

Emergency Water Supply Policy

Aim

To guide decision making for the provision of a potable water supply in situations where TasWater's water supply is either interrupted or provided under a 'do not consume' notice.

Legislation

Public Health Act 1997 (Tas)

Water and Sewerage Industry Act 2008 (Tas)

Water Management Act 1999 (Tas)

Definitions

Emergency Water Supply: Access to a supply of safe and aesthetically pleasing water during interruptions and when water is supplied under a 'do not consume' notice.

Boil water alert: A notice issued by the Director to the general public to advise that a drinking water supply system is or may be unable to adequately treat the water to ensure that *E.coli* is not present and that therefore water from that system must be boiled before being consumed, including for the purposes of drinking, washing raw foods, making ice or cleaning teeth.

Director: The Director of Public Health.

'Do not consume' notice: A notice issued by the Director to the general public to advise that the water from a drinking water supply system is not able to be adequately treated to ensure that there is no risk to public health and accordingly is not suitable for consumption even if it has been boiled.

Policy

TasWater will use its best endeavours, to the extent reasonably practicable, to provide an Emergency Water Supply to consumers during water service interruptions and when water is supplied under a 'do not consume' notice.

An Emergency Water Supply will generally be provided in the following circumstances:

- Where an outage extends beyond 8 hours or can be expected to do so
- In the event that the Director issues a 'do not consume' notice.

Priority for the supply of an Emergency Water Supply will be given to hospitals, schools, aged care centres, child care centres and other facilities related to the care of the elderly, very young or the infirm.

In the normal course of events, TasWater does not provide an Emergency Water Supply in areas subject to boil water alerts or experiencing aesthetic water quality issues which are not detrimental to public health.

Responsibilities

All relevant managers and staff are responsible for understanding and implementing the objectives of the Emergency Water Supply Policy.

Associated Documents

Australian Drinking Water Guidelines 2011

Tasmanian Drinking Water Quality Guidelines 2005

TasWater Operating Licence

TasWater Drinking Water Quality Management Plan 2014

Approved by the Chief Executive Officer on 6 November 2018.

A handwritten signature in black ink, appearing to be "R. Smith", written over a dotted line.

Chief Executive Officer