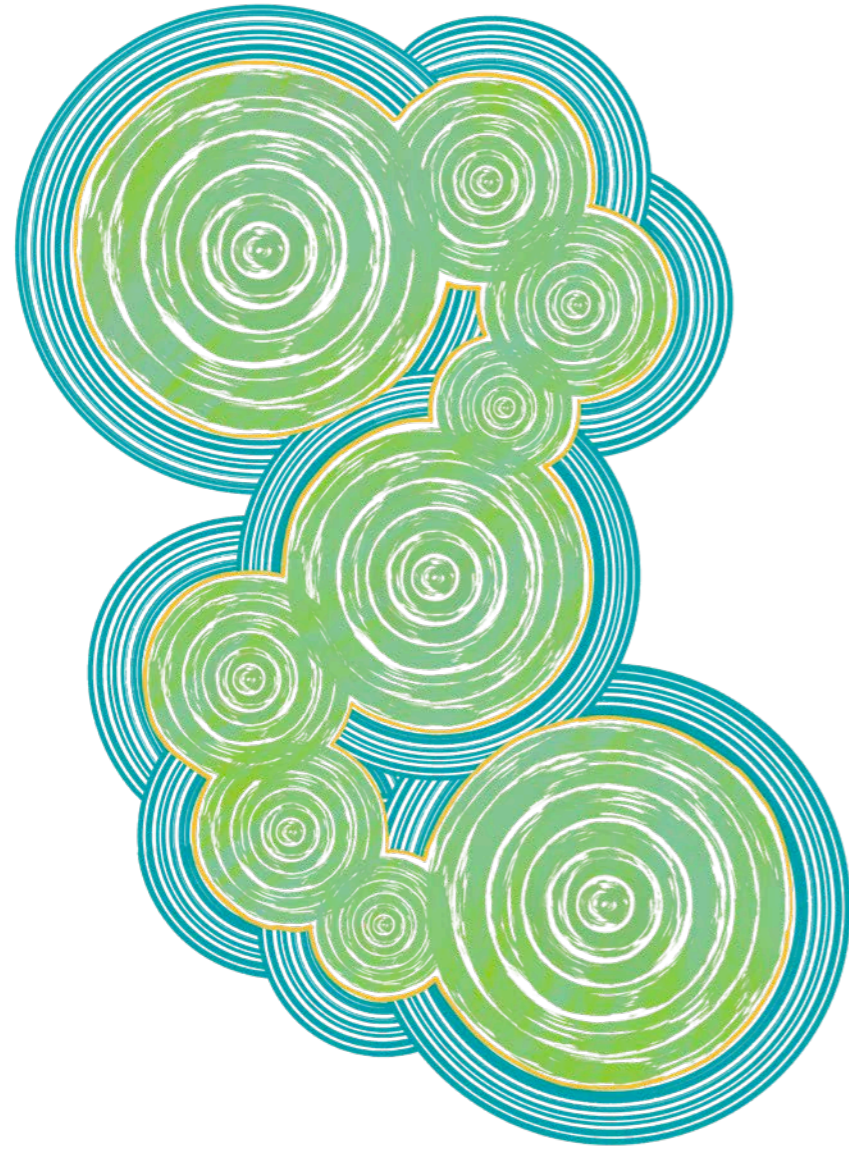


# Annual Drinking Water Quality Report 2024-25



Since creation, the Palawa have lived in Lutruwita – Tasmania. More than 2,000 generations of Aboriginal families have cared for this Country, looking after its lands, seas, skies and waterways.

In the spirit of respect and gratitude, TasWater acknowledges the Tasmanian Aboriginal community as the traditional and ongoing custodians. We pay our respects to them, their culture and to elders past and present.

TasWater commits to working collaboratively and respectfully with the Tasmanian Aboriginal community to protect and sustain the precious resources on this ancient land for future generations.

This artwork by Caleb Nichols–Mansell takes inspiration from the nine river systems – Franklin, Gordon, Huon, Mersey, Pieman, South Esk, North Esk, Tamar and Derwent – that carve through country here in Lutruwita, and acknowledges the nine nations that called this land home prior to the effects of invasion and colonisation.

