to produce the chloramine disinfectant.

Monitoring other parameters such as radiological, pesticides, protozoan organisms is conducted routinely. A complete list of raw water parameters monitored is included in Appendix 1. Additional monitoring is performed on a risk basis and as the need arises.

Blue Green Algae monitoring is undertaken across our storages based on visual and water quality triggers. Major raw water supply/storages are routinely monitored for Blue Green Algae as part of the routine catchment monitoring program. The frequency of sampling is determined by the assessed risk and historical bloom occurrences.

For water storages not managed by us, the water storage manager (Melbourne Water – Tarago, Southern Rural Water – Blue Rock and Lake Glenmaggie) undertakes monitoring and advise us of the results in accordance with their respective algae management plans.

Location	Jul '25	Aug '25	Sept '25	Oct '25	Nov '25	Dec '25	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26
Maffra Weir							1	4	5	4	4	
Heyfield Raw Water Storage						1	4	4	4			
Neerim South Tarago Reservoir						1	4	4	4			
Warragul WTP Inlet to Plant (Pedersen Weir or Tarago Reservoir)												
Rawson Amours Basin												
Seaspray Raw Water Storage							1	4	5	3		
Seaspray – Merriman Creek												
Blue Rock Lake (Southern Rural Water BGA Program)	Southern Rural Water (SRW) BGA Monitoring Program											
Willow Grove WTP Inlet (Blue Rock Lake)				1	4	5	4	4	4			
Lake Glenmaggie (Southern Rural Water BGA Program)	Southern Rural Water (SRW) BGA Monitoring Program											
Tarago Reservoir (Melbourne Water BGA Program)	Melbourne Water BGA Monitoring Program											
Moondarra Surface	1	1	1	1	4	5	4	4	5	4	1	1
Moondarra pipeline	1	1	1	1	4	5	4	4	5	4	1	1

Table 18: Routine Blue Green Algae monitoring for raw water supplies in 2025-26 (samples per month collected)

Monitoring program modified and updated June 2025.

During the reporting period, although there were algae and blue green algae blooms, none of these impacted the water treatment process or the production of safe drinking water.



13. Water Quality Results for 2025-2026 cont.

13.5.2 Manganese

Manganese can be naturally present in raw water supplies as either a soluble or insoluble form. When concentrations exceed the aesthetic guideline of 0.05 mg/L, manganese can create unacceptable tastes in water, as well as stain fixtures and laundry. The Australian Drinking Water Guidelines guideline value is measured against the health guideline value of 0.1 mg/L

Table 19: Manganese results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Boisdale	1 site quarterly ¹	5	0.001	0.002	<0.001	0
Boolarra	1 site quarterly ¹	5	<0.001	<0.001	<0.001	0
Briagolong	1 site quarterly ¹	5	0.004	0.009	<0.001	0
Churchill	2 sites quarterly ¹	9	<0.001	<0.001	<0.001	0
Coongulla/Glenmaggie	1 site quarterly ¹	5	0.003	0.006	0.001	0
Cowwarr	1 site quarterly	4	0.003	0.008	<0.001	0
Drouin	1 site quarterly ¹	5	0.001	0.001	<0.001	0
Erica	1 site annually ¹	1	0.001	0.001	0.001	0
Heyfield	1 site quarterly ¹	5	0.004	0.009	0.003	0
Jumbuk	3 sites quarterly ¹	10	<0.001	<0.001	<0.001	0
Maffra	4 sites quarterly	16	0.003	0.010	<0.001	0
Mirboo North	2 site quarterly ¹	9	0.003	0.004	0.002	0
Moe	2 sites quarterly ¹	9	0.006	0.013	0.001	0
Morwell	4 sites quarterly ¹	17	0.001	0.004	<0.001	0
Neerim South	1 site quarterly ¹	6	0.003	0.005	<0.001	0
Newborough	3 sites quarterly ¹	11	0.002	0.003	<0.001	0
Noojee	2-4 sites quarterly ¹	12	0.002	0.004	<0.001	0
Rawson	1 site quarterly ¹	5	<0.001	<0.001	<0.001	0
Rokeby/Buln Buln	1 site quarterly ¹	4	0.001	0.001	<0.001	0
Rosedale	3 sites quarterly ¹	12	<0.001	<0.001	<0.001	0

1= program modified during the 2025-26 reporting period.

2= average values calculated using the detection limit value for sample results showing less than detection limit.

3= Based on the maximum value being below the ADWG guideline health limit of 0.1 mg/L.
The guideline value was lowered from 0.5 mg/L to 0.1 mg/L in June 2025.

