

Wannon Water

Water Quality Annual Report

2025/26



TABLE OF CONTENTS

1.	INTRODUCTION	5
2.	MANAGING WATER QUALITY	11
	2.1 Drinking Water Quality Standards	11
	2.1.1 Health-based standards	11
	2.1.2 Aesthetic standards (Reg 16(1)(b) and (3))	11
	2.2 Regulated water	12
	2.3 Non-Drinking Water	12
3.	ENSURING SAFE DRINKING WATER.....	13
	3.1 Drinking water quality policy	13
	3.2 Water quality management system	13
	3.3 Risk management plan audit.....	13
4.	WATER TREATMENT.....	15
	4.1 Chemicals used in Wannon Waters treatment systems.....	16
5.	MAINTAINING HIGH-QUALITY WATER.....	17
	5.1 Staff awareness and training.....	17
	5.2 Distribution system.....	17
	5.3 Water treatment plant changes and improvements	17
	5.4 Treatment process changes and issues	18
6.	DRINKING WATER QUALITY RESULTS 2025/26.....	19
	6.1 Sampling frequency	19
	6.2 Testing programs	19
	6.3 Interpreting the results	19
	6.4 Drinking Water Quality Results.....	20
	6.4.1 HEALTH-BASED STANDARDS	20
	Escherichia coli (E. coli)	20
	Chemical and physical characteristics - Table 10.6 ADWG (reg 16(2)(b))	22
	Trihalomethanes (THMs)	22
	Fluoride.....	23
	Manganese	24
	Lead.....	25
	Copper.....	26
	Arsenic.....	27
	Water treatment-related chemicals.....	28
	Inorganics	28
	Polycyclic aromatic hydrocarbons	28
	Disinfection by-products.....	28
	Pesticides/herbicides	29
	Industrial chemicals	29
	Other characteristics (reg 16(2)(c))	30
	Algae	30
	Radionuclides – gross beta, gross alpha radioactivity	30
	6.4.2 AESTHETIC STANDARDS	31
	6.4.2.1 Aesthetic standards under (reg 16(1)(b) and (3)).....	31
	Turbidity.....	31
	6.4.2.2 Aesthetic guideline under reg 21(n).....	32
	pH.....	32
	Iron	34
	Colour results.....	35
	Hardness	36
	Total dissolved solids.....	37
	Chloride	38
	Sodium	39

6.4.3 OPERATIONAL PARAMETERS	40
<i>Alkalinity</i>	40
7. EMERGENCY, INCIDENT AND EVENT MANAGEMENT	41
7.1 Section 22 incidents	41
7.2 Section 18 incidents	42
7.3 Other incidents	43
7.4 Customer complaints	44
8. GLOSSARY	46

1. INTRODUCTION

At Wannon Water, our commitment to delivering safe, reliable drinking water to south-west Victoria remains as strong as ever. We proudly provide water and sewerage services to over 30 communities—serving residents, farms, businesses and industries across a diverse region stretching from the South Australian border to the Otways, and from the Grampians to the coast.

We take our responsibility seriously, from catchment to tap. Our drinking water quality management system is guided by the Australian Drinking Water Guidelines (ADWG; 2011, Version 4.0 updated June 2025) and Hazard Analysis and Critical Control Point (HACCP) risk management principles. We continue to refine and strengthen this system to meet the requirements of the *Safe Drinking Water Act 2003* (SDWA) and *Safe Drinking Water Regulations 2025* (SDWR).

This 2025/26 Drinking Water Quality Annual Report has been prepared in line with those requirements. It outlines the steps we've taken over the past year to safeguard drinking water quality, including our programs, processes, and continuous improvement efforts across our service area.

Our comprehensive monitoring program spans 24,500 square kilometres, with water samples collected from source water, treatment plant outlets, storages and points throughout the distribution system, including sites representative of customer taps. All testing is performed by an independent, NATA-accredited laboratory.

The consistently high standard of water we deliver is reflected in strong customer confidence and satisfaction across the region.

The 2026 customer value survey showed that 91% per cent of domestic customers were satisfied with the water supply from Wannon Water, while 76% per cent of customers were satisfied with their water quality.

Defining drinking water

The *Safe Drinking Water Act 2003* defines two types of water quality categories.

Drinking Water – Water that is intended for human consumption or for purposes connected with human consumption, such as the preparation of food or the making of ice for consumption or for the preservation of unpackaged food, whether or not the water is used for other purposes.

Regulated Water – This is water that is not intended for human consumption but could be mistaken as drinking water. If there is a potential for the supply to

be mistaken as drinking water, then the Secretary to the Department of Health – may declare the water as Regulated Water.

Sources of water

In 2025/26, Wannon Water supplied drinking water to residential, rural, commercial and industrial customers across our region, delivering water through approximately 1,910 kilometres of mains infrastructure.

Around 17,244 megalitres (ML) of water was harvested from a range of sources, including protected catchments, agricultural land, groundwater, and, in some systems, raw water supplied by neighbouring water corporations. Specifically, Rocklands Reservoir supplies Balmoral and supports the Hamilton system, while the Willaura pipeline contributes source water to Glenthompson. The Warrnambool system also benefits from an innovative roof water harvesting network, which collects rainwater from residential subdivisions.

The level of treatment applied to water varies depending on the source and its quality, with each supply system managed to ensure the water delivered meets regulatory standards. In addition to servicing our core customer base, Wannon Water also supplies water beyond our boundaries, including to Parks Victoria at the Twelve Apostles Visitor Centre.

Figure 1-1 shows the water sampling areas we service and their corresponding water sources.

Table 1-1 provides detailed information on each water sampling areas, including the source of supply, storage arrangements following treatment, and the treatment facilities operated by Wannon Water.

During 2025/2026, Wannon Water did not create any new water sampling areas and did not vary the boundaries of any existing water sampling areas specified in the DWQRMP. Wannon Water continued to operate 34 water sampling areas across its service region.

Microbial quality of drinking water

Microbial contamination remains the most significant risk to drinking water safety, yet it is one of the most challenging to measure. Traditionally, risk management in this area relied on subjective assessments, past treatment plant performance, and limited data, meaning that minor issues could go undetected or be masked by common background illnesses in the community.

Like many water authorities in Australia, Wannon Water has no recorded outbreaks of waterborne disease in its service area. Global case studies show that when outbreaks do occur, they typically result from multiple failures happening simultaneously across the water supply system.

To reduce this risk even further, Wannon Water has adopted a best-practice, quantitative approach using health-based targets to assess microbial safety. This method includes four key components:

1. Source Water Assessment – understanding the microbial risks present at the source
2. Water Treatment Assessment – evaluating how well treatment processes address those risks

3. Water Safety Assessment – determining the level of protection provided through treatment and distribution
4. Water Safety Improvement Plan Development – identifying and implementing actions to reduce risk

By applying this methodology and developing tailored Water Safety Improvement Plans, supported by ongoing risk assessments and upgrades to treatment infrastructure, Wannon Water continues to reduce the likelihood of simultaneous failures that could lead to a community health event



Figure 1-1 - Wannon Water Service Area

Table 1-1 - Source water and treatment systems summary

Water sampling area	Number of customers	Source water	Raw water storage	Treatment plant	Treated water storage
Allansford - via Warrnambool Water Treatment Plant (WTP)	382	Arkins Creeks (3)	Gellibrand Tank	Warrnambool WTP	Allansford clear water storage
		Gellibrand River	South Otway Tank	Allansford Disinfection Plant (DP)	
		Carlisle Bores (2)	Ewen's Hill Reservoir		
		– via North Otway Pipeline	Plantation Rd Storage		
			Tank Hill Reservoir		
		Gellibrand River – South Otway Pipeline	Warrnambool Storage 1		
			Warrnambool Storage 2		
		Albert Park Bores (3)	Brierly Basin		
Roof water (North Warrnambool)	Albert Park Raw Water Storage				
Balmoral	152	Rocklands Reservoir (Grampians Wimmera Mallee Water)	Balmoral Service Basin	Balmoral WTP	Balmoral clear water storage
Camperdown (Rural)	413	Arkins Creeks (3)	Gellibrand Tank	Camperdown WTP	Camperdown (Rural) clear water storage
		Gellibrand River	Donald's Hill Reservoir		
		Carlisle Bores (2)			
		– via North Otway Pipeline			
Camperdown (Urban)	1933	Arkins Creeks (3)	Gellibrand Tank	Camperdown WTP	Camperdown (Urban) service basin
		Carlisle Bores (2)			Park Lane elevated storage
		– via North Otway Pipeline			
Caramut	74	Caramut Bores (2)	Caramut Service Basin	Caramut DP	Caramut clear water storage
	Caramut Tank (Raw Water)				
Casterton	998	Tullich Bores (4)	N/A	Casterton WTP	Casterton clear water storage
					Casterton Arundel Road Basin
Cavendish	103	Grampians National Park	Cavendish Service Basin	Cavendish Disinfection Plant	Cavendish clear water storage
		7 streams on the western slopes of the Victoria Range			
Cobden (Urban)	949	Arkins Creeks (3) Gellibrand River Carlisle Bores (2) – via North Otway Pipeline	Gellibrand Tank Cobden Service Basin	Cobden WTP	Cobden clear water storage
Cobden (Rural)	19				
Coleraine - via Casterton WTP	626	Tullich Bores (4)	N/A	Casterton WTP	Casterton clear water storage
					Casterton Arundel Road Basin
				Coleraine DP	Coleraine clear water storage
Darlington (Regulated Supply)	22	Darlington Bore (1)	Darlington Elevated Tank	Nil Treatment	N/A
Dartmoor	158	Dartmoor Bore (1)	N/A	Dartmoor DP	Dartmoor clear water storage
Dunkeld - via Hamilton WTP	421	Grampians National Park	Hayes Reservoir	Hamilton WTP	Hamilton clear water storage
		7 streams on the western slopes of the Victoria Range	Cruckoor Reservoir	Dunkeld DP	
			Hartwicks Reservoir		
			Rocklands Reservoir (Grampians Wimmera Mallee Water)	Hamilton Service Basins 1 & 2	

Water sampling area	Number of customers	Source water	Raw water storage	Treatment plant	Treated water storage
Glenthompson	132	Yuppeckiar Creek Catchment and	Glenthompson Reservoir	Glenthompson WTP	Glenthompson clear water storage
		Grampians Wimmera Mallee Water			
Hamilton	5,622	Grampians National Park	Hayes Reservoir	Hamilton WTP	Hamilton clear water storage
		7 streams on the western slopes of the Victoria Range and drought relief bores (2)	Cruckoor Reservoir		
			Hartwichs Reservoir		
			Hamilton Service Basins 1 & 2		
		Rocklands Reservoir (Grampians Wimmera Mallee Water)			
Heywood	776	Heywood Bores (2)	N/A	Heywood WTP	Heywood clear water storage
Koroit - via Warrnambool WTP	918	Arkins Creeks (3)	Gellibrand Tank	Warrnambool WTP	Warrnambool clear water storage
		Gellibrand River	South Otway Tank		Harrington Road clear water storage
		Carlisle Bores (2)	Ewen's Hill Reservoir		Dennington elevated storage
		– via North Otway Pipeline	Plantation Rd Storage	Illowa (Koroit) DP	Koroit Basin
			Tank Hill Reservoir		
		Gellibrand River – South Otway Pipeline	Warrnambool Storage 1		
			Warrnambool Storage 2		
		Albert Park Bores (3)	Brierly Basin		
Roof water (North Warrnambool)	Albert Park Raw Water Storage				
Lismore & Derrinallum - via Camperdown WTP	521	Arkins Creeks (3)	Gellibrand Tank	Camperdown WTP	Camperdown (Rural) clear water storage
		Gellibrand River	Donald's Hill Reservoir	Etrick's Springs DP	Camperdown (Urban) service basin
		Carlisle Bores (2)		Lismore/Derrinallum Tank DP	Lismore Tank
		– via North Otway Pipeline			
Macarthur	176	Macarthur Bore	N/A	Macarthur WTP	Macarthur clear water storage
Merino - via Casterton WTP	187	Tullich Bores (4)	N/A	Casterton WTP	Casterton clear water storage
					Casterton Arundel Road Basin
				Merino DP	Merino clear water storage
Mortlake - via Terang WTP	701	Arkins Creeks (3)	Gellibrand Tank	Terang WTP	Terang clear water storage
		Gellibrand River	Ewen's Hill Reservoir	Mortlake DP	Noorat Tank
		Carlisle Bores (2)	Absalom's Bore Balance Tank		
		– via North Otway Pipeline			
		and Absalom's Bore (2)			
Noorat/Glenormist on - via Terang WTP	258	Arkins Creeks (3)	Gellibrand Tank	Terang WTP	Terang clear water storage
		Gellibrand River	Ewen's Hill Reservoir		Noorat Tank
		Carlisle Bores (2)			
		– via North Otway Pipeline			
Paaratte - via Port Campbell WTP	30	Port Campbell Bore (1)	N/A	Port Campbell WTP	Paaratte Tower