Surrounding these motifs and connecting all elements of the artwork is flowing water which represents our connection to the waterways that provide us with resources and food to sustain us. Water is life for all people, but particularly First Nations peoples who have relied on healthy waterways to survive for more than 60,000 years before the colonisation of these lands.

The artwork is designed for TasWater as a reflection of the caretaking for our precious waterways and as a reminder of our accountability to First Nations peoples, history and country throughout this island.

# CEO message

Water is essential to life, and to the way Tasmania lives, grows, and prospers. TasWater is here to support the wellbeing of communities, protect the environment, and enable economic growth around the state.

I'm proud to share TasWater's Annual Drinking Water Quality Report for 2024–25. With 59 water systems operating across Tasmania, we deliver safe, high-quality drinking water to more than 474,000 permanent customers, and up to 1.4 million visitors annually. Our essential service supports the health and wellbeing of our communities, and their visitors, every day.

For the seventh consecutive year, TasWater achieved full microbiological compliance with the Tasmanian Drinking Water Quality Guidelines. This outstanding result reflects our continued investment in advanced technologies, infrastructure upgrades, and proactive network renewal programs.

Over the course of the year, we conducted approximately 280,000 water quality tests around the state – the equivalent of one every 2 minutes.

This year, we've built on the momentum of previous capital projects, consolidating improvements and extending their benefits across our network. Through continued strategic investment and service enhancements, we're delivering exceptional water services that support a thriving, resilient Tasmania.

Significant progress has been made on our multi-year Regional Towns Water Supply Program, which is providing Tasmanian communities with consistent and safe drinking water. Over the past year,



we invested \$13.7 million in various asset upgrades, including completing the pipeline connecting Ellendale to Fentonbury. We also constructed a new water storage reservoir at Tullah, enhancing supply capacity for the town's future needs.

In 2024–25 we invested a further \$9 million in our

ultraviolet (UV) disinfection program which continues to progress well. UV technology is now providing an additional layer of protection to drinking water at 30 sites around the state, with a further five sites to come online by the end of 2025.

There is more work to do in this program, but these milestones reflect our ongoing commitment to improving water services and infrastructure in regional Tasmania.

Likewise, our statewide water main renewal program

continues to advance at a rapid pace. This year, we invested \$27.7 million in replacing aging water mains. These renewals are providing increased reliability to our customers.

We fully adopt the Australian Drinking Water Guidelines, and will respond to any changes to these as and when they are updated.

Over the next five years, we will invest \$2 billion in our networks to ensure we can continue to deliver exceptional

water and sewerage services for a thriving Tasmania.

Our commitment to unlocking the full potential of water remains unwavering, and we're focused on delivering lasting benefits for Tasmanians – today and for generations to come.

A handwritten signature in black ink, appearing to read 'G. Theo'.

George Theo  
Chief Executive Officer

# Operations overview

TasWater's purpose is to provide exceptional water and sewerage services for a thriving Tasmania.

Every day, we deliver high-quality drinking water to more than 474,000 Tasmanians – ensuring that when they turn on the tap, they can rely on clean, safe water to support their daily lives.

We also manage the collection, transport, and treatment of sewage, returning treated

effluent to the environment responsibly. It's all part of our commitment to protecting Tasmania's natural beauty for generations to come.

Our vision – “unlocking water’s full potential” – reflects the vital role we play in the community and our deep responsibility to the island’s environment.

It's a promise that drives us to support the social and economic wellbeing of all Tasmanians.

By delivering reliable water and sewerage services with care and integrity, we're helping Tasmania thrive – today and into the future.

Drinking Water quality is regulated by the Department of Health.

The National Health and Medical Research Council (NHMRC) publish the Australian Drinking Water Guidelines (ADWG), taking advice from a range of specialists and water quality regulators. The Tasmanian Drinking Water Guidelines legally enforce the requirements of the ADWG.

Sampling is performed by our TasWater sampling team, and all compliance testing is performed at National Association of Testing Authorities (NATA) accredited laboratories.

## Legislative and regulatory instruments

Our operations are subject to a range of regulatory requirements.

Public Health Act 1997	Fluoridation Act 1968	Tasmanian Drinking Water Quality Guidelines 2015	Australian Drinking Water Guidelines 2022	Tasmanian Code of Practice for the Fluoridation of Public Water Supplies 2022	Fluoridation Regulations 2019
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### List of drinking water supply systems

As of the 30 June 2025, there were 59 drinking water supply systems, and they were all classified as potable. These systems are supplied by 73 catchments. The majority of these are open water supply catchments of which TasWater does not have ultimate management control.