13. Water Quality Results for 2025-2026 cont.

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Sale/Wurruk	1 site quarterly ¹	5	0.002	0.004	<0.001	0
Seaspray	2 sites quarterly ¹	8	0.003	0.005	0.002	0
Stratford	3 sites quarterly ¹	10	0.002	0.002	0.001	0
Thorpdale	1 site quarterly ¹	5	<0.001	<0.001	<0.001	0
Toongabbie	1 site quarterly ¹	5	0.002	0.006	<0.001	0
Trafalgar	2 sites quarterly ¹	6	0.001	0.003	<0.001	0
Traralgon	2 sites quarterly ¹	8	<0.001	<0.001	<0.001	0
Traralgon Sth / Hazelwood Nth	4 sites quarterly ¹	13	<0.001	<0.001	<0.001	0
Tyers/Glengarry	1 site quarterly ¹	5	0.001	0.002	<0.001	0
Warragul	3 sites quarterly ¹	11	0.001	0.004	<0.001	0
Warragul South	1 site quarterly ¹	5	0.001	0.002	<0.001	0
Willow Grove	2 sites quarterly ¹	6	0.006	0.012	0.001	0
Yallourn North	1 site quarterly ¹	6	0.001	0.001	<0.001	0
Yarragon	2 sites quarterly ¹	6	0.002	0.004	<0.001	0
Yinnar	1 site annually ¹	1	<0.001	<0.001	<0.001	0

¹= program modified during the 2025-26 reporting period.

²= average values calculated using the detection limit value for sample results showing less than detection limit.

³= Based on the maximum value being below the ADWG guideline health limit of 0.1 mg/L.

The guideline value was lowered from 0.5 mg/L to 0.1 mg/L in June 2025.

Table 19 (cont.): Manganese results for all water sampling areas in 2025-26

13.5.3 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter

13. Water Quality Results for 2025-2026 cont.

13.5.4 Lead

Lead can be present in drinking water due to dissolution from natural sources or from household plumbing. Based on health considerations in the Australian Drinking Water Guidelines, concentrations of lead in drinking water should not exceed 0.005 mg/L. Our sites achieved 100 percent compliance against ADWG guideline values for all customer tap sites.

Table 20: Lead results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Boisdale	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Boolarra	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Briagolong	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Churchill	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Coongulla/Glenmaggie	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Cowwarr	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Drouin	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Erica	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Heyfield	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Jumbuk	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Maffra	4 sites annually ¹	4	<0.001	<0.001	<0.001	0
Mirboo North	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Moe	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Morwell	4 sites annually ¹	4	<0.001	<0.001	<0.001	0
Neerim South	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Newborough	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Noojee	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Rawson	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Rokeby/Buln Buln	1 site annually ¹	1	<0.001	<0.001	<0.001	0

¹= program modified during the 2025-26 reporting period.

²= average values calculated using the detection limit value for sample results showing less than detection limit.

³= Based on the maximum value being below the ADWG guideline health limit of 0.005 mg/L. The guideline value was lowered from 0.01 mg/L to 0.005 mg/L in June 2025.

13. Water Quality Results for 2025-2026 cont.

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Rosedale	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Sale/Wurruk	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Seaspray	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Stratford	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Thorpdale	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Toongabbie	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Trafalgar	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Traralgon	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Traralgon Sth / Hazelwood Nth	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Tyers/Glengarry	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Warragul	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Warragul South	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Willow Grove	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Yallourn North	3 sites annually ¹	3	<0.001	<0.001	<0.001	0
Yarragon	2 sites annually ¹	2	<0.001	<0.001	<0.001	0
Yinnar	1 site annually ¹	1	<0.001	<0.001	<0.001	0

1= program modified during the 2025-26 reporting period.

2= average values calculated using the detection limit value for sample results showing less than detection limit.

3= Based on the maximum value being below the ADWG guideline health limit of 0.005 mg/L. The guideline value was lowered from 0.01 mg/L to 0.005 mg/L in June 2025.

Table 20 (cont.): Lead results for all water sampling areas in 2025-26

13.5.5 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter.

13. Water Quality Results for 2025-2026 cont.

13.5.6 Copper

Copper is present in raw water supplies at very low concentrations. Copper can be found in higher concentrations in drinking water as a result of corrosion of copper pipes and fittings. Based on health considerations in the Australian Drinking Water Guidelines, concentrations of copper in drinking water should not exceed 2 mg/L. The aesthetic guideline value is 1 mg/L. Our sites achieved 100 percent ADWG guideline value against both copper guideline values.