Water sampling area	Number of customers	Source water	Raw water storage	Treatment plant	Treated water storage
Penshurst	324	Penshurst Bore (1)	N/A	Penshurst DP	Penshurst clear water storage
Peterborough - via Port Campbell WTP	390	Port Campbell Bore (1)	N/A	Port Campbell WTP	Port Campbell clear water storage
					Brumby's Road Tank
Port Campbell	329	Port Campbell Bore (1)	N/A	Port Campbell WTP	Port Campbell clear water storage
Port Fairy	2,477	Port Fairy Bores (2)	N/A	Port Fairy WTP	Port Fairy clear water storage
Portland	6,165	Wyatt Street Bore (1)	N/A	Portland Wyatt St WTP	Portland Wyatt St clear water storage (currently offline)
		Bald Hill Bores (2)		Portland Bald Hill WTP	Portland clear water storage
Purnim	109	Arkins Creeks (3)	Gellibrand Tank	Purnim DP	Purnim elevated storage
		Gellibrand River	Ewen's Hill Reservoir		
		Carlisle Bores (2)	Tank Hill Reservoir		
Sandford - via Casterton WTP	92	Tullich Bores - (4)	N/A	Casterton WTP	Casterton clear water storage
					Casterton Arundel Road Basin
Simpson	107	Arkins Creeks (3)	Gellibrand Tank	Simpson WTP	Simpson clear water storage
		Gellibrand River	Simpson Service Basin		
		Carlisle Bores (2)			
		– via North Otway Pipeline			
Tarrington - via Hamilton WTP	171	Grampians National Park	Hayes Reservoir	Hamilton WTP	Hamilton clear water storage
		7 streams on the western slopes of the Victoria Range	Cruckoor Reservoir		Tarrington Pierrepoint Tank
			Hartwich's Reservoir		
		Rocklands Reservoir (Grampians Wimmera Mallee Water)	Hamilton Service Basins 1 & 2		
Terang	1,112	Arkins Creeks (3)	Gellibrand Tank	Terang WTP	Terang clear water storage
		Gellibrand River	Ewen's Hill Reservoir		
		Carlisle Bores (2)			
		– via North Otway Pipeline			
Timboon - via Port Campbell WTP	672	Port Campbell Bore (1)	N/A	Port Campbell WTP	Port Campbell clear water storage
					Peterborough Road Tank
					Timboon Basin
					Timboon Elevated Tank
					Timboon Rands Road Tank
Warrnambool	18,104	Arkins Creeks (3)	Gellibrand Tank	Warrnambool WTP	Warrnambool clear water storage
		Gellibrand River	South Otway Tank		Liebig St Basin
		Carlisle Bores (2)	Ewen's Hill Reservoir		Liebig St elevated storage
		– via North Otway Pipeline	Plantation Rd Storage		East Warrnambool

Water sampling area	Number of customers	Source water	Raw water storage	Treatment plant	Treated water storage
					elevated storage
			Tank Hill Reservoir		Dooley's Hill elevated storage
		Gellibrand River – South Otway Pipeline	Warrnambool Storage 1		Warrnambool West elevated storage
			Warrnambool Storage 2		Harrington Road clear water storage
		Albert Park Bores (3)	Brierly Basin		Harrington Road elevated storage
		Roof water (North Warrnambool)	Albert Park Raw Water Storage		Hopkins Point Road Tank

¹ Assumption (Lismore and Derrinallum customers 521)

2. MANAGING WATER QUALITY

Wannon Water bases its water quality compliance on the ADWG, as governed by the *Safe Drinking Water Act 2003* and associated Regulations. These guidelines are used for establishing microbiological, physical and chemical monitoring programs, which provide the basis for assessing drinking water quality.

2.1 Drinking Water Quality Standards

This report is based on the drinking water quality standards set out in Reg 16 of the *Safe Drinking Water Regulations 2025*, and the minimum sampling frequencies specified in Reg 14. Reg 16 groups the standards into health-based standards and aesthetic standards. A summary is provided below.

2.1.1 Health-based standards

Escherichia coli (*E. coli*)

E. coli is a bacterial species belonging to the Coliforms group. It is only found naturally in the digestive tract of warm-blooded animals. The presence of *E. coli* is indicative that faecal contamination may have occurred.

E. coli is a health-based standard under Reg 16(2)(a). The standard is zero organisms per 100 mL, and a minimum of one sample per week is required per sampling area. Any detection is reported to the Department of Health under Section 22 and Section 18 of the Act and Reg 20 of the SDWR, is investigated to identify the cause, and is detailed in Section 7 - emergency, incident and event management – of this report.

Chemical and physical characteristics (Reg 16(2)(b))

Drinking water must not contain any chemical or physical characteristic listed in Table 10.6 of the ADWG above the health guideline values set for it in the table. Trihalomethanes (THMs) fall under this sub-regulation. THM form when chlorine reacts with naturally occurring organic matter in the water supply. A minimum of one sample per month is required per sampling area and the health guideline value is 0.25 mg/L. Results for THM and other Table 10.6 (ADWG) parameters are provided in section 6 – drinking water quality results 2025/26 - in this report.

Other characteristics (Reg 16(2)(c))

Any other microbial, chemical or physical characteristic must be kept below a level that would pose a risk to human health, whether on its own or in combination with other characteristics.

2.1.2 Aesthetic standards (Reg 16(1)(b) and (3))

Turbidity

Turbidity is a measure of particulate and suspended matter in water (cloudiness). Turbidity is caused by the presence of fine suspended matter such as clay, silt, colloidal particles and micro-organisms.

Turbidity is an aesthetic standard under Reg 16. The standard is met where the 95th percentile of results for samples collected in any 12-month period does not exceed 5.0 NTU. A minimum of one sample per week is required per sampling area.

Wannon Water's sampling programs include monitoring for a range of additional parameters, including algal, microbiological, chemical, physical, aesthetic and radiological indicators. Results for parameters that may impact customer health or the aesthetic quality of drinking water are provided in Section 6 – water quality results 2025/26 - in this report.

Undertakings under Section 30 of the Act

Should drinking water continually fail to meet a drinking water quality standard, the corporation may be required to enter into an undertaking with the Department of Health (DH) to remediate the issue.

Wannon Water did not apply for any undertakings in 2025/26.

Variation and exemptions to standards

In accordance with the *Safe Drinking Water Act 2003* a water supplier may apply for a variation to a drinking water quality standard, or an exemption from a water quality standard. Approved variations or exemptions release the supplier from meeting the standard for a defined period but do not remove the obligation to minimise any risk to the public.

Wannon Water did not apply for any standard variations or exemptions in 2025/26.

The aesthetic drinking water quality standards for pH, dissolved oxygen and the chemical and physical characteristics specified in Schedule 2 of the *Safe Drinking Water Regulations 2025* are not due to commence until 6 January 2028. Accordingly, exceedances of ADWG aesthetic guideline values identified during 2025–26 have not been reported as non-compliances with these regulatory standards. Wannon Water is continuing to monitor these characteristics and is engaging with the Department of Health to clarify the expected approach to managing persistent naturally occurring aesthetic characteristics ahead of the commencement of the new standards.

2.2 Regulated water

The Minister for Health has declared the following Wannon Water supplies as regulated water systems:

- **Darlington** was declared a regulated water supply on 7 September 2006 (Government Gazette No. G36). The water is sourced from a local bore, supplying 22 connected properties.
- **North Otway Pipeline** was declared a regulated water supply on 26 June 2008 (Government Gazette No. S168). It is sourced from the Arkins Creek and Gellibrand River catchments, and supplemented during drier months by the Carlisle River bore field. This system supplies 461 properties.

In accordance with Section 7 of the *Safe Drinking Water Act 2003*, Wannon Water maintains a Regulated Water Risk Management Plan covering both sampling areas.

Customer communication about these supplies is provided via messages on regular water bills, annual notices for each non-drinking water supply, and information in the new customer welcome pack. Stickers or signage are also available on request.

Wannon Water maintains a list of public tap locations in regulated water areas. Signage locations are shared annually with the Environmental Health Officers of relevant councils, and additional signage is provided if new public taps are installed.

2.3 Non-Drinking Water

In addition to its drinking water and regulated water supplies, Wannon Water supplies non-drinking (non-potable) water to approximately 161 customers. This water is not intended for human consumption and is clearly identified to avoid being mistaken for drinking water.

Nine of the 34 sampling areas (listed in the table below), include customers receiving non-potable water. These customers are classified as raw water 'supply by agreement' customers. Each has entered into a formal agreement with Wannon Water (or its predecessor agencies) acknowledging that the water is untreated, not disinfected, and not suitable for drinking.

Table 2-1 – Non-drinking water supplies

Sampling area	Source of water
Balmoral	Rocklands Reservoir via Balmoral pipeline
Caramut	Caramut bores via Caramut pipeline
Casterton	Tullich bores via Tullich pipeline
Cavendish	Grampians via Grampians pipeline
Coleraine	Tullich bores via Coleraine pipeline
Dunkeld	Hamilton Pipeline
Glenthompson	Glenthompson Reservoir via Willaura pipeline
Hamilton	Grampians via Hamilton pipeline
Konongwootong pipeline	Konongwootong Reservoir

3. ENSURING SAFE DRINKING WATER

3.1 Drinking water quality policy

At Wannon Water, our priority and obligation has always been to provide safe drinking water to our customers every day.

This commitment forms part of our Zero Harm Policy, including:

- Managing water quality at all points from “catchment to customer tap”
- Designing and maintaining facilities, assets and processes to ensure safe drinking water.
- Complying with, as a minimum, all legislative, regulatory and other obligations relevant to our activities
- Implementing a system for the proactive and systematic identification, assessment, control and review of hazards and risks relevant to our activities; taking reasonably practicable steps to eliminate or minimise them.
- Maintaining voluntary certification of our management system compliant with standards:
 - OH&S ISO 45001.
 - Environmental Management Systems ISO 14001.
- Continually improving capability by providing resources, information, training and supervision to ensure a systematic approach.

The Zero Harm Policy is available on Wannon Water’s website.

3.2 Water quality management system

Wannon Water maintains a Drinking Water Quality Management System aligned with the risk-based frameworks of both the ADWG and HACCP principles. A multi-barrier approach is applied to ensure drinking water is safe and meets relevant aesthetic water quality requirements. This layered system ensures that if one barrier is compromised, others remain in place to minimise the risk of contaminants reaching consumers, thereby protecting public health.

The barriers utilised are:

- Catchment management and source water protection.
- Detention in protected reservoirs or storages.
- Extraction management.
- Treatment.
- Disinfection.
- Maintenance of the distribution system, including maintaining adequate chlorine or chloramine residuals.

Raw (source) water from surface and groundwater supplies may contain contaminants such as sediment, microorganisms and dissolved organic compounds. Such water may not be aesthetically pleasing or safe to drink without appropriate treatment. To provide safe drinking water, Wannon Water monitors water quality at various locations from source to tap and treats water through a range of processes appropriate to each supply. Treated water is then reticulated through storage tanks and distribution networks before being delivered to customers.

3.3 Risk management plan audit

The *Safe Drinking Water Act 2003* requires water suppliers to prepare, implement, review, and revise risk management plans for their supply of drinking water. Under Section 11 of the SDWA, a water supplier must have their management plan independently audited.

The most recent regulatory audit as required by the Secretary to the Department of Health, was undertaken between 14 February 2023 to 16 February 2023, for the audit period 1 January 2021 to 31 December 2022. Wannon Water’s Drinking Water Quality Risk Management Plan (DWQRMP) was found to be fully compliant with the obligations imposed by Section 7(1) of the *Safe Drinking Water Act 2003*.

Wannon Water was not required to undertake an audit of their DWQRMP in 2025/26.

The 2023 audit report stated:

“Wannon Water demonstrated a culture of openness and continuous improvement and allocated significant resources to ensure the audit objectives were met. Wannon Water demonstrated strong commitment to establishing a DWQ RMP that meets the requirement of the legislation and reflects the guiding principles of the ADWG.

Wannon Water has commenced a large body of work to review, update and improve the health-based targets assessments and use the outcomes to revise the CCPs and critical limits. This is seen as an extremely positive improvement and invaluable development of in-house capability in this area.

Operational teams demonstrated a strong sense of personal responsibility for providing safe drinking water and demonstrated that processes and procedures are consistently operated across regions.

Operational monitoring results and trending confirm the treatment processes are well operated. Water quality compliance monitoring results demonstrate consistent compliance with the water quality standards.

During the audit, Wannon Water demonstrated that implementation of the DWQRMP is standard business practice, which is an indicator of a mature risk-based management system”.