# Strengthening water quality and supply in regional Tasmania

We're continuing to make great progress in improving drinking water quality and reliability for regional communities across Tasmania.

A key part of this work is the Regional Towns Water Supply Improvement Program, now in its fourth stage. This phase is all about lifting water quality and reliability in eight towns: Fentonbury, Ellendale, St Marys, Tullah, Dover, Franklin, Oatlands, and Bothwell.

Through this program we invested \$13.7 million in 2024-25 to complete key infrastructure projects, including:

- A new pipeline between Ellendale and Fentonbury, which is improving water quality and supply reliability for the area.
- New reservoirs at Tullah, St Marys, and Dover, boosting supply capacity and helping meet future demand.

Additionally, our UV Disinfection Program continues to improve water quality and reliability across the state, with recent

upgrades completed at the Distillery Creek and Mount Leslie water treatment plants. Alongside this, our ongoing and long-term Renewals Program has replaced 8km of water main and decommissioned aging infrastructure in Queenstown, further strengthening the resilience of our water network.

Together, these programs are delivering upgrades which continue our work to improve water quality compliance and deliver the best water to Tasmanians.

There's still more to do, but these milestones show how committed we are to improving water services in regional and remote parts of Tasmania. Through the Regional Towns Water Supply Improvement Program, we're working hard to make sure every Tasmanian can trust the water that flows from their tap.



## Quality of drinking water for 2024–25

Our water quality monitoring program covers key health parameters, including microbiological indicators, chemical substances (such as metals and disinfection by-products), and fluoride.

All testing is carried out by laboratories accredited by the NATA, ensuring results meet rigorous national standards.

Customers can view water quality data through our interactive, map-based portal, '[Your Drinking Water](#)', available on the TasWater website. This tool allows users to identify their local water supply system and access recent test results.

### List of drinking water supply systems

As of the 30 June 2025, there were 59 drinking water supply systems. All systems were classified as potable for the entire year.

**Table 1: Potable drinking water supply systems as of 30 June 2025**

System	Status	Catchment/ water source	Connections	Population	Fluoridated supply*
Adventure Bay (Bruny Island)	Potable	Bore	1	1	No
Barrington	Potable	Lake Barrington	1,159	2,671	Yes
Bicheno	Potable	Apsley River	933	996	Yes
Bothwell	Potable	Clyde River	290	616	No
Bracknell	Potable	Liffey River	183	488	No
Bridport	Potable	Brid River	1,048	1,552	Yes
Bronte Park	Potable	Bronte Canal	59	27	No
Burnie	Potable	Pet River	12,400	28,784	Yes
Bushy Park	Potable	Lake Fenton	117	305	Yes
Campbell Town	Potable	Elizabeth River	724	1,416	Yes
Coles Bay	Potable	Saltwater Creek	255	142	No
Conara	Potable	South Esk	60	145	No
Cornwall	Potable	Fanshaft Spring/ unnamed watercourse	48	96	No
Deloraine	Potable	Meander River	1,352	3,130	Yes
Dover	Potable	Esperance River	615	1,062	Yes
Ellendale	Potable	Jones River	70	140	No
Fentonbury	Potable	Lake Fenton	123	258	Yes
Fingal	Potable	South Esk River	332	680	Yes
Forth	Potable	Forth River	18,294	42,673	Yes
Gladstone	Potable	Ringarooma River	78	147	No
Grassy (King Island)	Potable	Grassy River	562	1,050	Yes