Table 21: Copper results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Boisdale	2 sites annually ¹	2	0.004	0.005	0.003	0
Boolarra	2 sites annually ¹	2	0.004	0.005	0.003	0
Briagolong	2 sites annually ¹	2	0.010	0.018	0.002	0
Churchill	3 sites annually ¹	3	0.004	0.009	0.002	0
Coongulla/Glenmaggie	2 sites annually ¹	2	0.001	0.001	0.001	0
Cowwarr	1 site annually ¹	1	0.002	0.002	0.002	0
Drouin	2 sites annually ¹	2	0.014	0.019	0.009	0
Erica	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Heyfield	2 sites annually ¹	2	0.042	0.043	0.040	0
Jumbuk	1 site annually ¹	1	0.003	0.003	0.003	0
Maffra	4 sites annually ¹	4	0.005	0.015	0.001	0
Mirboo North	3 sites annually ¹	3	0.006	0.009	0.002	0
Moe	3 sites annually ¹	3	0.007	0.013	<0.001	0
Morwell	4 sites annually ¹	4	0.001	0.002	<0.001	0
Neerim South	2 sites annually ¹	2	0.006	0.007	0.005	0
Newborough	2 sites annually ¹	2	0.004	0.006	<0.001	0
Noojee	3 sites annually ¹	3	0.002	0.003	<0.001	0
Rawson	2 sites annually ¹	2	0.010	0.012	0.007	0
Rokeby/Buln Buln	1 site annually ¹	1	0.006	0.006	0.006	0

1= program modified during the 2025-26 reporting period.

2= average values calculated using the detection limit value for sample results showing less than detection limit.

3= Based on the maximum value being below the ADWG guideline health limit of 2 mg/L.

13. Water Quality Results for 2025-2026 cont.

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	No. of samples where standard was not met (s.18) ³
Rosedale	3 sites annually ¹	3	0.004	0.011	<0.001	0
Sale/Wurruk	2 sites annually ¹	2	0.024	0.045	0.002	0
Seaspray	2 sites annually ¹	2	0.010	0.012	0.008	0
Stratford	1 site annually ¹	1	<0.001	<0.001	<0.001	0
Thorpdale	2 sites annually ¹	2	0.003	0.003	0.003	0
Toongabbie	2 sites annually ¹	2	0.002	0.002	0.001	0
Trafalgar	2 sites annually ¹	2	0.002	0.003	<0.001	0
Traralgon	3 sites annually ¹	3	0.012	0.032	<0.001	0
Traralgon Sth / Hazelwood Nth	1 site annually ¹	1	0.004	0.004	0.004	0
Tyers/Glengarry	2 sites annually ¹	2	0.006	0.009	0.003	0
Warragul	3 sites annually ¹	3	0.002	0.003	<0.001	0
Warragul South	2 sites annually ¹	2	0.003	0.004	<0.001	0
Willow Grove	2 sites annually ¹	2	0.003	0.005	<0.001	0
Yallourn North	3 sites annually ¹	3	0.010	0.018	0.005	0
Yarragon	2 sites annually ¹	2	0.028	0.047	0.008	0
Yinnar	1 site annually ¹	1	0.003	0.003	0.003	0

1= program modified during the 2025-26 reporting period.

2= average values calculated using the detection limit value for sample results showing less than detection limit.

3= Based on the maximum value being below the ADWG guideline health limit of 2 mg/L.

Table 21 (cont.): Copper results for all water sampling areas in 2025-26

13.5.7 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality parameter.

13. Water Quality Results for 2025-2026 cont.

13.6 Aesthetics

13.6.1 pH results

In addition to the monitoring of parameters to determine compliance against the Safe Drinking Water Regulations, pH is routinely monitored in the reticulation system. The Guidelines recommend that drinking water be between pH 6.5 and pH 8.5, however the Regulations allow for a 12-month average result of up to a pH of 9.2. The pH results for all towns are provided below.