The Auditor identified two opportunities for improvement to further strengthen the risk management plan and are summarised in Table 3-1. The Audit Certificate is provided in the appendices of this report.

Table 3-1 Detailed Audit Findings

Opportunities for improvement	Action	Status
Consider relabelling the risks assessment columns to clearly delineate the inherent risk, relevant controls for the area being assessed and residual risk.	Update the Water Quality Risk Assessment template to clearly delineate the inherent risk, relevant controls for the area being assessed and residual risk.	Complete
Undertake a program to assess the condition of bore heads, and in particular the risk of stormwater ingress into the bore heads for category 1 and 2 catchments.	Conduct an audit on all the bores and determine which bore heads need to be replaced as per best practice standards.	Complete
	Develop an annual bore head integrity inspection program.	Complete

4. WATER TREATMENT

Water treatment at Wannon Water varies by system, ranging from no treatment for regulated water supplies, to full treatment via a water treatment plant.

Table 4-1 details the treatment processes utilised within each of Wannon Water's drinking water treatment plants.

The water treatment processes employed during 2025/26 were similar to 2024/25. Changes and improvements to the system are outlined in Section 5.

Table 4-1 - Treatment Processes 2025/26

Location	Raw water detention	Cooling / aeration towers	Upstream treatment	Pre-chlorination	Pre pH adjustment	Coagulation		Flocculation polymer	Clarification		Filtration	Activated carbon adsorption	Sequestration with Calgon	Disinfection				Post pH adjustment	Fluoridation	Clear water storage
						Aluminium-based coagulant	Iron-based coagulant		Clarifier	Dissolved air flotation				Chlorine gas	Sodium hypochlorite	Ammonia	Ultraviolet light (UV)			
Allansford			✓												✓					✓
Balmoral	✓					✓				✓	✓	✓	✓		✓	✓	✓			✓
Camperdown	✓				✓	✓				✓	✓			✓				✓	✓	✓
Caramut															✓		✓			✓
Carlisle River														✓						
Casterton				✓			✓	✓	✓		✓				✓					✓
Cavendish	✓													✓			✓	✓		✓
Cobden	✓				✓	✓		✓	✓		✓		✓	✓				✓		✓
Coleraine			✓												✓					✓
Dartmoor															✓					✓
Dunkeld			✓												✓					
Ettrick Springs			✓											✓						
Ewen's Hill	✓													✓						
Glenthompson	✓					✓			✓		✓	✓	✓		✓	✓	✓			✓
Hamilton	✓				✓	✓		✓		✓	✓			✓		✓		✓	✓	✓
Heywood		✓											✓	✓						✓
Koroit			✓											✓						✓
Lismore/Derrinallum			✓																	✓
Macarthur				✓			✓	✓	✓		✓				✓					✓
Merino			✓												✓					✓
Mortlake			✓											✓			✓			✓
Penshurst															✓		✓			✓
Port Campbell		✓		✓							✓			✓						✓
Port Fairy		✓											✓	✓		*			*	✓
Portland		✓												✓		*			*	✓
Purnim	✓														✓		✓			✓
Simpson	✓				✓	✓				✓	✓			✓			✓	✓		✓
Tank Hill	✓													✓				✓		
Terang	✓				✓	✓		✓	✓		✓			✓				✓	✓	✓
Warrnambool	✓					✓		✓	✓	✓	✓			✓			✓	✓	✓	✓

*These components are not added but naturally present on the source water.

4.1 Chemicals used in Wannon Waters treatment systems

Table 4-2 - Chemicals used for water treatment 2025/26

Chemicals used for water treatment across Wannon Water (chemical name: Manufacturer/Supplier)			
pH adjustment			
Caustic soda	Soda Ash	Hydrated lime	
Caustic soda – liquid (5%-45%): IXOM Operations Pty Ltd	Sodium Carbonate: Omega Chemicals	Calcium Hydroxide: IXOM Operations Pty Ltd	
Liquid Caustic Soda 25-50%: Omega Chemicals		Calcium Hydroxide: Redox Pty Ltd	
		Hydrated Lime: Adelaide Brighton Cement Ltd	
Coagulation			
Ferric Chloride	Aluminium Chlorohydrate (ACH)	Aluminium Sulphate	
Ferric Chloride: Omega Chemicals	Megapac 23 – liquid polyaluminium chlorohydrate: Omega Chemicals	Aluminium Sulphate Liquid: Omega Chemicals	
Flocculation			
Polyelectrolyte Nalclear 8182	Flopam AN 913 PWG: SNF (Australia) Pty Ltd	Nalclear 8170 PULV: Nalco Water, AN Ecolab Company	Klaraid PC1190P: Suez Water Technologies & Solutions Pty Ltd
Activated carbon absorption			
Activated carbon: Activated Carbon Technologies Pty Ltd	C&S Brand Australian Filter Coal: James Cumming and Sons Pty Ltd	Powered Activated Carbon: Activated Caron Technologies Pty Ltd	
Calgon Sequestration			
Calgon T Powder: IXOM Operations Pty Ltd			
Disinfection			
Chlorine gas			
Chlorine: IXOM Operations Pty Ltd			
Sodium Hypochlorite			
Sodium Hypochlorite (Greater than 10% w/w): Omega Chemicals			
Aqueous Ammonia			
Aqueous Ammonia (>10 - <35%): Redox Chemical	Aqueous Ammonia 10-35%: Omega Chemicals		
Fluoridisation			
Fluorosilicic acid, aqueous solution: Redox Pty Ltd	Sodium Fluoride: IXOM Operations Pty Ltd		

5. MAINTAINING HIGH-QUALITY WATER

5.1 Staff awareness and training

Wannon Water has adopted the Best Practice Guidelines for Victorian Framework for Water Treatment Operator Competencies. Wannon Water is dedicated to providing relevant employees with water industry training and awareness via formal training and attendance at relevant conferences and information sessions. In 2025/26 this included:

- Certification III and IV in Water Industry Operations
- Attendance at Water Industry Operators Association (WIOA) Conference
- Attendance at Victorian Drinking Water Network meetings
- Internal refresher training

5.2 Distribution system

Flushing program

Wannon Water has a regular preventative flushing program for drinking water sampling areas. Frequency of flushing is risk-based, and Wannon Water utilises field data and customer feedback in scheduling the program, which is reviewed as required.

Reactive flushing is carried out to remove colour or turbidity in response to reaching critical limits or when a customer complaint is received. Flushing is also used to increase chlorine residual at locations where water usage is low.

Wannon Water also uses a private contractor to deliver network diagnostics to determine the effectiveness of flushing programs.

Water mains renewal program

Wannon Water has an asset replacement program that is developed and prioritised using a risk-based approach, informed by event data, condition assessments, and asset modelling.

5.3 Water treatment plant changes and improvements

Balmoral

- Water treatment plant filter replacement.

Camperdown

- UV installation project currently in the design phase.

Cobden

- UV installation project currently in the design phase.

Glenthompson

- Eastern Grampians pipeline connected to the Glenthompson supply.

Hamilton

- Fluoride dosing facility refurbished.

Macarthur

- High level tank refurbishment.

Purnim

- High level tank replacement.

Terang

- Fluoride dosing commissioned and online.
- UV installation project currently in the design phase.

Tullich Bores

- Installation of Variable Speed Drives (VSD) on two bores.

Warrnambool

- North Warrnambool Reticulation – The Wangoom Rd. Storage and pressure pump project commenced.
- Brierly basin solar project – floating solar panels commissioned.
- WISER project (Curdievale bore) – A multi staged project is currently in the design phase to bring the Curdievale bore into production:
 - Stage 1: - Commissioning of the bore, including the installation of cooling towers and chemical dosing.
 - Stage 2: Commencement of algae control project to manage the increased risk of algal growth in Storage 1 and 2 (Dales Rd) associated with elevated water temperatures and phosphorus levels.
 - Future Stage: Planning for an algacide dosing system with Solarbee aeration mixers already installed as part of the project.
- South Otway Pipeline – Swabbing of the pipeline between the river pump station and Brierly basin was completed to improve system capacity.

All locations

- SCADA updates and implementation across multiple sites.
- CWS inspection program completed across all storages.
- Bore inspection program completed across all bore sites.
- Cathodic protection asset replacements across several sites.
- New bulk chemical supply contract

5.4 Treatment process changes and issues

Portland disinfection

The Bald Hill Water Treatment Plant in Portland, was temporarily switched from chloramine to free chlorine disinfection for several weeks in 2025 to clean the water supply network and remove harmless microorganisms. A subsequent permanent change to Portland's water disinfection will be implemented in 2026, with the goal of maintaining the long-term safety and quality of the drinking water supply. The change will include additional upgrades to dosing equipment.

6. DRINKING WATER QUALITY RESULTS 2025/26

6.1 Sampling frequency

Wannon Water collects drinking water samples for the water quality parameters (*Escherichia coli*, Trihalomethanes, turbidity and pH) from each water sampling area at the frequencies required under Reg 14(2)(b) and Reg 17 of the Safe Drinking Water Regulations 2025. Sampling frequencies for additional microbiological, chemical, physical, radiological and algal parameters are determined through Wannon Water's risk assessment process.

6.2 Testing programs

The number of samples collected, and frequency of testing varies for each sampling area according to population and risk. The geographic location of customer sampling taps is designed to ensure that the samples collected are representative of the supply system. The sampling program is reviewed on a regular basis to align with changes in the risk profile for each sampling area.

During 2025/26 Wannon Water performed more than 101,000 individual tests. Approximately 20 per cent of the tests were sampled at customer's taps within 34 sampling areas.

Any missed regulatory samples are communicated to the Department of Health. All required samples under Reg 17 of the SDWR were collected at the required frequencies during 2025/26. One collected sample was not analysed for fluoride due to a laboratory software error (breach of Reg 19 SDWR).

During 2025/26 one fluoride sample for the Koroit sampling area – collected on 20/10/2025 – was not analysed for fluoride by the contracted NATA accredited laboratory due to a software error. The Koroit sampling area receives drinking water from the Warrnambool WTP, where the water is fluoridated. Samples were collected from the Warrnambool sampling area on the same day. At the time of sampling, the Warrnambool fluoridation plant was offline for maintenance. The Department of Health was notified of the missed analysis.

6.3 Interpreting the results

The units of results are dependent on the parameter being analysed. The most common unit used within this report is milligrams per litre (**mg/L**). This unit is interchangeable with parts per million (ppm). Other units within this report include:

- **cfu/100mL** used for measurement of *E. coli*.
- Nephelometric Turbidity Units (**NTU**) a measurement for turbidity.
- **pH units** for measurement of pH. pH is measured on a scale from 0 to 14, with a value of 7 considered neutral.
- Platinum-Cobalt (**Pt.-Co.**) units for measurement of colour. This unit is interchangeable with Hazen Units (HU).

Less than limit of detection – The symbol for less than (<) is used when the concentration of a parameter is less than what can be detected accurately by the instrument. The level which an instrument can accurately detect is known as the "limit of detection".

Note: This report covers the full 2025/26 financial year, from 01/07/2025 to 30/06/2026. The SDWR 2025 commenced on 06/07/2025. Data from the first five days of the reporting period (1–5/07/2025), which fell under the SDWR 2015, is included in this report and has been assessed against the 2025 regulations.

6.4 Drinking Water Quality Results

The results are based on the Safe Drinking Water Regulations 2025 standards and Australian Drinking Water Guidelines (Version 4.0 Updated June 2025) limits.

6.4.1 HEALTH-BASED STANDARDS

Escherichia coli (*E. coli*)

Standard: No *E. coli* per 100 millilitres of drinking water (reg 16(2)(a)).

Outcome: The Standard was met at all sampling areas comparable to the previous two years, except for Sandford. See section 7 for the incident report.

