



What has changed with regard to responsibility for water quality provided to Services Provided by Agreement?

Nothing has changed. Customers with water quality conditions on their Services Provided by Agreement have always been responsible for ensuring that drinking water is suitable for human consumption and other domestic uses.

Can the water be used for purposes other than drinking, cooking and bathing without treatment?

That depends on the quality of the water. It may be used for flushing the toilet, however, if it is untreated water it may need treatment before using it to wash clothes. Customers should always treat the water if it is to be used for drinking, cooking or bathing.

What could the water have in it if it is not re-treated at the point of use?

Water could have become contaminated by bacteria or amoebae (micro-organisms), either through long retention in pipelines or via passage through a tank on the customer's property.

If the water is supplied from an untreated water source then it may contain aesthetic, physical or chemical characteristics that should be removed.

Do I have to treat my water?

The responsibility for treatment lies with the property owner. The Water Corporation cannot provide assurance that the water will comply with drinking water requirements.

Who can provide advice on how to treat my water?

Although the Water Corporation does have expertise in large scale water treatment, it cannot be scaled down effectively to a single service level. For this reason we do not provide advice to our customers on the treatment of individual domestic water services. However, the Department of Agriculture has brochures dealing with water treatment at a single service level and

Environmental Health Officers from local authorities can provide guidance on health issues. Examples of some of these brochures are listed below. (See *Do you need more information?* below)

Do you need more information?

Please contact the following websites:

The Department of Agriculture:
www.agric.wa.gov.au

The Department of Health WA:
www.public.health.wa.gov.au



Or refer to the following brochures and articles:

- ❖ Water Quality for farm domestic use – Agriculture WA No. 72/1999.
- ❖ Water Quality for farm, garden and household use – Agriculture WA No. 73/1999.
- ❖ Rainwater tanks – Department of Agriculture Farmnote 84/1990.
- ❖ Is the Water in Your Rainwater Tank Safe to Drink? – Environmental Health Guide produced by Health Department of WA.

Drinking Water Quality and Services provided by Agreement in Western Australia

A Service Provided by Agreement is a service provided on application which does not meet the standard requirements of the Water Corporation's operating licence. These services are subject to conditions agreed to by the applicants and the Water Corporation.

For many years, the Water Corporation has supplied Services Provided by Agreement to customers across Western Australia, usually in rural areas. Although a Service Provided by Agreement may not meet all of the requirements of a standard service, it provides customers with the convenience of a water supply under the conditions set out in the Agreement. Some of these conditions may relate to drinking water quality.

The Water Corporation has not changed or downgraded water quality, in fact water quality in some schemes has significantly improved. However, the Corporation is required to remind customers, that the water supplied may not be of drinking water quality, and of their responsibility to treat as required.

This information leaflet provides some additional information and sources for treatment advice, not provided by the Water Corporation.