Table 22: pH results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ²	Max	Min	Drinking Water Aesthetic Operating Range met (SDWR - 2025) (Yes/No) ³
Boisdale	2 sites weekly ⁴	106	7.7	7.9	7.4	Yes
Boolarra	2 sites weekly ⁴	106	7.5	8.2	7.1	Yes
Briagolong	2 sites weekly ⁴	106	7.4	8.0	7.2	Yes
Churchill	3 sites weekly ⁵	153	7.4	8.0	7.1	Yes
Coongulla/Glenmaggie	2 sites weekly ^{1,4}	116	7.3	7.7	7.1	Yes
Cowwarr	1 site weekly ⁴	53	7.5	8.9	7.2	Yes
Drouin	2-4 sites weekly ¹	127	7.2	7.7	6.9	Yes
Erica	1 site weekly ⁵	51	7.8	8.9	7.2	Yes
Heyfield	2 sites weekly ⁴	106	7.2	7.8	7.0	Yes
Jumbuk	2-4 sites weekly ¹	82	7.4	7.8	7.0	Yes
Maffra	4 sites weekly ⁴	256	7.5	7.9	7.1	Yes
Mirboo North	3 sites weekly	156	7.3	7.7	6.9	Yes
Moe	3-4 site weekly ¹	198	7.2	8.0	6.8	Yes
Morwell	4-6 sites weekly ¹	270	7.3	8.4	6.9	Yes
Neerim South	2 sites weekly	104	7.6	8.5	7.4	Yes
Newborough	2-3 sites weekly ¹	147	7.2	7.8	7.0	Yes
Noojee	3-7 sites weekly ¹	204	8.0	9.1	7.5	Yes
Rawson	2 sites weekly ⁵	102	7.3	7.8	6.9	Yes
Rokeyby/Buln Buln	1-3 sites weekly ¹	92	7.2	7.7	6.8	Yes

1= program modified during the 2025-26 reporting period.

2= average values calculated using all measurements undertaken by a NATA accredited facility between 01 July 2025 and 30 June 2026.

3= Based on the average pH being at least 6.5, but not exceeding 9.2, as specified in the SDWR (2025) – Part 4, Section 4(a).

4 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

5 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

13. Water Quality Results for 2025-2026 cont.

Table 22 (cont.): pH results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ²	Max	Min	Drinking Water Aesthetic Operating Range met (SDWR - 2025) (Yes/No) ³
Rosedale	3-4 sites weekly ¹	195	8.2	9.2	7.0	Yes
Sale/Wurruk	2 sites weekly	104	7.3	7.9	7.0	Yes
Seaspray	2-3 sites weekly ¹	146	7.3	8.1	7.0	Yes
Stratford	1-4 sites weekly ¹	184	7.6	7.9	7.2	Yes
Thorpdale	2 sites weekly ⁴	106	7.6	8.3	7.1	Yes
Toongabbie	2 sites weekly ⁴	106	7.3	7.5	7.1	Yes
Trafalgar	2-4 sites weekly ¹	122	7.2	7.5	7.0	Yes
Traralgon	2-3 sites weekly ¹	155	7.2	7.7	6.8	Yes
Traralgon Sth / Hazelwood Nth	1-5 sites weekly ¹	217	7.4	7.7	7.0	Yes
Tyers/Glengarry	2 sites weekly ⁵	102	7.2	7.9	7.0	Yes
Warragul	2-5 sites weekly ¹	126	7.1	8.0	6.8	Yes
Warragul South	2 sites weekly ⁴	106	7.3	8.0	7.1	Yes
Willow Grove	2-3 sites weekly ¹	117	7.6	8.4	6.9	Yes
Yallourn North	2-3 sites weekly ¹	152	7.2	7.6	7.0	Yes
Yarragon	2-4 sites weekly ¹	182	7.3	8.0	7.0	Yes
Yinnar	1 site weekly ⁴	53	7.4	7.9	7.2	Yes

1= program modified during the 2025-26 reporting period.

2= average values calculated using all measurements undertaken by a NATA accredited facility between 01 July 2025 and 30 June 2026.

3= Based on the average pH being at least 6.5, but not exceeding 9.2, as specified in the SDWR (2025) – Part 4, Section 4(a).

4 = weekly sample collected on Monday 30 June 2025, and prior to 30 June 2025 creating 53 sampling occurrences within the reporting period

5 = weekly sample collected after Monday 30 June 2025, and after 30 June 2025 creating 51 sampling occurrences within the reporting period

13.6.2 Actions taken in relation to non-compliance

Some systems experienced elevated pH results (Cowwarr, Erica, Noojee and Rosedale) as a result of long residence times of water in the reticulation, cement-lined pipes in parts of the reticulation and reduced flushing programs due to permanent water saving rules in place. All average pH results were within the range of 6.5 to 9.2.

We continue to monitor pH variations and modify system operation where possible to reduce variability.

Automatic flushing devices have been installed in some locations to manage pH changes from excessive “water age”. These also have the benefit of improving chlorine residual in the extremities of the systems.

Reactive flushing of mains based on routine water sampling results is assessed on a case-by-case basis to manage pH, chlorine residuals and customer water supply pressures.

The Guidelines state that cement mortar lined pipes can significantly increase the pH and a value up to 9.2 may be tolerated provided monitoring indicates no deterioration in the microbiological quality. No deterioration in the microbiological quality of the water was observed.