Table 6-1 *E. coli* – Customer taps 2025/26

<i>E.coli</i>						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	% of samples with no <i>E.coli</i>	Maximum result (orgs/100ml)	Compliant
Allansford	Weekly	53*	0	100.0	0.00	Yes
Balmoral	Weekly	53*	0	100.0	0.00	Yes
Camperdown (Rural)	Weekly	52	0	100.0	0.00	Yes
Camperdown (Urban)	Weekly	52	0	100.0	0.00	Yes
Caramut	Weekly	53*	0	100.0	0.00	Yes
Casterton	Weekly	53*	0	100.0	0.00	Yes
Cavendish	Weekly	53*	0	100.0	0.00	Yes
Cobden	Weekly	52	0	100.0	0.00	Yes
Coleraine	Weekly	53*	0	100.0	0.00	Yes
Dartmoor	Weekly	52	0	100.0	0.00	Yes
Derrinallum	Weekly	52	0	100.0	0.00	Yes
Dunkeld	Weekly	53*	0	100.0	0.00	Yes
Glenthompson	Weekly	53*	0	100.0	0.00	Yes
Hamilton	Weekly	104	0	100.0	0.00	Yes
Heywood	Weekly	53*	0	100.0	0.00	Yes
Koroit	Weekly	53*	0	100.0	0.00	Yes
Lismore	Weekly	52	0	100.0	0.00	Yes
Macarthur	Weekly	53*	0	100.0	0.00	Yes
Merino	Weekly	53*	0	100.0	0.00	Yes
Mortlake	Weekly	52	0	100.0	0.00	Yes
Noorat/Glenormiston	Weekly	52	0	100.0	0.00	Yes
Paaratte	Weekly	52	0	100.0	0.00	Yes
Penshurst	Weekly	52	0	100.0	0.00	Yes
Peterborough	Weekly	52	0	100.0	0.00	Yes
Port Campbell	Weekly	52	0	100.0	0.00	Yes
Port Fairy	Weekly	106*	0	100.0	0.00	Yes
Portland	Weekly	106*	0	100.0	0.00	Yes
Purnim	Weekly	52	0	100.0	0.00	Yes
Sandford**	Weekly	53*	1	98.1	2.00	Yes
Simpson	Weekly	52	0	100.0	0.00	Yes
Tarrington	Weekly	52	0	100.0	0.00	Yes
Terang	Weekly	52	0	100.0	0.00	Yes
Timboon	Weekly	52	0	100.0	0.00	Yes
Warrnambool	Weekly	156	0	100.0	0.00	Yes

*Sampling areas have one or two additional samples due to the alignment of the sampling schedule with the 2025/26 reporting period.

**See section 7 – incidents.

Table 6-2 *E. coli* – Network treated water storages 2025/26

<i>E.coli</i>					
Sampling area	Sampling frequency	Number of samples	Maximum detected (cfu/100mL)	No. of investigations conducted (s. 22)	No. of samples where standard not met (s.18)
Warrnambool Dennington elevated storage	Weekly	53*	0	0	0
Warrnambool Dooleys Hill elevated storage	Weekly	52	0	0	0
Warrnambool East elevated storage	Weekly	52	0	0	0
Warrnambool Liebig St elevated storage	Weekly	53*	0	0	0
Warrnambool West elevated storage	Weekly	52	0	0	0
Camperdown (Urban) Park Lane elevated storage	Weekly	52	0	0	0
Camperdown (Urban) service basin	Weekly	52	0	0	0
Casterton CWS	Weekly	53*	0	0	0
Koroit basin	Weekly	53*	0	0	0
Lismore/Derrinallum tank	Weekly	52	0	0	0
Noorat tank	Weekly	52	24	1	0
Paaratte tower	Weekly	52	0	0	0
Peterborough tank	Weekly	52	0	0	0
Allansford CWS	Weekly	53*	0	0	0
Purnim tank	Weekly	52	0	0	0
Timboon low level tank	Weekly	52	0	0	0
Timboon elevated tank	Weekly	52	0	0	0
Timboon covered basin	Weekly	52	0	0	0
Port Campbell high level tank	Weekly	52	0	0	0
Dunkeld covered basin	Weekly	53*	0	0	0
Tarrington Pierpoint tank	Weekly	52	0	0	0

*Sampling areas have one or two additional samples due to the alignment of the sampling schedule with the 2025/26 reporting period.

Chemical and physical characteristics - Table 10.6 ADWG (reg 16(2)(b))**Trihalomethanes (THMs)****Standard:** Less than or equal to 0.25 milligrams per litre of drinking water.**Outcome:** The Standard was met at all sampling areas comparable to the previous two years.**Table 6-3 Trihalomethanes results by sampling area 2025/26**

Total THM						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	Maximum result (mg/L)	Average (mg/L)	Compliant
Allansford	Monthly	12	0	0.110	0.067	Yes
Balmoral	Monthly	12	0	0.098	0.062	Yes
Camperdown (Rural)	Monthly	12	0	0.091	0.073	Yes
Camperdown (Urban)	Monthly	12	0	0.077	0.058	Yes
Caramut	Monthly	12	0	0.033	0.026	Yes
Casterton	Monthly	12	0	0.140	0.109	Yes
Cavendish	Monthly	12	0	0.190	0.152	Yes
Cobden	Monthly	12	0	0.092	0.061	Yes
Coleraine	Monthly	12	0	0.150	0.133	Yes
Dartmoor	Monthly	12	0	0.006	0.002	Yes
Derrinallum	Monthly	12	0	0.170	0.123	Yes
Dunkeld	Monthly	12	0	0.100	0.075	Yes
Glenthompson	Monthly	12	0	0.086	0.056	Yes
Hamilton	Monthly	12	0	0.051	0.024	Yes
Heywood	Monthly	12	0	0.014	0.008	Yes
Koroit	Monthly	12	0	0.093	0.069	Yes
Lismore	Monthly	12	0	0.150	0.106	Yes
Macarthur	Monthly	12	0	0.052	0.036	Yes
Merino	Monthly	12	0	0.140	0.114	Yes
Mortlake	Monthly	12	0	0.100	0.085	Yes
Noorat/Glenormiston	Monthly	12	0	0.100	0.072	Yes
Paaratte	Monthly	12	0	0.017	0.011	Yes
Penshurst	Monthly	12	0	0.032	0.022	Yes
Peterborough	Monthly	12	0	0.021	0.015	Yes
Port Campbell	Monthly	12	0	0.019	0.013	Yes
Port Fairy	Monthly	12	0	0.001	0.001	Yes
Portland	Monthly	12	0	0.067	0.012	Yes
Purnim	Monthly	12	0	0.180	0.153	Yes
Sandford	Monthly	12	0	0.180	0.134	Yes
Simpson	Monthly	12	0	0.061	0.044	Yes
Tarrington	Monthly	12	0	0.042	0.021	Yes
Terang	Monthly	12	0	0.071	0.050	Yes
Timboon	Monthly	12	0	0.034	0.023	Yes
Warrnambool	Monthly	12	0	0.088	0.061	Yes

Fluoride

Standard: All samples of drinking water collected within a sampling area not to exceed 1.5 mg/L.

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-4 Fluoride results by sampling area 2025/26

Fluoride						
Sampling area	Sampling frequency	No. of samples	Maximum mg/L	Minimum mg/L	Average mg/L	Compliant
Allansford**	Weekly**	53*	0.97	0.05	0.61	Yes
Balmoral	Annual	1	0.09	0.09	0.09	Yes
Camperdown (Rural)**	Weekly**	52	1.00	0.05	0.72	Yes
Camperdown (Urban)**	Weekly**	52	0.98	0.05	0.70	Yes
Caramut	Annual	1	0.10	0.10	0.10	Yes
Casterton	Annual	1	0.13	0.13	0.13	Yes
Cavendish	Annual	1	0.11	0.11	0.11	Yes
Cobden	Annual	1	0.05	0.05	0.05	Yes
Coleraine	Annual	1	0.14	0.14	0.14	Yes
Dartmoor	Annual	1	0.13	0.13	0.13	Yes
Derrinallum**	Weekly**	52	0.98	0.05	0.69	Yes
Dunkeld**	Weekly**	53*	0.91	0.28	0.76	Yes
Glenthompson	Annual	1	0.11	0.11	0.11	Yes
Hamilton	Weekly**	104	0.97	0.05	0.77	Yes
Heywood	Annual	1	0.41	0.41	0.41	Yes
Koroit	Weekly**	52	1.00	0.05	0.60	Yes
Lismore	Weekly**	52	0.98	0.06	0.69	Yes
Macarthur	Annual	1	0.46	0.46	0.46	Yes
Merino	Annual	1	0.13	0.13	0.13	Yes
Mortlake***	Weekly**	52	0.88	0.05	0.43	Yes
Noorat/Glenormiston***	Weekly***	52	0.89	0.05	0.48	Yes
Paaratte	Annual	1	0.14	0.14	0.14	Yes
Penshurst	Annual	1	0.14	0.14	0.14	Yes
Peterborough	Annual	1	0.14	0.14	0.14	Yes
Port Campbell	Annual	1	0.13	0.13	0.13	Yes
Port Fairy^	Annual	1	0.76	0.76	0.76	Yes
Portland^	Monthly**	12	1.20	0.85	0.96	Yes
Purnim	Annual	1	0.05	0.05	0.05	Yes
Sandford	Annual	1	0.13	0.13	0.13	Yes
Simpson	Annual	1	0.05	0.05	0.05	Yes
Tarrington**	Weekly**	52	0.94	0.13	0.76	Yes
Terang***	Weekly***	52	0.90	0.05	0.52	Yes
Timboon	Annual	1	0.14	0.14	0.14	Yes
Warrnambool**	Weekly**	156	0.99	0.05	0.59	Yes

*Fluoride added to drinking water supply. For supplies where fluoride has been added, compliance is measured against the ADWG health guideline value.

**Sampling areas have one additional sample due to the alignment of the sampling schedule with the 2025/26 reporting period.

***More than one sample site was analysed per week for fluoride (based on population) where fluoride is added to the supply.

***The Terang, Mortlake and Noorat/Glenormiston supply locations have weekly fluoride sampling based on the imminent commissioning of the Terang Fluoride Plant supplying water to these sampling areas.

^It is noted that the Port Fairy and Portland sampling area have naturally occurring fluoride which achieves the average concentration.

Manganese

Standard: All samples of drinking water collected within a sampling area in any 12-month period having a concentration less than 0.1 mg/L (health-based limit) and 0.05 mg/L (aesthetic limit).

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-5 Manganese results by sampling area 2025/26

Manganese						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	Maximum result (mg/L)	Average (mg/L)	Compliant
Allansford	Monthly	12	0	0.010	0.002	Yes
Balmoral	Monthly	12	0	0.006	0.004	Yes
Camperdown (Rural)	Monthly	12	0	0.024	0.004	Yes
Camperdown (Urban)	Monthly	12	0	0.004	0.002	Yes
Caramut	Monthly	12	0	0.001	0.001	Yes
Casterton	Monthly	12	0	0.001	0.001	Yes
Cavendish	Monthly	12	0	0.004	0.002	Yes
Cobden	Monthly	12	0	0.016	0.003	Yes
Coleraine	Monthly	12	0	0.001	0.001	Yes
Dartmoor	Monthly	12	0	0.001	0.001	Yes
Derrinallum	Monthly	12	0	0.012	0.003	Yes
Dunkeld	Monthly	12	0	0.003	0.002	Yes
Glenthompson	Monthly	12	0	0.004	0.003	Yes
Hamilton	Monthly	12	0	0.007	0.004	Yes
Heywood	Monthly	12	0	0.040	0.030	Yes
Koroit	Monthly	12	0	0.005	0.001	Yes
Lismore	Monthly	12	0	0.013	0.002	Yes
Macarthur	Monthly	12	0	0.001	0.001	Yes
Merino	Monthly	12	0	0.001	0.001	Yes
Mortlake	Monthly	12	0	0.002	0.001	Yes
Noorat/Glenormiston	Monthly	12	0	0.001	0.001	Yes
Paaratte	Monthly	12	0	0.003	0.002	Yes
Penshurst	Monthly	12	0	0.010	0.002	Yes
Peterborough	Monthly	12	0	0.003	0.001	Yes
Port Campbell	Monthly	12	0	0.006	0.002	Yes
Port Fairy	Monthly	12	0	0.014	0.008	Yes
Portland	Monthly	12	0	0.002	0.001	Yes
Purnim	Monthly	12	0	0.009	0.005	Yes
Sandford	Monthly	12	0	0.001	0.001	Yes
Simpson	Monthly	12	0	0.002	0.001	Yes
Tarrington	Monthly	12	0	0.005	0.003	Yes
Terang	Monthly	12	0	0.001	0.001	Yes
Timboon	Monthly	12	0	0.004	0.001	Yes
Warrnambool	Monthly	12	0	0.002	0.001	Yes

Lead

Standard: All samples of drinking water collected within a sampling area in any 12-month period having a concentration less than 0.005 mg/L.

