What is our aim?

Country Water is committed to providing safe, secure, reliable and high quality water to our customers.

How do we test water quality?

Water samples are taken from 38 locations including the reservoirs, at the inlet and outlet of water filtration plants, and from various other locations throughout our water network. Independent laboratories certified to the National Association Testing Authority (NATA) standards carry out all testing, and the results are reviewed by NSW Health.

In the attached table you will find a summary of the test results for samples collected from locations throughout our network over the last 12 months.

What is tested?

Your water is tested for up to 70 different characteristics including taste, colour, odour, micro-organisms and chemical content. In this report you will find a summary of a selection of health characteristics, chosen in consultation with NSW Health, and key aesthetic characteristics.

What are the water guidelines we must meet?

Australian Drinking Water Guidelines (ADWG) are set by the National Health and Medical Research Council (NHMRC) and the Agriculture & Resource Management Council of Australia and New Zealand (ARMCANZ). In 2004 the guidelines were revised in consultation with the community, health agencies, water suppliers and regulators.

The role of Country Water is to ensure that safe drinking water is supplied to meet all guidelines.

Information sourced from National Health and Medical Research Council.
www.nhmrc.gov.au/publications/synopses/eh19syn.htm

Customer Service Centre

Broken Hill
Town Square
13 Chloride Street

For more information please call in and see us at our Customer Service Centre, contact us on **13 23 56** or visit **www.countrywater.com.au**

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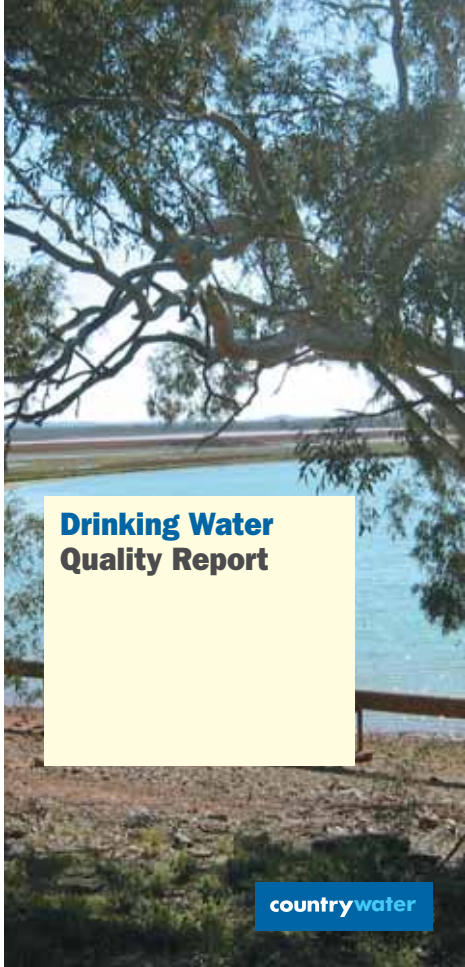

Drinking Water Quality Report

countrywater

What are the results?

Water Quality Test Results – 1 January to 31 December 2009

Australian Drinking Water Guidelines (ADWG)		Microbiological		Physical/Chemical															
		E.coli		Fluoride		Chlorine		Turbidity		True Colour		Iron		Lead		Arsenic		Electrical Conductivity (EC)	
ADWG Guidelines Performance Criteria (for assessment over 12 month period)		At least 98% of results contain no E.coli		At least 95% of results 0.9 to 1.5mg/L		At least 95% of results less than 5mg/L		At least 95% of results less than 5NTU		At least 95% of results less than 15HU		At least 95% of results less than 0.3mg/L		At least 95% of results less than 0.01mg/L		At least 95% of results less than 0.007mg/L		Less than 1,000 µS/cm is rated as good	
Health – (H), Aesthetic – (A)		(H)		(H)		(H)		(A)		(A)		(H)		(H)		(H)		(A)	
Actual Test Results for 12 months from 1 January to 31 December 2009																			
Customer Supply System	All parameters comply	% of results complying	Number of samples taken	% of results complying	Number of samples taken	% of results complying	Number of samples taken	Average test result (NTU)	Number of samples taken	Average test result (HU)	Number of samples taken	Average test result (mg/L)	Number of samples taken	Average test result (mg/L)	Number of samples taken	Average test result (mg/L)	Number of samples taken	Average test result (µS/cm)	Number of samples taken
Broken Hill	✓	100	109	100	25	100	109	0.26	12	1.1	12	0.01	25	0.0004	25	0.0009	25	576	25
Menindee	✓	100	50	100	13	100	49	0.15	2	3.0	2	0.05	13	0.0003	13	0.0008	13	641	13