13. Water Quality Results for 2025-2026 cont.

13.6.3 Iron results

Iron can become apparent in taste of water at about 0.3 mg/L and above. High concentrations can give water a rust-brown appearance and cause staining of laundry and plumbing fittings. Based on aesthetic considerations, the concentration in the Guidelines of iron in drinking water should not exceed 0.3 mg/L, however no health-based guideline value has been set for iron.

Table 23: Iron results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	Drinking Water Aesthetic Operating Range met (SDWR - 2025) (Yes/No) ³
Boisdale	1-2 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Boolarra	1-2 sites quarterly ¹	5	0.04	0.06	0.03	Yes
Briagolong	1-2 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Churchill	2-3 sites quarterly ¹	9	0.01	0.01	<0.01	Yes
Coongulla/Glenmaggie	2-3 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Cowwarr	1 site quarterly	4	0.01	0.02	<0.01	Yes
Drouin	1-2 sites quarterly ¹	5	0.01	0.01	<0.01	Yes
Erica	1 site annually	1	0.11	0.11	0.11	Yes
Heyfield	1-2 sites quarterly ¹	5	0.01	0.01	<0.01	Yes
Jumbuk	1-3 sites quarterly ¹	10	0.01	0.02	<0.01	Yes
Maffra	4 sites quarterly	16	<0.01	<0.01	<0.01	Yes
Mirboo North	2-3 sites quarterly ¹	9	<0.01	<0.01	<0.01	Yes
Moe	2-3 sites quarterly ¹	12	<0.01	<0.01	<0.01	Yes
Morwell	4-5 sites quarterly ¹	17	0.02	0.12	<0.01	Yes
Neerim South	1-2 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Newborough	2 sites quarterly	8	<0.01	<0.01	<0.01	Yes
Noojee	2-5 sites quarterly ¹	12	0.01	0.02	<0.01	Yes
Rawson	1-2 sites quarterly ¹	5	0.01	0.01	<0.01	Yes
Rokeby/Buln Buln	1 site quarterly	4	0.01	0.02	<0.01	Yes

¹= program modified during the 2025-26 reporting period.

²= average values calculated using the detection limit value for sample results showing less than detection limit.

³= Based on the maximum value being below the ADWG guideline aesthetic limit of 0.3 mg/L.

13. Water Quality Results for 2025-2026 cont.

Table 23 (cont.): Iron results for all water sampling areas in 2025-26

Water Sampling Area	Frequency of Sampling	No. of Samples	Average ² (mg/L)	Max (mg/L)	Min (mg/L)	Drinking Water Aesthetic Operating Range met (SDWR - 2025) (Yes/No) ³
Rosedale	3 sites quarterly	12	0.01	0.01	<0.01	Yes
Sale/Wurruk	1-2 sites quarterly ¹	5	0.01	0.02	<0.01	Yes
Seaspray	2 sites quarterly	8	0.02	0.04	<0.01	Yes
Stratford	1-3 sites quarterly ¹	10	<0.01	<0.01	<0.01	Yes
Thorpdale	1-2 sites quarterly ¹	5	0.03	0.04	0.02	Yes
Toongabbie	1-2 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Trafalgar	1-2 sites quarterly ¹	6	<0.01	<0.01	<0.01	Yes
Traralgon	1-3 sites quarterly ¹	8	<0.01	<0.01	<0.01	Yes
Traralgon Sth / Hazelwood Nth	1-4 sites quarterly ¹	13	0.01	0.02	<0.01	Yes
Tyers/Glengarry	1-2 sites quarterly ¹	5	<0.01	<0.01	<0.01	Yes
Warragul	2-3 sites quarterly ¹	11	0.01	0.03	<0.01	Yes
Warragul South	1-2 sites quarterly ¹	5	0.01	0.01	<0.01	Yes
Willow Grove	1-2 sites quarterly ¹	6	<0.01	<0.01	<0.01	Yes
Yallourn North	1-3 sites quarterly ¹	6	0.02	0.04	<0.01	Yes
Yarragon	1-2 sites quarterly ¹	6	0.01	0.02	<0.01	Yes
Yinnar	1 site annually	1	0.05	0.05	0.05	Yes

1= program modified during the 2025-26 reporting period.

2= average values calculated using the detection limit value for sample results showing less than detection limit.

3= Based on the maximum value being below the ADWG guideline aesthetic limit of 0.3 mg/L.

13.6.4 Actions taken in relation to non-compliance

All water sampling areas complied with this water quality standard.

Team member cleaning Warragul South drinking water basin cover.



14. Undertakings under section 30 of the Safe Drinking Water Act

We have no undertakings relevant to the 2025-26 reporting year.

15. Exemptions under section 20 of the Safe Drinking Water Act

We have no exemptions relevant to the 2025-26 reporting year.