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-6 Lead results by sampling area 2025/26

Lead						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	Maximum result (mg/L)	Average (mg/L)	Compliant
Allansford	Annually	1	0	0.001	0.001	Yes
Balmoral	Annually	1	0	0.001	0.001	Yes
Camperdown (Rural)	Annually	1	0	0.001	0.001	Yes
Camperdown (Urban)	Annually	1	0	0.001	0.001	Yes
Caramut	Annually	1	0	0.001	0.001	Yes
Casterton	Annually	1	0	0.001	0.001	Yes
Cavendish	Annually	1	0	0.001	0.001	Yes
Cobden	Annually	1	0	0.001	0.001	Yes
Coleraine	Annually	1	0	0.001	0.001	Yes
Dartmoor	Annually	1	0	0.001	0.001	Yes
Derrinallum	Annually	1	0	0.001	0.001	Yes
Dunkeld	Annually	1	0	0.001	0.001	Yes
Glenthompson	Annually	1	0	0.001	0.001	Yes
Hamilton	Annually	1	0	0.001	0.001	Yes
Heywood	Annually	1	0	0.001	0.001	Yes
Koroit	Annually	1	0	0.001	0.001	Yes
Lismore	Annually	1	0	0.001	0.001	Yes
Macarthur	Annually	1	0	0.001	0.001	Yes
Merino	Annually	1	0	0.001	0.001	Yes
Mortlake	Annually	1	0	0.001	0.001	Yes
Noorat/Glenormiston	Annually	1	0	0.001	0.001	Yes
Paaratte	Annually	1	0	0.001	0.001	Yes
Penshurst	Annually	1	0	0.001	0.001	Yes
Peterborough	Annually	1	0	0.001	0.001	Yes
Port Campbell	Annually	1	0	0.001	0.001	Yes
Port Fairy	Annually	1	0	0.001	0.001	Yes
Portland	Annually	1	0	0.001	0.001	Yes
Purnim	Annually	1	0	0.001	0.001	Yes
Sandford	Annually	1	0	0.001	0.001	Yes
Simpson	Annually	1	0	0.001	0.001	Yes
Tarrington	Annually	1	0	0.001	0.001	Yes
Terang	Annually	1	0	0.001	0.001	Yes
Timboon	Annually	1	0	0.001	0.001	Yes
Warrnambool	Annually	1	0	0.001	0.001	Yes

Copper

Standard: All samples of drinking water collected within a sampling area in any 12-month period having a concentration less than 2.0 mg/L (health-based limit) and 1 mg/L (aesthetic limit).

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-7 Copper results by sampling area 2025/26

Copper						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	Maximum result (mg/L)	Average (mg/L)	Compliant
Allansford	Annually	1	0	0.007	0.007	Yes
Balmoral	Annually	1	0	0.003	0.003	Yes
Camperdown (Rural)	Annually	1	0	0.001	0.001	Yes
Camperdown (Urban)	Annually	1	0	0.005	0.005	Yes
Caramut	Annually	1	0	0.006	0.006	Yes
Casterton	Annually	1	0	0.180	0.180	Yes
Cavendish	Annually	1	0	0.004	0.004	Yes
Cobden	Annually	1	0	0.003	0.003	Yes
Coleraine	Annually	1	0	0.088	0.088	Yes
Dartmoor	Annually	1	0	0.004	0.004	Yes
Derrinallum	Annually	1	0	0.001	0.001	Yes
Dunkeld	Annually	1	0	0.003	0.003	Yes
Glenthompson	Annually	1	0	0.003	0.003	Yes
Hamilton	Annually	1	0	0.002	0.002	Yes
Heywood	Annually	1	0	0.001	0.001	Yes
Koroit	Annually	1	0	0.007	0.007	Yes
Lismore	Annually	1	0	0.001	0.001	Yes
Macarthur	Annually	1	0	0.034	0.034	Yes
Merino	Annually	1	0	0.026	0.026	Yes
Mortlake	Annually	1	0	0.005	0.005	Yes
Noorat/Glenormiston	Annually	1	0	0.002	0.002	Yes
Paaratte	Annually	1	0	0.007	0.007	Yes
Penshurst	Annually	1	0	0.006	0.006	Yes
Peterborough	Annually	1	0	0.002	0.002	Yes
Port Campbell	Annually	1	0	0.001	0.001	Yes
Port Fairy	Annually	1	0	0.005	0.005	Yes
Portland	Annually	1	0	0.003	0.003	Yes
Purnim	Annually	1	0	0.063	0.063	Yes
Sandford	Annually	1	0	0.098	0.098	Yes
Simpson	Annually	1	0	0.006	0.006	Yes
Tarrington	Annually	1	0	0.005	0.005	Yes
Terang	Annually	1	0	0.005	0.005	Yes
Timboon	Annually	1	0	0.007	0.007	Yes
Warrnambool	Annually	1	0	0.006	0.006	Yes

Arsenic

Standard: All samples of drinking water collected within a sampling area in any 12-month period having a concentration less than 0.01 mg/L.

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-8 Arsenic results by sampling area 2025/26

Arsenic						
Sampling area	Sampling frequency	No. of samples	No. of non-complying samples	Maximum result (mg/L)	Average (mg/L)	Compliant
Allansford	Annually	1	0	0.0010	0.0010	Yes
Balmoral	Annually	1	0	0.0010	0.0010	Yes
Camperdown (Rural)	Annually	1	0	0.0010	0.0010	Yes
Camperdown (Urban)	Annually	1	0	0.0010	0.0010	Yes
Caramut	Annually	1	0	0.0010	0.0010	Yes
Casterton	Annually	1	0	0.0010	0.0010	Yes
Cavendish	Annually	1	0	0.0010	0.0010	Yes
Cobden	Annually	1	0	0.0010	0.0010	Yes
Coleraine	Annually	1	0	0.0010	0.0010	Yes
Dartmoor	Annually	1	0	0.0010	0.0010	Yes
Derrinallum	Annually	1	0	0.0010	0.0010	Yes
Dunkeld	Annually	1	0	0.0010	0.0010	Yes
Glenthompson	Annually	1	0	0.0010	0.0010	Yes
Hamilton	Annually	1	0	0.0010	0.0010	Yes
Heywood	Annually	1	0	0.0010	0.0010	Yes
Koroit	Annually	1	0	0.0010	0.0010	Yes
Lismore	Annually	1	0	0.0010	0.0010	Yes
Macarthur	Weekly	53*	0	0.0010	0.0010	Yes
Merino	Annually	1	0	0.0010	0.0010	Yes
Mortlake	Annually	1	0	0.0010	0.0010	Yes
Noorat/Glenormiston	Annually	1	0	0.0010	0.0010	Yes
Paaratte	Annually	1	0	0.0010	0.0010	Yes
Penshurst	Annually	1	0	0.0010	0.0010	Yes
Peterborough	Annually	1	0	0.0010	0.0010	Yes
Port Campbell	Annually	1	0	0.0010	0.0010	Yes
Port Fairy	Annually	1	0	0.0030	0.0030	Yes
Portland	Annually	1	0	0.0010	0.0010	Yes
Purnim	Annually	1	0	0.0010	0.0010	Yes
Sandford	Annually	1	0	0.0010	0.0010	Yes
Simpson	Annually	1	0	0.0010	0.0010	Yes
Tarrington	Annually	1	0	0.0010	0.0010	Yes
Terang	Annually	1	0	0.0010	0.0010	Yes
Timboon	Annually	1	0	0.0010	0.0010	Yes
Warrnambool	Annually	1	0	0.0010	0.0010	Yes

*Sampling area has one additional sample due to the alignment of the sampling schedule with the 2025/26 reporting period.

Water treatment-related chemicals

Table 6-9 lists the water treatment-related chemicals monitored at each sampling area during 2025/26. All test results were below laboratory detection limits and ADWG health-related guideline values, except for vinyl chloride, where the detection limit (0.001 mg/L) exceeded the ADWG guideline value. All results were reported as <0.001 mg/L.

Table 6-9 – Water treatment-related chemical sampling summary and health-related guideline values

Parameter	Sampling frequency	ADWG value (mg/L)
1,1,1-Trichloropropan-2-one	Annually	-
1,1,3-Trichloropropan-2-one	Annually	-
1,1-Dichloropropan-2-one	Annually	-
1,3-Dichloropropan-2-one	Annually	-
2,4-Dichlorophenol	Annually	0.2
2-Chlorophenol	Annually	0.3
Carbon tetrachloride	Annually	0.003
Chlorobenzene	Annually	0.3
CIS-1,2-Dichloroethene	Annually	0.06
Trans-1,2-Dichloroethene	Annually	0.06
Methylene chloride (Dichloromethane)	Annually	0.004
Tetrachloroethene (PCE)	Annually	0.05
Trichloroethene-ethylene (TCE)	Annually	-
Vinyl chloride	Annually	0.0003*
Trichloroacetaldehyde	Annually	0.1

* All results were reported as < 0.001 mg/L; however, the laboratory detection limit of 0.001 mg/L exceeds the ADWG guideline value.

Inorganics

Table 6-10 lists the metals and inorganic compounds monitored at each sampling area during 2025/26. All sampling areas recorded levels less than the ADWG health-related guideline values.

Table 6-10 – Metals sampling summary and health-related guideline values

Parameter	Sampling frequency	ADWG value (mg/L)
Barium	Annually	2
Beryllium	Annually	0.06
Boron	Annually	4
Cadmium	Annually	0.002
Chromium	Annually	0.05
Iodide	Annually	0.5
Mercury	Annually	0.001
Molybdenum	Annually	0.05
Nickel	Annually	0.02
Selenium	Annually	0.004
Silver	Annually	0.1
Tin	Annually	-

Uranium	Annually	0.02
Zinc	Annually	3*

*Aesthetic guideline value.

Polycyclic aromatic hydrocarbons

Table 6-11 lists the suite of polycyclic aromatic hydrocarbons monitored at each sampling area during 2025/26. All test results were less than detection limits which are below the ADWG health-related guideline values.

Table 6-11 – PAH sampling summary and health related guideline values

Parameter	Sampling frequency	ADWG value (mg/L)
Acenaphthene	Annually	-
Acenaphthylene	Annually	-
Anthracene	Annually	-
Benz(a)anthracene	Annually	-
Benzo(a)pyrene	Annually	0.00001
Benzo(b)fluoranthene	Annually	-
Benzo(g,h,i)perylene	Annually	-
Benzo(k)fluoranthene	Annually	-
Chrysene	Annually	-
Dibenz(a,h)anthracene	Annually	-
Fluoranthene	Annually	-
Indeno(1,2,3-cd)pyrene	Annually	-
Phenanthrene	Annually	-
Pyrene	Annually	-
Total PAH	Annually	-

Disinfection by-products

Wannon Water does not disinfect with chlorine dioxide. Therefore, Chlorite is not included in the testing regime. Table 6-12 lists the chloramine disinfection by-products monitored at each sampling area during 2025/26. All test results were less than the ADWG health-related guideline values.

Table 6-12 – Chloramine disinfection by-products sampling summary and health-related guideline values

Parameter	Sampling frequency	ADWG value (mg/L)
Nitrate (as nitrate)	Monthly/Quarterly*	50
Nitrite (as nitrite)	Monthly/Annually**	3
1,2-Dibromo-3-Chloropropane	Annually	-
1,2-Dibromoethane	Annually	-

* Monthly at Mortlake and Penshurst, and quarterly at Caramut only.

** Monthly at sampling areas where ammonia is added to the drinking water supply, annually at all other sampling areas.

Pesticides/herbicides

Table 6-13 lists the pesticides and herbicides monitored at representative raw water storage and rivers/creeks during 2025/26. All test results were below the ADWG health-related guideline values.

Table 6-13 – Pesticide and herbicide sampling summary and health-related guideline value

Parameter	Sampling frequency	ADWG value (mg/L)
2,4,5-T	Annually	0.1
2,4,5-TP (Fenoprop)	Annually	0.01
2,4,6-T	Annually	0.02
2,4-D	Annually	0.03
2,4-DB	Annually	-
2,4-DP	Annually	0.1
2,6-D	Annually	-
4,4-DDT	Annually	0.009
4-Chlorophenoxy acetic acid	Annually	-
Aldrin	Annually	0.0003
Atrazine	Annually	0.02
BHC (Alpha Isomer)	Annually	-
BHC (Beta Isomer)	Annually	-
BHC (Delta Isomer)	Annually	-
Dicamba	Annually	0.1
Dieldrin	Annually	0.0003
Endosulfan	Annually	0.02
Endrin	Annually	-
Endrin Aldehyde	Annually	-
Endrin Ketone	Annually	-
Glyphosate	Annually	1
Heptachlor	Annually	0.0003
Heptachlor Epoxide	Annually	0.0003
Hexachlorobenzene	Annually	-
Hexazinone	Annually	0.4
Lindane	Annually	0.01
MCPA	Annually	0.04
MCPB	Annually	-
Mecoprop	Annually	-
Methoxychlor	Annually	0.3
Molinate	Annually	0.004
Prometon	Annually	-
Prometryn	Annually	-
Propazine	Annually	0.05
Propiconazole	Annually	0.1
Simazine	Annually	0.02
Simetryn	Annually	-
Temephos	Annually	0.4
Chlordane	Annually	0.002
Triclopyr	Annually	0.02

Industrial chemicals

Table 6-14 lists industrial chemical health-related parameters tested at each sampling area during 2025/26. All test results were less than the detection limits which were below the ADWG values.