System	Status	Catchment/ water source	Connections	Population	Fluoridated supply*
Greater Hobart	Potable	Lake Fenton	84,322	217,385	Yes
		Derwent River			
		Mt Wellington (multiple offtakes)			
Huonville	Potable	Huon River	3,640	9,046	Yes
Lady Barron (Flinders Island)	Potable	Bore	108	143	No
Launceston Distillery Creek	Potable	Distillery Creek / St Patricks River	13,029	30,193	Yes
Launceston North Esk	Potable	North Esk	14,837	36,254	Yes
Launceston South Esk	Potable	Lake Trevallyn	5,238	12,950	Yes
Launceston West Tamar	Potable	Lake Trevallyn	9,694	24,224	Yes
Longford	Potable	Macquarie River	4,512	10,968	Yes
Mathinna	Potable	South Esk	81	145	No
Maydena	Potable	Unnamed tributary	128	170	No
Mole Creek	Potable	Weir	202	447	No
National Park	Potable	Lake Fenton	26	42	Yes
Oatlands	Potable	Blackman River	449	862	Yes
Orford	Potable	Prosser River	1,116	959	Yes
Ouse	Potable	Derwent River	222	449	No
Penguin	Potable	Leven River	2,164	5,140	Yes
Queenstown	Potable	Conglomerate Creek	1,241	1,970	Yes
Ringarooma	Potable	Dunn's Creek Dam/ Ringarooma River	660	1,162	Yes
Rocky Creek	Potable	Rocky Creek	448	1,211	Yes
Rosebery	Potable	Mountain Creek / Stitt River	590	921	Yes
Rossarden	Potable	Aberfoyle Creek	43	50	No
Scamander	Potable	Scamander River	610	1,031	Yes
Scottsdale	Potable	Great Forester River / Brid River	1,211	2,818	Yes
Smithton	Potable	Deep Creek	2,158	4,861	Yes
St Helens	Potable	Georges River	1,930	2,887	Yes
St Marys	Potable	Bore	339	650	Yes
Strahan	Potable	Manuka River	510	665	Yes
Swansea	Potable	Swan River / Meredith River	781	1,174	Yes
Triabunna	Potable	Maclaines Creek / Brady's Creek	487	923	Yes
Tullah	Potable	Lake Rosebery	177	283	No
Tunbridge	Potable	Blackman River	99	176	No
Ulverstone	Potable	Gawler River	5,905	13,861	Yes
Waratah	Potable	Waratah River	113	189	Yes

System	Status	Catchment/ water source	Connections	Population	Fluoridated supply*
Wayatinah	Potable	Lake Liapootah	52	20	No
Westbury	Potable	Meander River	1,107	2,608	Yes
Whitemark (Flinders Island)	Potable	Pats River	172	263	No
Yolla	Potable	Dowlings Creek	101	230	No
Zeehan	Potable	Parting Creek	507	800	Yes
<b>Total</b>	<b>59</b>		<b>197,712</b>	<b>474,509</b>	

\* Drinking water can only be fluoridated with a ministerial direction from the Minister for Health, Mental Health and Wellbeing as per the Fluoridation Act 1968 for systems supplying more than 500 customers.

### System performance

**Table 2: High-level health performance outcomes for drinking water supply systems (against ADWG health-regulated parameters)**  
(✓ = 100% compliant, ✗ = non-compliant, – = not fluoridated)

System	Compliance program completeness (samples collected) 2024-2025	Microbiological Performance					Chemical Performance					Fluoride Performance				
		20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25
Adventure Bay (Bruny Island)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Barrington	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bicheno	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Bothwell	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Bracknell	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Bridport	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bronte Park	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Burnie	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗
Bushy Park	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Campbell Town	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

System	Compliance program completeness (samples collected) 2024-2025	Microbiological Performance					Chemical Performance					Fluoride Performance				
		20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25
Coles Bay	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗	✗	-	-	-	-	-
Conara	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Cornwall	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	-	-	-	-	-
Deloraine	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dover	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ellendale	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	-	-	-	-	-
Fentonbury	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Fingal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Forth	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Gladstone	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
Grassy (King Island)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Greater Hobart	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Huonville	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lady Barron (Flinders Island)	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	-	-	-	-	-
Launceston Distillery Creek	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Launceston North Esk	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Launceston South Esk	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Launceston West Tamar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Longford	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Mathinna	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-

System	Compliance program completeness (samples collected) 2024-2025	Microbiological Performance					Chemical Performance					Fluoride Performance				
		20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25
Maydena	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Mole Creek	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
National Park	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Oatlands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Orford	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Ouse	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Penguin	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	
Queenstown	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Ringarooma	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Rocky Creek	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Rosebery	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Rossarden	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Scamander	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	
Scottsdale	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Smithton	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
St Helens	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	
St Marys	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Strahan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Swansea	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Triabunna	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Tullah	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Tunbridge	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	

System	Compliance program completeness (samples collected) 2024-2025	Microbiological Performance					Chemical Performance					Fluoride Performance				
		20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25	20-21	21-22	22-23	23-24	24-25
Ulverstone	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Waratah	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Wayatinah	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Westbury	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Whitemark (Flinders Island)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-	
Yolla	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	-	-	-	-	-	
Zeehan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

\* Drinking water can only be fluoridated with a ministerial direction from the Minister of Health as per the Fluoridation Act 1968 for systems supplying more than 500 customers.