16. Variation in aesthetic standards

We have no variations in aesthetic standards sought under section 19 of the Safe Drinking Water Act.

17. Regulated water

Regulated water is water that is not intended for drinking but could reasonably be mistaken as drinking water and declared under Section 6 of the Act.

We do not manage any regulated water supplies.

18. Further information

The Act No.46/2003, Section 23, requires us to disclose water quality monitoring information publicly.

We publish this Annual Drinking Water Report on the following website:

www.gippswater.com.au/residential/about-us/corporate-documents/drinking-water-reports

Customers and members of the public may request further drinking water quality information by phoning 1800 050 500, or visiting our websites:

www.gippswater.com.au or,

www.gippswater.com.au/residential/what-we-do/water-quality

19. References

National Health and Medical Research Council. *Australian Drinking Water Guidelines 2011*.

Web address: www.nhmrc.gov.au

Department of Health and Human Services - Guidance: Water quality annual report section 26 of the Safe Drinking Water Act 2003 Regulations 21 and 22 of the Safe Drinking Water Regulations 2025 – July 2026

Safe Drinking Water Act (2003) No.46/2003

Safe Drinking Water Regulations (2015) S.R No.88/2015

Safe Drinking Water Regulations (2025) S.R No.60/2025

Health (Fluoridation) Act (1973)

Code of Practice for Fluoridation of Drinking Water Supplies; Second Edition (2018)

Water Services Association of Australia (2015) *Manual for the Application of Health-Based Treatment Targets*



Appendix 1: Raw water monitoring

Source water	Water Sampling Area	Nature of other raw water monitoring programs			
		Weekly/Fortnightly	Monthly	Annual/Quarterly	
Moondarra Reservoir via Tyers River	Morwell Churchill Yinnar Jumbuk Boolarra Traralgon South/ Hazelwood North	Physicals <ul style="list-style-type: none"> Absorbance (254nm) Colour True (465nm) Dissolved Oxygen SUVA (245nm) Turbidity Electrical Conductivity @25°C pH Microbiological <ul style="list-style-type: none"> Escherichia coli Total Coliforms Heterotrophic Plate Count Metals* <ul style="list-style-type: none"> Iron Total Manganese Total Mercury 	Physicals <ul style="list-style-type: none"> Alkalinity Bicarbonate as CaCO₃ Alkalinity Total as CaCO₃ Dissolved Organic Carbon (DOC) Total Organic Carbon (TOC) Total Dissolved Solids (TDS) SUVA (245nm) Chlorophyll a Chemical inorganic <ul style="list-style-type: none"> Ammonia as N Bromide Chloride Fluoride Nitrate as N Nitrite as N Organic Nitrogen as N Phosphorous, Reactive as P Phosphorous Total as N Sulphate Total Kjeldahl Nitrogen as N Total Nitrogen as N Biological <ul style="list-style-type: none"> Algae Blue Green Algae (sampling frequency may vary depending on the season and results received)	Physicals* <ul style="list-style-type: none"> Total Dissolved Solids (TDS) Suspended Solids Chemical inorganic <ul style="list-style-type: none"> Cyanide Dissolved Organic Carbon (DOC) Total Organic Carbon (TOC) Bromide Fluoride Metals* <ul style="list-style-type: none"> Aluminium Total Arsenic Total Selenium Cadmium Total Copper Total Lead Total Mercury Zinc Total Radiological <ul style="list-style-type: none"> Gross Alpha Activity Gross Beta Activity Microbiological <ul style="list-style-type: none"> <i>Cryptosporidium spp</i> <i>Giardia spp</i> 	Pesticides, Herbicides and Chemical Organics** <ul style="list-style-type: none"> 2,4,5-T (Herbicide) 2,4,5-Tp (Silvex) 2,4,6-T 2,4-D 2,4-Db 2,4-Dp 2,6-D 3-Hydroxy Carbofuran 4-Cpa 4 Chlorophenoxy Acetic Acid 4,4-Ddd 4,4-Dde 4,4-Ddt Abamectin Acephate Alachlor Aldicarb Aldrin Ametryn Aminopyralid Amitraz Ampa Asulam Atrazine Atrazine-Desethyl Atrazine-Desisopropyl
	Traralgon				
	Tyers/Glengarry Rosedale Cowwarr Toongabbie				
Macalister River	Maffra				
	Stratford				
	Boisdale				
Bore – Wa De Lock Aquifer	Briagolong				
Pederson Weir (Tarago River)	Warragul (including Nilma, Darnum, Drouin East)				
Tarago Reservoir (supplementary supply)	Warragul South				
	Drouin				
	Rokeby/Buln Buln				
Trigger Creek	Rawson				
	Erica				
Thomson River	Heyfield				
Little Morwell River	Mirboo North				

*Reduced frequency of monitoring in some catchments based on risk profile. ** Note all pesticides, herbicides and chemical organics results were within ADWG guideline values. Not all parameters were measured at all water sampling areas or source waters. Purpose of monitoring - risk management within catchments and raw water supply systems. Comprehensiveness (frequency) - weekly, fortnightly, monthly, quarterly and annual monitoring or as risks identified.