Table 6-14 – Industrial chemicals sampling summary

Parameter	Sampling frequency	ADWG value (mg/L)
1,1,1,2-Tetrachloroethane	Annually	-
1,1,1-Trichloroethane	Annually	-
1,1,2,2-Tetrachloroethane	Annually	-
1,1,2-Trichloroethane	Annually	-
1,1-Dichloroethane	Annually	-
1,1-Dichloroethene	Annually	0.03
1,1-Dichloropropene	Annually	-
1,2,3-Trichlorobenzene	Annually	-
1,2,3-Trichloropropane	Annually	-
1,2,4-Trichlorobenzene	Annually	-
1,2,4-Trimethylbenzene	Annually	-
1,2-Dibromo-3-Chloropropane	Annually	-
1,2-Dichlorobenzene	Annually	1.5
1,2-Dichloroethane	Annually	0.003
1,2-Dichloropropane	Annually	-
1,3,5-Trimethylbenzene	Annually	-
1,3-Dichlorobenzene	Annually	-
1,3-Dichloropropane	Annually	-
1,4-Dichlorobenzene	Annually	0.04
2,2-Dichloropropane	Annually	-
2,4-Dichlorophenol	Annually	0.2
2-Chlorophenol	Annually	0.3
2-Chlorotoluene	Annually	-
4-Chlorotoluene	Annually	-
Acenaphthene	Annually	-
Acenaphthylene	Annually	-
Anthracene	Annually	-
Benz(a)anthracene	Annually	-
Benzene	Annually	0.001
Benzo(a)pyrene	Annually	0.00001
Benzo(g,h,i)perylene	Annually	-
Benzo(k)fluoranthene	Annually	-
Bis(2-ethylhexyl) adipate	Annually	-
Bis(2-ethylhexyl) phthalate	Annually	-
Bromobenzene	Annually	-
Carbon tetrachloride	Annually	0.003
Chlorobenzene	Annually	0.3
Chrysene	Annually	-
CIS-1,3-Dichloropropene	Annually	-
Cyanide	Annually	0.08
Dibromomethane	Annually	-
Ethylbenzene	Annually	0.3
Fluoranthene	Annually	-

Fluoride	Annually	1.5
Hexachloro-1,3-Butadiene	Annually	-
Indeno(1,2,3-cd)pyrene	Annually	-
Iodide	Annually	0.5
Isopropylbenzene	Annually	-
Mercury	Annually	0.001
Methylene chloride	Annually	0.004
N-Butylbenzene	Annually	-
N-Propylbenzene	Annually	-
o-xylene	Annually	-
Phenanthrene	Annually	-
Pyrene	Annually	-
Sec-Butylbenzene	Annually	-
Styrene	Annually	0.03
Tert-Butylbenzene	Annually	-
Tetrachloroethene	Annually	0.05
Toluene	Annually	0.8
Trans-1,3-Dichloropropene	Annually	-
Tributyltin as Sn	Annually	-
Trichloroethene	Annually	-
Vinyl chloride*	Annually	0.0003

*Detection limit above the correct ADWG guideline value.

certified laboratory for algal identification and counts.

Radionuclides – gross beta, gross alpha radioactivity

Radionuclides were not monitored this reporting period. Table 6-15 lists the radionuclides sampling frequency and ADWG limit. All test results monitored in the past years were less than the detection limits.

Table 6-15 – Radionuclides sampling summary and health-related guideline values

Parameter	Sampling frequency	ADWG value (Bq/L)
Gross Alpha	Every three years in bores, every 5 years in surface water	0.5
Gross Beta	Every three years in bores, every 5 years in surface water	0.5

Other characteristics (reg 16(2)(c))

Algae

Wannon Water has an obligation to notify the Department of Health if the presence of Blue Green Algae (BGA) may pose a consumption risk for drinking water supplies. The Blue Green Algae Circular (DEECA) sets out different ways toxic BGA species are measured. For drinking water supplies, notification triggers include:

- Total microcystins ≥ 1.3 ug/L (microcystin_LR toxicity equivalents).
- ≥ 6500 cells/mL *Microcystis aeruginosa*.
- Total combined biovolume of known toxic species ≥ 0.6 mm³/L.
- Total combined biovolume of all cyanobacterial > 10 mm³/L; or
- BGA is present in drinking water at levels that may cause widespread public complaint (for example taste and odour).

Where BGA toxins are present at levels that may pose a risk to human health, or where BGA causes widespread public complaint, the Department of Health must be notified immediately under section 22 of the *Safe Drinking Water Act 2003*.

During 2025/26 Wannon Water collected samples following a risk-based approach, sampling from all storages that supplied raw water for treatment into drinking water sampling areas. These samples were sent to a NATA-

6.4.2 AESTHETIC STANDARDS

6.4.2.1 Aesthetic standards under (reg 16(1)(b) and (3))

Turbidity

Standard: The 95th percentile of results for samples in a 12-month period must be less than or equal to 5.0 NTU.

Outcome: The Standard was met at all sampling areas, which is consistent with the previous two years.

Table 6-16 Turbidity results by sampling area 2025/26

Turbidity					
Sampling area	Sampling frequency	No. of samples	Maximum result NTU	95% UCL of mean	Compliant
Allansford	Weekly	53*	2.3	0.3	Yes
Balmoral	Weekly	53*	1.3	0.2	Yes
Camperdown (Rural)	Weekly	52	1.1	0.3	Yes
Camperdown (Urban)	Weekly	52	3.6	0.4	Yes
Caramut	Weekly	53*	0.4	0.1	Yes
Casterton	Weekly	53*	4.1	0.4	Yes
Cavendish	Weekly	53*	1.6	0.6	Yes
Cobden	Weekly	52	0.8	0.2	Yes
Coleraine	Weekly	53*	0.5	0.2	Yes
Dartmoor	Weekly	52	0.2	0.1	Yes
Derrinallum	Weekly	52	0.9	0.2	Yes
Dunkeld	Weekly	53*	2.6	0.6	Yes
Glenthompson	Weekly	53*	1.2	0.2	Yes
Hamilton	Weekly	104	8.1	0.5	Yes
Heywood	Weekly	53*	1.8	0.8	Yes
Koroit	Weekly	53*	1.7	0.2	Yes
Lismore	Weekly	52	1.4	0.3	Yes
Macarthur	Weekly	53*	0.6	0.1	Yes
Merino	Weekly	53*	0.2	0.1	Yes
Mortlake	Weekly	52	0.6	0.2	Yes
Noorat/Glenormiston	Weekly	52	0.3	0.1	Yes
Paaratte	Weekly	52	0.8	0.3	Yes
Penshurst	Weekly	52	1.1	0.2	Yes
Peterborough	Weekly	52	0.4	0.1	Yes
Port Campbell	Weekly	52	1.0	0.3	Yes
Port Fairy	Weekly	106*	1.3	0.4	Yes
Portland	Weekly	106*	10.0	0.4	Yes
Purnim	Weekly	52	1.0	0.7	Yes
Sandford	Weekly	53*	0.4	0.1	Yes
Simpson	Weekly	52	0.5	0.2	Yes
Tarrington	Weekly	52	2.4	0.4	Yes
Terang	Weekly	52	5.6	0.4	Yes
Timboon	Weekly	52	0.5	0.2	Yes
Warrnambool	Weekly	156	0.7	0.2	Yes

*Sampling areas have one or two additional samples due to the alignment of the sampling schedule with the 2025/26 reporting period.

6.4.2.2 Aesthetic guideline under reg 21(n)

pH

Guideline: The guideline limit for pH is 6.5-8.5 pH units. There is no health-based guideline.

Table 6-17 pH results by sampling areas 2025/26

pH				
Sampling area	Sampling frequency	No. of samples	Max	Min
Allansford	Weekly	53*	7.4	6.6
Balmoral	Weekly	53*	7.8	6.9
Camperdown (Rural)	Weekly	52	8.8	6.5
Camperdown (Urban)	Weekly	52	7.5	6.5
Caramut	Weekly	53*	8.3	7.6
Casterton	Weekly	53*	7.9	6.9
Cavendish	Weekly	53*	8.8	6.4
Cobden	Weekly	52	7.6	6.7
Coleraine	Weekly	53*	8.0	7.0
Dartmoor	Weekly	52	8.0	7.0
Derrinallum	Weekly	52	9.4	6.9
Dunkeld	Weekly	53*	7.6	6.4
Glenthompson	Weekly	53*	8.1	6.9
Hamilton	Weekly	104	7.3	6.5
Heywood	Weekly	53*	8.7	8.2
Koroit	Weekly	53*	7.4	6.7
Lismore	Weekly	52	8.8	7.1
Macarthur	Weekly	53*	8.3	7.4
Merino	Weekly	53*	8.0	7.3
Mortlake	Weekly	52	8.1	7.1
Noorat/Glenormiston	Weekly	52	8.9	6.9
Paaratte	Weekly	52	8.3	7.3
Penshurst	Weekly	52	8.7	7.6
Peterborough	Weekly	52	8.4	7.4
Port Campbell	Weekly	52	8.2	7.4
Port Fairy	Weekly	106*	8.6	8.1
Portland	Weekly	106*	8.8	8.1
Purnim	Weekly	52	7.7	6.7
Sandford	Weekly	53*	8.0	7.4
Simpson	Weekly	52	7.8	6.8
Tarrington	Weekly	52	7.6	6.5
Terang	Weekly	52	7.7	6.6
Timboon	Weekly	52	8.4	7.3
Warrnambool	Weekly	156*	7.4	6.5

*Sampling areas have one or two additional samples due to the alignment of the sampling schedule with the 2025/26 reporting period.

Description

A pH of less than 6.5 may be corrosive, greater than pH 8 progressively decreases efficiency of chlorination, greater than 8.5 may cause scale and taste problems. New concrete tanks and cement-mortar lined pipes can significantly increase pH and a value of up to 9.2 may be acceptable provided monitoring indicates no deterioration in microbial quality.

Management of high pH

Camperdown Rural, Derrinallum and Lismore

These sampling areas are all supplied from Camperdown WTP. Regular flushing is conducted to reduce detention times in cement-lined mains and improve pH levels. Gaseous chlorine is utilised to assist in reducing high pH levels.

Cavendish and Noorat/Glenormiston

These sampling areas are both small in population and frequently experience low demand, which leads to long detention times in cement lined mains. Regular flushing is conducted to reduce detention times and improve pH levels.

Iron

Guideline: The guideline value for iron is 0.3 mg/L. There is no health-related guideline value.

Table 6-18 Iron results by sampling area 2025/26

Iron				
Sampling area	Sampling frequency	No. of samples	Maximum result (mg/L)	Average (mg/L)
Allansford	Monthly	12	0.190	0.025
Balmoral	Monthly	12	0.130	0.054
Camperdown (Rural)	Monthly	12	0.070	0.023
Camperdown (Urban)	Monthly	12	0.030	0.013
Caramut	Monthly	12	0.010	0.010
Casterton	Monthly	12	0.020	0.011
Cavendish	Monthly	12	0.290	0.125
Cobden	Monthly	12	0.010	0.010
Coleraine	Monthly	12	0.030	0.014
Dartmoor	Monthly	12	0.030	0.013
Derrinallum	Monthly	12	0.160	0.033
Dunkeld	Monthly	12	0.240	0.082
Glenthompson	Monthly	12	0.100	0.036
Hamilton	Monthly	12	0.110	0.040
Heywood	Monthly	12	0.010	0.010
Koroit	Monthly	12	0.090	0.017
Lismore	Monthly	12	0.120	0.028
Macarthur	Monthly	12	0.010	0.010
Merino	Monthly	12	0.020	0.011
Mortlake	Monthly	12	0.260	0.043
Noorat/Glenormiston	Monthly	12	0.050	0.016
Paaratte	Monthly	12	0.380	0.221
Penshurst	Monthly	12	0.200	0.026
Peterborough	Monthly	12	0.310	0.064
Port Campbell	Monthly	12	0.670	0.223
Port Fairy	Monthly	12	0.160	0.093
Portland	Monthly	12	0.200	0.035
Purnim	Monthly	12	0.170	0.115
Sandford	Monthly	12	0.030	0.014
Simpson	Monthly	12	0.030	0.014
Tarrington	Monthly	12	0.100	0.048
Terang	Monthly	12	0.010	0.010
Timboon	Monthly	12	0.550	0.135
Warrnambool	Monthly	12	0.040	0.013

Description

Iron occurs naturally in water; the taste threshold is 0.3 mg/L. High concentrations stain laundry and fittings. Iron bacteria cause pipe blockages, taste/odour and corrosion. Flushing of the reticulation system may be conducted in instances where the taste threshold is exceeded through routine sampling.

This year, the aesthetic guideline value for iron was exceeded in Peterborough, Paaratte and Port Campbell. Following a result of elevated iron, treatment processes are optimised to ensure iron is oxidised and removed from solution prior to entering the distribution system. There were no complaints related to the exceedances.