What do these results mean?

Country Water's assessment, based on our water quality test results for this period, indicates that drinking water quality has again complied with the health related guideline values in the ADWG, as well as the aesthetic guideline values in the ADWG.

What are the health and aesthetic aspects that were tested?

You will find in this brochure an outline of a selection of both aesthetic and health characteristics that were tested in the process of assessing the quality of drinking water.

Naegleria fowleri

Naegleria fowleri was not detected in any of the samples taken of the drinking water during the period 1 January to 31 December 2009. *Naegleria fowleri* is an organism that lives naturally in fresh water and breeds when water temperatures are high. It is regularly detected during the summer months in South Australia, Western Australia and Northern Territory. During the summer months, in various locations of both the drinking and untreated water reticulation network, between 10 and 20 weekly water samples are routinely taken for *Naegleria fowleri*. These samples are analysed at an independent laboratory in Adelaide, the Australian Water Quality Centre.

If water containing this organism is forced up the human nose, there is a remote chance it can cause a rare disease called Primary Amoebic Meningoencephalitis (a form of meningitis). Even if contaminated water does go up the nose, the chance of contracting meningitis is extremely low – about one in 10 million. You cannot get this disease by drinking water, however precautionary measures are taken to avoid growth of the organism.

Escherichia coli (E.coli)

E.coli is used as a scientific indicator of the quality of drinking water and of the possible presence of disease causing micro-organisms. They are measured in Organisms/100mL and none were detected in the drinking water this period.

Fluoride

In accordance with legislation, small amounts of fluoride are added for dental health reasons. It is measured in milligrams per litre (mg/L) and fluoride levels were maintained within the required health range for drinking water.

Chlorine

Chlorine is added to water to kill bacteria that may cause disease, which helps to ensure good quality drinking water. We test for the residual level of chlorine that needs to be present to make sure that water is disinfected all the way to your tap. The chlorine levels for the entire period were maintained to the health guideline value for 'free' chlorine of 5 mg/L.

Turbidity

Turbidity is a measure of suspended material in water that may cause it to look muddy or discoloured. It is measured in Nephelometric Turbidity Units (NTU) and the average figure reported was well under the aesthetic guideline.

True Colour

Water should be virtually colourless. It is measured in Hazen Units (HU) and the average figure reported was significantly lower than the aesthetic guideline.

Iron

Iron can be present at low levels in the water and may be responsible for taste and staining problems. It is measured in milligrams per litre (mg/L) and the average figure reported was also well under the health guideline.

Lead

Lead can be present in drinking water as a result of dissolution from natural sources, or from household plumbing systems containing lead. The amount of lead dissolved in the water depends on several factors including pH, water hardness, and standing time of the water. Lead is measured in milligrams per litre (mg/L) and was significantly lower than the health guideline.

Arsenic

Arsenic is a naturally occurring element which can be introduced into water through the dissolution of minerals and ores, or from industrial effluent, atmospheric deposition (through the burning of fossil fuels and waste incineration), or the use of some types of sheep dip. It is measured in milligrams per litre (mg/L) and the average figure reported was well under the health guideline.

Electrical Conductivity (EC)

The electrical conductivity (EC) is a measure of salinity. Electricity is conducted with increased ease as the concentration of dissolved salt in the water increases. Therefore, a high electrical conductivity indicates a high concentration of salt. It is measured in microSiemens per centimetre (µS/cm) and the average figure reported was well under the aesthetic guideline.