Appendix

1: Raw water monitoring cont.

Source water	Water Sampling Area	Nature of other raw water monitoring programs			
		Weekly/Fortnightly	Monthly	Annual/Quarterly	
Tanjil River and Narracan Creek	Moe		Metals <ul style="list-style-type: none"> Aluminium Total Arsenic Total Calcium Total Cadmium Total Copper Total Iron Total Iron Soluble Lead Total Mercury Potassium Magnesium Manganese Total Manganese Soluble Selenium Zinc Total 	<ul style="list-style-type: none"> Azinphos-Ethyl Azinphos-Methyl Azoxystrobin Bendiocarb Benomyl Bensulfuron Methyl Bensulide Bentazon BHC (Alpha) BHC (Beta) BHC (Delta) Bifenthrin Boscalid Brodifacoum Bromacil Bromophos-Ethyl Bromoxynil Butachlor Carbaryl Carbendazim Carbofenothion Carbofuran Carboxin Carfentrazone-Ethyl Chlorantraniliprole Chlordane (Cis) Chlordane (Trans) Chlorfenvinphos 	<ul style="list-style-type: none"> Chlorothalonil Chloroxuron Chloropyrifos Chloropyrifos - Methyl Chlorsulfuron Clopyralid Coumaphos Cyanazine Cyfluthrin Cypermethrin Cyproconazole Cyprodinil Cypromazine Cyromazine Deltamethrin Demeton-O Demeton-S Demeton-S-Methyl Diazinon Dicamba Dichlobenil Dichlorprop Dichlorprop-P Dichlorvos Diclofop-Methyl Dicofol Dieldrin Difenoconazole
	Newborough				
	Yallourn North				
	Trafalgar				
	Yarragon				
Tarago River	Neerim South				
	Noojee				
Bore (Boisdale Aquifer)	Sale/Wurruk				
Merrimans Creek	Seaspray				
Tanjil River and Narracan Creek	Thorpdale				
Blue Rock Reservoir (Tanjil River)	Willow Grove		Chlorophenols (Sale Bores Only) <ul style="list-style-type: none"> 2,3,4,5 Tetrechlorophenol 2,6-Dichlorophenol 2-Chlorophenol 4-Chloro-3-Methylphenol Total Phenols (Halogenated) Pentachlorophenol 2,4,5-Trichlorophenol PFOS/PFOA suite (Seaspray, Sale Bores, Briagolong Bores and reticulation)		

*Reduced frequency of monitoring in some catchments based on risk profile. ** Note all pesticides, herbicides and chemical organics results were within ADWG guideline values. Not all parameters were measured at all water sampling areas or source waters. Purpose of monitoring - risk management within catchments and raw water supply systems. Comprehensiveness (frequency) - weekly, fortnightly, monthly, quarterly and annual monitoring or as risks identified.

1: Raw water monitoring cont.

Source water	Water Sampling Area	Nature of other raw water monitoring programs			
		Weekly/Fortnightly	Monthly	Annual/Quarterly	
				<ul style="list-style-type: none"> • Diflufenican • Dimethoate • Dinoseb • Diphenamid • Diquat • Diflubenzuron/Diuron • ENDOSULFAN (Alpha) • ENDOSULFAN (Beta) • Endosulfan Sulphate • Endothal • Endrin • Endrin Aldehyde • Endrin Ketone • Epn • Eptc • Ethion • Ethoprophos • Etridiazole • Fenamiphos • Fenarimol • Fenclorophos (Ronnell) • Fenitrothion • Fenoxycarb • Fensulfothion • Fenthion • Fenvalerate • Fipronil • Flamprop Methyl • Fluometuron 	<ul style="list-style-type: none"> • Flupropanate • Fluroxypyr • Flusilazole • Formothion • Fosetyl Aluminium • Glyphosate • Haloxyfop • Heptachlor • Heptachlor Epoxide • Hexachlorobenzene • Hexaconazole • Hexaflurate • Hexazinone • Imazapyr • Indoxacarb • Iodosulfuron Methyl • Iprodione • Irgarol • Isoproturon • Lindane • Malathion • Mcpa • Mcpb • Mecoprop • Metalaxyl • Metalaxyl-M • Metaldehyde • Methidathion • Methiocarb

*Reduced frequency of monitoring in some catchments based on risk profile. ** Note all pesticides, herbicides and chemical organics results were within ADWG guideline values. Not all parameters were measured at all water sampling areas or source waters. Purpose of monitoring - risk management within catchments and raw water supply systems. Comprehensiveness (frequency) - weekly, fortnightly, monthly, quarterly and annual monitoring or as risks identified.