Colour results

Guideline: 15 HU. There is no health-based guideline.

Port Campbell was not compliant this reporting period with a maximum result of 16 HU.

Table 6-19 True colour results by sampling area 2025/26

Colour				
Sampling area	Sampling frequency	Number of samples	Maximum (Pt-Co)	Average result (Pt-Co)
Allansford	Monthly	12	1	1
Balmoral	Monthly	12	2	1
Camperdown (Rural)	Monthly	12	1	1
Camperdown (Urban)	Monthly	12	1	1
Caramut	Monthly	12	1	1
Casterton	Monthly	12	1	1
Cavendish	Monthly	12	8	5
Cobden	Monthly	12	1	1
Coleraine	Monthly	12	1	1
Dartmoor	Monthly	12	1	1
Derrinallum	Monthly	12	1	1
Dunkeld	Monthly	12	1	1
Glenthompson	Monthly	12	3	2
Hamilton	Monthly	12	2	1
Heywood	Monthly	12	1	1
Koroit	Monthly	12	3	1
Lismore	Monthly	12	1	1
Macarthur	Monthly	12	1	1
Merino	Monthly	12	1	1
Mortlake	Monthly	12	2	1
Noorat/Glenormiston	Monthly	12	1	1
Paaratte	Monthly	12	1	1
Penshurst	Monthly	12	2	1
Peterborough	Monthly	12	1	1
Port Campbell	Monthly	12	16	2
Port Fairy	Monthly	12	1	1
Portland	Monthly	12	3	2
Purnim	Monthly	12	2	1
Sandford	Monthly	12	1	1
Simpson	Monthly	12	1	1
Tarrington	Monthly	12	2	1
Terang	Monthly	12	1	1
Timboon	Monthly	12	1	1
Warrnambool	Monthly	12	1	1

Description

Colour is an important aesthetic characteristic for customer acceptance. Treatment processes can be optimised to remove colour.

Management of colour

The colour of the Cavendish water supply is derived from the raw source water of the Grampians headworks. Surface water run-off, particularly the initial flows of the wet season, tends to be high in colour due to high levels of tannin. Cavendish is a disinfection-only plant and therefore there is no capacity for colour removal. Wannon Water selectively harvests the Cavendish water supply which will reduce the risk of receiving high coloured water to the plant.

High rainfall in the Glenthompson catchment caused the raw water to become highly coloured. Due to the low suspended solids in the storage, the colour became difficult to remove through coagulation. Flow through the treatment plant was slowed to ensure effective treatment could be achieved.

The Purnim drinking water supply does not have treatment available to optimise colour removal.

Hardness

Hardness guideline

The aesthetic guideline limit for hardness is 200 mg/L as calcium carbonate (CaCO₃). There is no health-based guideline.

Description

Caused by calcium and magnesium salts. Hard water is difficult to lather.

Less than 60 mg/L CaCO₃ – soft but possible corrosive

60-200 mg/L CaCO₃ – good quality

200-500 mg/L CaCO₃ – increasing scaling problems

Greater than 500 mg/L CaCO₃ – severe scaling

Hardness is not controllable by treatment processes at any of Wannon Water sampling areas. Wannon Water has a large, very consistent data set for sampling areas where source water is groundwater and hence elected not to test for these parameters during 2025/26. There is some variation found in surface water, hence representative samples are collected monthly for each of these alternate supply systems. Refer to Table 6-20 for the 2025/26 representative results for source waters.

Table 6-20 Total hardness as CaCO₃ results by sampling area 2025/26

Total Hardness as CaCO ₃			
Sampling area	No. of samples	Maximum result (mg/L)	Average (mg/L)
Balmoral	12	130	108
Camperdown (Urban)	12	53	34
Cavendish	12	37	26
Glenthompson	12	130	95
Hamilton	12	110	86
Portland	10*	21	16
Terang	1*	27	27
Warrnambool	12	81	65

*These sampling areas have just been started to be monitored during this reporting period.

Total dissolved solids

Guideline: Aesthetic < 600mg/L. There is no health-based guideline.

Table 6-21 Total Dissolved Solids results by sampling area 2025/26

Total Dissolved Solids					
Treatment plant	Sampling area	Sampling frequency	Number of samples	Maximum result (mg/L)	Average result mg/L
Balmoral WTP	Balmoral*	Quarterly	4	660	525
Camperdown WTP	Camperdown, Derrinalum, Lismore*	Quarterly	4	170	93
Caramut DP	Caramut*	Quarterly	4	360	278
Casterton WTP	Casterton, Sandford, Coleraine, Merino	Quarterly	4	510	478
Cavendish DP	Cavendish*	Quarterly	4	540	221
Cobden WTP	Cobden*	Quarterly	4	200	133
Dartmoor DP	Dartmoor*	Quarterly	4	480	390
Glenthompson WTP	Glenthompson*	Quarterly	4	500	400
Hamilton WTP	Hamilton, Tarrington, Dunkeld*	Quarterly	4	380	295
Heywood WTP	Heywood*	Quarterly	4	830	683
Macarthur WTP	Macarthur*	Quarterly	4	1000	840
Mortlake DP	Mortlake*	Quarterly	4	260	200
Penshurst DP	Penshurst*	Weekly	51**	300	279
Port Campbell WTP	Peterborough, Port Campbell, Timboon*	Quarterly	4	360	280
Port Fairy WTP	Port Fairy*	Quarterly	4	1100	910
Portland WTP	Portland*	Quarterly	4	760	688
Purnim DP	Purnim*	Quarterly	4	150	135
Simpson WTP	Simpson*	Quarterly	4	200	123
Terang WTP	Terang, Noorat/ Glenormiston*	Quarterly	4	200	128
Warrnambool WTP	Warrnambool, Allansford, Koroit*	Quarterly	4	230	195

*From the four quarterly results (and weekly results for Penshurst) the scheduled samples from April 2026 have been calculated based on the measured EC value.

**Sampling area has one sample less due to the alignment of the sampling schedule with the 2025/26 reporting period.

Description

Based on taste:

< 600 mg/L is regarded as good quality drinking water.

600 – 900 mg/L is regarded as fair quality.

900 – 1200 mg/L is regarded as poor quality.

> 1200 mg/L is regarded as unacceptable.

Management of total dissolved solids

Total Dissolved Solids is not controllable by treatment at any of Wannon Water's sampling areas. This is an opportunity for improvement in some of the groundwater supplied townships as demonstrated through the Quality Water for Wannon program which is currently underway.

The Quality Water for Wannon program is a five-year project which is jointly funded by the Australian Government, through the National Water Grid Fund, and Wannon Water to improve the water quality for Portland, Heywood and Port Fairy. Whilst all three towns have a safe and reliable water supply, its saltiness and mineral content sees a high percentage of these communities seeking alternative drinking options. This is an exciting project that will provide many benefits for the communities of Portland, Heywood and Port Fairy.

Chloride

Guideline: The guideline value for chloride is 250 mg/L. There is no health-related guideline value.

Table 6-22 Chloride results by sampling area 2025/26

Chloride					
Treatment plant	Sampling area	Sampling frequency	No. of samples	Maximum result (mg/L)	Average (mg/L)
Balmoral WTP	Balmoral	Quarterly	3*	260	247
Camperdown WTP	Camperdown, Derrinallum, Lismore	Quarterly	3*	51	41
Caramut DP	Caramut	Quarterly	3*	48	46
Casterton WTP	Casterton, Sandford, Coleraine, Merino	Quarterly	4	150	138
Cavendish DP	Cavendish	Quarterly	3*	49	42
Cobden WTP	Cobden	Quarterly	3*	42	36
Dartmoor DP	Dartmoor	Quarterly	3*	86	82
Glenthompson WTP	Glenthompson	Quarterly	3*	200	178
Hamilton WTP	Hamilton, Tarrington, Dunkeld	Quarterly	3*	140	103
Heywood WTP	Heywood	Quarterly	3*	220	220
Macarthur WTP	Macarthur	Quarterly	3*	350	343
Mortlake DP	Mortlake	Quarterly	3*	65	55
Penshurst DP	Penshurst	Quarterly	3*	53	49
Port Campbell WTP	Peterborough	Quarterly	3*	76	75
Port Campbell WTP	Port Campbell, Timboon	Quarterly	3*	77	75
Port Fairy WTP	Port Fairy	Quarterly	3*	320	317
Portland WTP	Portland	Quarterly	3*	150	147
Purnim DP	Purnim	Quarterly	3*	55	49
Simpson WTP	Simpson	Quarterly	3*	47	45
Terang WTP	Terang, Noorat/ Glenormiston	Quarterly	3*	49	39
Warrnambool WTP	Warrnambool, Allansford, Koroit	Quarterly	3*	62	59

*Samples were not analysed in the fourth quarter.

Sodium

Guideline: The guideline value for sodium is 180 mg/L. There is no health-related guideline value.

Table 6-23 Sodium results by sampling area 2025/26

Sodium					
Treatment plant	Sampling area	Sampling frequency	No. of samples	Maximum result (mg/L)	Average (mg/L)
Balmoral WTP	Balmoral	Quarterly	3*	130	120
Camperdown WTP	Camperdown, Derrinallum, Lismore	Quarterly	3*	26	21
Caramut DP	Caramut	Quarterly	3*	44	40
Casterton WTP	Casterton, Sandford, Coleraine, Merino	Quarterly	3*	74	69
Cavendish DP	Cavendish	Quarterly	3*	23	20
Cobden WTP	Cobden	Quarterly	3*	34	29
Dartmoor DP	Dartmoor	Quarterly	3*	55	50
Glenthompson WTP	Glenthompson	Quarterly	3*	110	89
Hamilton WTP	Hamilton, Tarrington, Dunkeld	Quarterly	3*	76	54
Heywood WTP	Heywood	Quarterly	3*	180	173
Macarthur WTP	Macarthur	Quarterly	3*	270	260
Mortlake DP	Mortlake	Quarterly	3*	44	39
Penshurst DP	Penshurst	Weekly	52	53	39
Port Campbell WTP	Peterborough	Quarterly	3*	36	35
Port Campbell WTP	Port Campbell, Timboon	Quarterly	3*	40	36
Port Fairy WTP	Port Fairy	Quarterly	3*	280	260
Portland WTP	Portland	Quarterly	3*	260	240
Purnim DP	Purnim	Quarterly	3*	34	28
Simpson WTP	Simpson	Quarterly	3*	28	25
Terang WTP	Terang, Noorat/ Glenormiston	Quarterly	3*	30	27
Warrnambool WTP	Warrnambool, Allansford, Koroit	Quarterly	3*	34	32

*Samples were not analysed in the fourth quarter.

Monitoring identified a number of drinking water supplies where naturally occurring groundwater characteristics resulted in concentrations above certain Australian Drinking Water Guidelines (ADWG) aesthetic guideline values, particularly for hardness, sodium, chloride and total dissolved solids. These characteristics primarily relate to the natural chemistry of the groundwater sources and may affect the aesthetic acceptability of the water, including taste and scaling.

6.4.3 OPERATIONAL PARAMETERS

Alkalinity

Alkalinity guideline

There is no health-based or aesthetic guideline for alkalinity. Alkalinity is an important operational parameter that helps stabilise pH and influences the corrosive or scaling characteristics of water. Low alkalinity (typically less than 50 mg/L as CaCO₃) may contribute to corrosion, while high alkalinity (typically greater than 200 mg/L as CaCO₃) may contribute to calcium carbonate scale formation on pipes, fittings and hot water services.

Description

Alkalinity is the ability of water to buffer changes in pH.

Alkalinity is like hardness not controllable by treatment processes at any of Wannon Water sampling areas. For more info refer to the hardness section. Refer to Table 6-22 for the 2025/26 representative results for source waters.

Table 6-24 Total alkalinity as CaCO₃ results by sampling area 2025/26

Total Alkalinity as CaCO ₃			
Sampling area	No. of samples	Maximum result (mg/L CaCO ₃)	Average (mg/L CaCO ₃)
Balmoral	12	33	23
Camperdown (Urban)	12	35	18
Cavendish	12	17	9
Glenthompson	12	80	58
Hamilton	12	12	9
Portland	10*	420	351
Terang	1*	20	20
Warrnambool	12	41	33

*These sampling areas have just been started to be monitored during this reporting period.

7. EMERGENCY, INCIDENT AND EVENT MANAGEMENT

Whilst every effort is made to prevent water quality incidents from occurring, there will inevitably be times when things go wrong. Such instances may be due to equipment failure, human error or unforeseen events.

Wannon Water has incident management plans to manage such events to ensure the minimum possible impact on water quality. The incident management plans are a component of Wannon Water's Emergency Management Plan (EMP) which uses the principles of prevention, response and recovery as outlined in the Australian Inter-Service Incidents Management System (AIIMS) structure.

