



Government
of South Australia



Drinking Water Quality Policy



Drinking Water Quality Policy

SA Water is committed to effectively managing our water supply and providing safe drinking water to all our customers. In accordance with the Safe Drinking Water Act 2011 (SDWA) and Safe Drinking Water Regulations (2012), SA Water provides safe, clean drinking water that is fit for purpose, cost effective and consistently meets customer needs.

In partnerships with relevant stakeholders and agencies, SA Water will:

- ✓ Maintain and continually improve a Drinking Water Quality Management System (DWQMS) to adequately manage drinking water quality risks to customers and the public
- ✓ Build sound relationships with our customers and stakeholders and integrate their needs and expectations into our planning
- ✓ Use a risk management approach to identify water quality issues and provide efficient solutions
- ✓ Deliver a multi-barrier approach and manage water quality at all points along the delivery chain, from catchment to consumer
- ✓ Maintain and continually review appropriate contingency planning and incident response capabilities
- ✓ Target and implement research and innovation activities across the business to understand drinking water quality and emerging issues
- ✓ Maintain good working relationships with SA Health and contribute to setting industry standards, regulations and guidelines
- ✓ Continue regular monitoring of the quality of drinking water with effective reporting mechanisms to promote confidence in the water supply and its management
- ✓ Continually improve our operational and management practices by assessing performance against stakeholder expectations
- ✓ Be a strong advocate for source water protection, committed to supporting land use planning and land management for the protection of drinking water quality
- ✓ Provide details of water quality improvement projects to the Essential Services Commission of South Australia, who regulate SA Water's revenue allowance

All SA Water employees involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.

More information on SA Water's commitment to drinking water quality can be found on our website at sawater.com.au.



John Ringham
Chief Executive
SA Water