Appendix

1: Raw water monitoring cont.

Source water	Water Sampling Area	Nature of other raw water monitoring programs			
		Weekly/Fortnightly	Monthly	Annual/Quarterly	
				<ul style="list-style-type: none"> • Methomyl • Methoxychlor • Metolachlor • Metribuzin • Mevinphos • Molinate • Monocrotophos • Myclobutanil • Naftalofos • Napropamide • Nicarbazin • Nitralin • Norfluazon • Novaluron • Omethoate • Oryzalin • Oxamyl • Oxychlorane • Oxyfluorfen • Paclobutrazole • Paraquat • Parathion • Parathion-Methyl • Pebulate • Penconazole • Pendimethalin • Permethrin • PFAS 	<ul style="list-style-type: none"> • Phorate • Picloram • Pirimicarb • Pirimiphos-Ethyl • Pirimiphos-Methyl • Prochloraz • Profenofos • Promecarb • Prometon • Prometryn • Propachlor • Propamocarb • Propanil • Propargite • Propazine • Propiconazole • Propyzamide • Prothiofos • Pyraclostrobin • Pyrasulfatole • Pyrazophos • Pyrimethanil • Pyriproxyfen • Pyroxsulam • Quinclorac • Rimsulfuron • Siduron • Silvex

*Reduced frequency of monitoring in some catchments based on risk profile. ** Note all pesticides, herbicides and chemical organics results were within ADWG guideline values. Not all parameters were measured at all water sampling areas or source waters. Purpose of monitoring - risk management within catchments and raw water supply systems. Comprehensiveness (frequency) - weekly, fortnightly, monthly, quarterly and annual monitoring or as risks identified.

1: Raw water monitoring cont.

Source water	Water Sampling Area	Nature of other raw water monitoring programs			
		Weekly/Fortnightly	Monthly	Annual/Quarterly	
				<ul style="list-style-type: none"> • Simazine • Simetryn • Spirotetramat • Sulfotep • Sulprofos • Tebuconazole • Tebuthiuron • Temephos • Terbacil • Terbufos • Terbutylazine • Terbutryn • Tertbutryn • Tetrachlorvinphos • Tetraconazole • Thiamethoxam • Thiobencarb • Thiodicarb • Thiometon • Toltrazuril 	<ul style="list-style-type: none"> • Trans Chlordane • Triadimefon • Triadimenol • Triazophos • Trichlorfon • Trichloronate • Triclopyr • Trifloxystrobin • Trifloxysulfuron-Sodium • Trifluralin • Trinexapac Ethyl • Vernolate

*Reduced frequency of monitoring in some catchments based on risk profile.

** Note all pesticides, herbicides and chemical organics results were within ADWG guideline values.

Not all parameters were measured at all water sampling areas or source waters.

Purpose of monitoring - risk management within catchments and raw water supply systems.

Comprehensiveness (frequency) - weekly, fortnightly, monthly, quarterly and annual monitoring or as risks identified.

2: Safe Drinking Water Act Audit Certificate

Risk Management Plan Audit Certificate ***Safe Drinking Water Regulations 2015***

Certificate Number: 188

Audit period: 1 January 2021 – 31 December 2022

To:

Mr Muneeb Sunna
Manager Water Treatment and Quality
Gippsland Water
55 Hazelwood Road
Traralgon VIC 3844

Australian Business Number (ABN): 75 830 750 413

I, Karen Pither, after conducting a risk management plan audit of the water supplied by Gippsland Water, am of the opinion that—

Gippsland Water *has not* complied with the obligations imposed by section 7(1) of the *Safe Drinking Water Act 2003* during the audit period.

Two minor non-compliances were noted in relation to:

- Failure to collect and analyse small number of samples listed in water sampling program, and the absence of an effective process to identify missed samples.
- Chemical parameters that were sampled from the same location within a sampling location on two or more consecutive occasions.

The non-compliances were considered minor as there is a low potential for a risk situation, and the potential impact of the non-compliance is not likely to be a serious or imminent risk to public health, or compromise public health.



27 April 2023





**Gippsland
Water**

PO Box 348
55 Hazelwood Road
Traralgon VIC 3844

General enquiries 1800 050 500
Faults and emergencies 1800 057 057

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