The objectives of this EMP are to ensure a coordinated response to any complex incidents or emergency involving Wannon Water and provide guidance on how to work with external emergency services, municipal, regional and state emergency management agencies in alignment with the Victorian State Emergency Management Plan.

Wannon Water undertakes regular training and joint exercises in emergency simulations and emergency management with key stakeholders. These sessions are designed to put systems, processes, and facilities into an environment as close as possible to a real event. The exercises provide participants with an opportunity to test communications, planning and management procedures and to include emergency management training.

7.1 Section 22 incidents

The objective of Section 22 of the *Safe Drinking Water Act 2003* is to protect public health. Wannon Water must inform the Department of Health of any potential or actual contaminated water supplied for drinking purposes. Information relating to all Section 22 incidents during 2025/26 is listed in Table 7-1.

Table 7-1 – Section 22 incidents 2025/26

Date (and duration) of incident	Location of incident	Nature of incident	Potentially affected/ affected drinking water supplies	Actions taken in response to incident
20/11/2025 - 21/11/2025	Sandford reticulation	<i>E.coli</i> 2 cfu/100ml	Sandford sampling area	The Department of Health was notified immediately following the positive <i>E.coli</i> result. The affected sample was collected from the Sandford supply area, which receives drinking water from the Casterton Water Treatment Plant. Wannon Water undertook field inspections and collected repeat samples from the original location and two additional sites representative of the Casterton water supply system. Inspections identified no security, asset, or operational issues. Follow-up testing detected no <i>E.coli</i> or coliform bacteria, and disinfectant residuals were within the normal operating range. A subsequent laboratory review identified small black particles in the original sample, indicating potential sample contamination. The positive result was assessed as most likely due to contamination during the sampling process. Sampling staff have been reminded of tap sterilisation and sampling procedures to minimise the risk of future contamination.
04/06/2026	Moore street Warrnambool	Burst water main	Warrnambool	The Department of Health was notified following a burst water main on Moore Street, Warrnambool, which resulted in the Liebig Street High Tower being depleted. The incident caused pressure changes within the central high-level zone of the Warrnambool water supply network, creating a potential risk of contamination.

				Wannon Water received a high volume of customer calls relating to the water outage. Crews responded immediately, isolating the burst within 45 minutes. The main was repaired, water pressure restored, and the affected area flushed. Chlorine residuals were confirmed to be within the normal operating range. Water quality samples collected from the affected area detected no <i>E.coli</i>, coliform bacteria, elevated plate counts, or turbidity. Results confirmed there was no contamination of the drinking water supply and no impact on public health.
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7.2 Section 18 incidents

The objective of Section 18 of the *Safe Drinking Water Act 2003* is to indicate where drinking water has not complied with drinking water quality standards. Wannon Water must inform the Department of Health when drinking water does not or is not likely to comply with any relevant water quality standard. Information relating to all Section 18 incidents during 2025/26 is listed in Table 7-2.

Table 7-2 – Section 18 incidents 2025/26

Date (and duration) of incident	Location of incident	Nature of incident	Potentially affected/ affected drinking water supplies	Actions taken in response to incident
20/11/2025 - 21/11/2025	Sandford reticulation	<i>E.coli</i> 2 cfu/100ml	Sandford sampling area	The Department of Health was notified immediately following the positive <i>E.coli</i> result. The affected sample was collected from the Sandford supply area, which receives drinking water from the Casterton Water Treatment Plant. Wannon Water undertook field inspections and collected repeat samples from the original location and two additional sites representative of the Casterton water supply system. Inspections identified no security, asset, or operational issues. Follow-up testing detected no <i>E.coli</i> or coliform bacteria, and disinfectant residuals were within the normal operating range. A subsequent laboratory review identified small black particles in the original sample, indicating potential sample contamination. The positive result was assessed as most likely due to contamination during the sampling process. Sampling staff have been reminded of tap sterilisation and sampling procedures to minimise the risk of future contamination.

7.3 Other incidents

Wannon Water communicates other water quality-related events to the Department of Health. Information relating to those which occurred during 2025/26 is listed in Table 7-3.

Table 7-3 – Other incidents 2025/26

Date (and duration) of incident	Location of incident	Nature of incident	Potentially affected/ affected drinking water supplies	Actions taken in response to incident
04/06/2026 to 22/07/2026	Warrnambool WTP	Fluoride dosing offline with fluoride residual < 0.6 mg/L for >72 hours	Warrnambool, Koroit and Allansford	The fluoride dosing system was shut down due to a leak at the transfer pump and subsequent analyser failure. The transfer pump and analyser were replaced.
15/04/2026 to 26/05/2026	Hamilton WTP	Fluoride dosing offline with fluoride residual < 0.6 mg/L for >72 hours	Hamilton, Tarrington and Dunkeld	The fluoride dosing system was shut down due to scheduled day tank and pipework replacement.
28/01/2026 to 27/02/2026	Camperdown WTP	Fluoride dosing offline with fluoride residual < 0.6 mg/L for >72 hours	Camperdown	The fluoride dosing system was shut down due to routine servicing.
27/01/2026 to 25/02/2026	Warrnambool WTP	Fluoride dosing offline with fluoride residual < 0.6 mg/L for >72 hours	Warrnambool, Koroit and Allansford	The fluoride dosing system was shut down due to a leak on the pump. The pump was replaced.
08/01/2026 to 12/01/2026	Hamilton WTP	Fluoride dosing offline with fluoride residual < 0.6 mg/L for >72 hours	Hamilton, Tarrington and Dunkeld	The fluoride dosing system was shut down due to a leak on the dosing skid. The parts were replaced.

7.4 Customer complaints

Wannon Water is actively committed to the successful and efficient management of complaints and disputes to ensure effective customer service and satisfaction levels.

Wannon Water adopts the Essential Services Commission definition of a complaint as ‘any customer contact with respect to water quality’.

The collection, processing and reporting of Wannon Water’s complaints is managed through a customer relationship database, allowing Wannon Water to meet its obligations under the Customer Service Code issued by the Essential Services Commissions reporting principles. This is also supported by Wannon Water’s Customer Charter.

All customer complaints are investigated to determine the cause and significance of the complaint. Operational changes or capital improvements which optimise treated water quality may be implemented in response to valid and significant customer complaints.

In response to a complaint, customers are contacted directly, and a site/vicinity inspection conducted. Appropriate action is then taken. This action will vary depending on the nature of the complaint.

Some of the actions that can be initiated are:

- Flushing of the main supplying the customer and or flushing of the customer’s meter.
- Advisory phone call from a Water Treatment Scientist to the customer.
- A visit to the property by an Operations team member.
- A written response to the customer from the Customer Support Team.

Multiple complaints from a single sampling area are monitored closely. If the number of complaints relating to a water quality incident exceeds 10 within the sampling area, an incident management team may be assembled to investigate the event. Appropriate actions are then taken using the AIIMS structure and Wannon Water’s Emergency Management Plan.

A summary of the types of complaints received is presented in Table 7-4.

Table 7-4 – Types of complaints compared to previous years.

Complaints	2025/26	2024/25	2023/24	Comparison with previous reporting periods	Comments
Alleged illness [#]	11	16	8	Decrease of 5 complaints from 2024/25	
Coloured water	63	64	49	No significant change.	There was no significant change in the volume or location of coloured water complaints.
Other	14	10	14	Increase of 4 complaints from 2024/25	Types of other complaints not comparable to 2024/25
Taste/odour	56	62	35	Decrease of 6 complaints from 2024/25	Portland had 16 taste/odour complaints, the highest volume of any sampling area. This was similar to the previous reporting period (17 complaints). The temporary conversion to free chlorine in 2025 was associated with an increase in taste/odour complaints.
Total	144	152	106	The total number of complaints for 2025/26 decreased from the previous reporting year	

^ for the purposes of the complaints section, the term "customer" has the same meaning as that used by the Essential Services Commission, that is a customer = a connection.

Alleged illness complaints include skin irritation.

Table 7-5 – Types of complaints by sampling area

Sampling area	Coloured water	Taste/odour	Illness/health effects	Other	Total
Allansford	0	2	0	0	2
Balmoral	0	0	0	0	0
Camperdown Urban	2	2	0	0	4
Camperdown Rural	1	2	0	0	3
Caramut	0	1	0	0	1
Casterton	1	2	1	1	5
Cavendish	1	2	0	0	3
Cobden	6	1	0	0	7
Coleraine	1	1	0	1	3
Dartmoor	0	0	0	1	1
Dunkeld	2	0	0	0	2
Glenthompson	0	0	0	1	1
Hamilton	6	5	1	0	12
Heywood	3	2	1	0	6
Koroit	2	1	0	0	3
Lismore & Derrinallum	2	0	0	1	3
Macarthur	1	0	0	1	2
Merino	0	0	0	0	0
Mortlake	4	1	0	0	5
Noorat & Glenormiston	0	0	0	0	0
Penshurst	0	1	0	0	1
Peterborough	2	0	0	0	2
Port Campbell	1	0	0	0	1
Port Fairy	0	3	2	2	7
Portland	4	16	4	3	27
Purnim	0	0	0	0	0
Sandford	2	0	0	0	2
Simpson	0	1	0	0	1
Tarrington	1	0	0	0	1
Terang	1	0	0	0	1
Timboon	1	1	0	1	3
Warrnambool	19	12	2	2	35

8. GLOSSARY

Adsorption	Process to remove dissolved organic matter, particles, algal toxins and compounds causing taste and odour problems. Granulated activated carbon (GAC) is used for adsorption at Wannon Water.
ADWG	Australian Drinking Water Guidelines (2011), Version 4 Updated June 2025
AIIMS	Australian Inter-Service Incidents Management System
BGA	Blue Green Algae
Dissolved Air Flotation (DAF)	Treatment process for coarse removal of particles through air flotation
DH	Department of Health, Victoria
DP	Disinfection Plant
CCP	Critical control point
Clarification	Two main primary solids removal processes are utilised; sedimentation and dissolved air flotation
Coagulation	Treatment to destabilise colloidal particles (turbidity and colour) by neutralising the surface charge of the particle to allow floc formation. Coagulants used at Wannon Water are ferric chloride, aluminium chlorohydrate (ACH) and aluminium sulphate (alum)
Cooling/ aeration towers	Treatment process which cools water via aeration.
Disinfection	Treatment process to kill bacteria and viruses. Note all drinking water supplied by Wannon Water is disinfected (chlorination, chloramination or UV disinfection) to ensure that microorganisms are eliminated. Chlorine gas, sodium hypochlorite, aqueous ammonia and UV are used for disinfection.
DWQRMP	Drinking Water Quality Risk Management Plan
Filtration	Treatment process which removes suspended material by passing through a granular media such as sand.
Flocculation	Used to increase the floc size to enhance clarification and aid filtration. Flocculants used at Wannon Water include polyelectrolyte Nalco, Magnafloc, polymer Nalclean and polymer Klaraid.
Fluoridation	Treatment process to provide a dental health benefit. Fluorosilicic acid is used for fluoridation at Wannon Water.
HACCP	Hazard Analysis and Critical Control Point. A system that identifies evaluates and controls hazards.
HBT	Health Based Targets
Mean	The average of a number of numerical values.
ML	Megalitre – one million litres
NATA	National Association of Testing Authorities, Australia.
N/A	Not applicable
Oxidation	Process used to convert soluble contaminants to insoluble contaminants for easier removal. Sodium hypochlorite is used for oxidation at Wannon Water.
pH correction/ stabilisation	Treatment to adjust pH, to aid coagulation, to prevent corrosion or scaling and to optimise disinfection. Caustic soda, soda ash and hydrated lime are used for pH correction at Wannon Water.
Raw water	Water that has not been treated in any way.
Raw water detention	Clarification, via settling, microbial die-off and reducing variability in water quality.
Risk assessment	The overall process of risk identification, risk analysis and risk evaluation. Risk analysis the systematic process to understand the nature of and to deduce the level of risk. Risk evaluation the process of comparing the level of risk against risk criteria.

Sampling area	Water sampling area - is a defined area within a water supply system for which drinking water quality is monitored and assessed.
SDWA	<i>Safe Drinking Water Act 2003</i>
SDWR	Safe Drinking Water Regulations 2025
Sedimentation	Treatment process for coarse removal of particles through settling under gravity
Sequestration	Treatment process which involves the addition of sequestering agents to keeps dissolved iron and manganese from oxidising and precipitating. Calgon is used as a sequestering agent at Wannon Water.
WTP	Water Treatment Plant

Information regarding water treatment can be obtained from Wannon Water's web site:

www.wannonwater.com.au

Results for water quality parameters can be provided upon request from Wannon Water via:

Tel 1300 926 666

Fax 03 5565 6050

Email info@wannonwater.com.au

Address PO Box 1158 Warrnambool Vic 3280