## Chemical performance

Chemical performance is assessed by testing for metals and disinfection by-products, in line with the requirements of the TDWQG. This monitoring follows the risk-based approach recommended by the ADWG.

Sampling programs are tailored to each drinking water system, taking into account site-specific risks to ensure appropriate coverage and accuracy.

During 2024–25, three disinfection by-product events were recorded; Coles Bay recorded a detection of total trihalomethanes above the ADWG health limit of 250 µg/L and both Ellendale and Yolla recorded detections of Trichloroacetic acid above 100 µg/L. Scamander recorded a detection of lead above 10 µg/L. Each event was addressed and reported to the Department of Health.

### Events:

System	Treatment process	Detection date	Detection details	Outcomes
Ellendale	Full Treatment	4/09/2024	Compliance sample exceedance of disinfection by-product (trichloroacetic acid) 308 µg/L. ADWG limit 100 µg/L. Change of water source. July 2025 Ellendale will be supplied via pipeline from the National Park system.	Reported to DoH
Coles Bay	Full Treatment	21/10/2024	Compliance sample exceedance of disinfection by-product (total trihalomethanes) 261 µg/L. ADWG limit 250 µg/L. Granular activated carbon filter media replaced.	Reported to DoH
Scamander	Full Treatment	5/02/2025	Compliance sample exceedance of Lead 61.3 µg/L. ADWG limit 10 µg/L.# An investigation was conducted, and subsequent samples were compliant.	Reported to DoH
Yolla	Full Treatment	17/04/2025	Compliance sample exceedance of disinfection by-product (trichloroacetic acid) 220 µg/L. ADWG limit 100 µg/L. Sediment removal from raw water storage dam and water treatment process optimisation. A new floating intake will be installed in FY26 to allow additional operational response to future changes in raw water quality.	Reported to DoH

# The NHMRC reduced the Health Based Guideline value for lead to 5 µg/L from 23/6/2025.

## Microbiological performance

Monitoring the microbiological quality of drinking water is a key requirement under the Tasmanian Drinking Water Quality Guidelines. This is done by testing for the presence of Escherichia coli (E. coli), an indicator of potential contamination.

Each drinking water system is sampled according to the schedule set out in the compliance sampling program. The number and frequency of samples are based on the population served, as outlined in the Australian Drinking Water Guidelines (ADWG).

For 2024–25:

- 100 per cent (59 of 59) of systems met microbiological compliance# and
- 100 per cent of the serviced population achieved microbiological compliance.

# a system is deemed compliant if 98 per cent of samples are clear of *E.coli* as per TDWQG

There were no microbiological non-compliance events.

## Fluoride performance

Monitoring for the presence of fluoride is a requirement of the Tasmanian Code of Practice for the Fluoridation of Public Water Supplies when a water system is fluoridated. It ensures that there are no adverse health effects from elevated fluoride concentrations and that customers receive fluoridated water within an optimal range for oral health benefits.

At the end of 2024–25 there were 40 monitoring zones across Tasmania.

- Fluoride must not exceed the health-based guideline value of 1.5 mg/L contained in the ADWG. There were no fluoride exceedances.
- The average fluoride concentration determined over a year should be between 0.8 and 1.1 mg/L. In 2024–25, 39 out of 40 systems maintained the required average concentration. The Burnie system was upgraded and off-line for an extended period impacting the system average.
- For the performance of a fluoridation system to be compliant, that system must demonstrate compliance with both the average concentration and the health-based guideline value.

## Customer complaints

Water quality complaints reduced by 22 per cent, from 1,261 in 2023–24 to 987 in 2024–25. The majority of the complaints received related to discoloured water.

Our focus has been on proactive customer communication and improved data analysis to detect trends, perform root cause investigations and prioritise preventative actions.



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