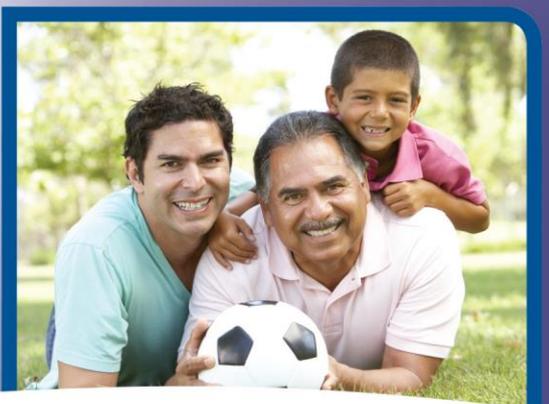
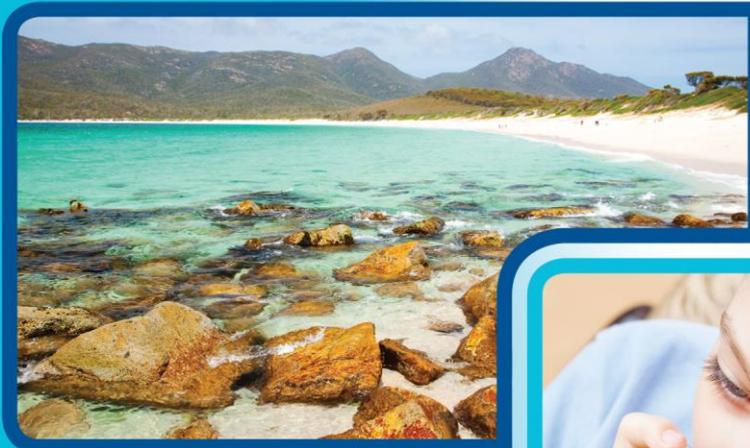


Water Carriers

Guidance Note



Issue Version 10

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Contents

| | |
|--|----|
| 1. Background | 3 |
| 2. Definitions | 4 |
| Water Carrier..... | 4 |
| Water Tank..... | 4 |
| Private Water Scheme | 4 |
| Drinking Water..... | 4 |
| Microbiological Drinking Water Quality | 4 |
| Non-microbiological Water Drinking Quality..... | 4 |
| 3. Registration..... | 5 |
| Intent..... | 5 |
| Process..... | 5 |
| Registration Duration | 5 |
| Failure to Comply with Registration..... | 5 |
| 4. Supply of Water..... | 6 |
| Intent..... | 6 |
| Approved Extraction Source | 6 |
| Drinking Water Quality..... | 6 |
| Warnings and Restrictions..... | 7 |
| Supply of non-compliant microbiological quality water..... | 7 |
| Supply of non-compliant non-microbiological quality water | 7 |
| Supply of water for non-drinking related purposes..... | 7 |
| Records (Logbooks)..... | 8 |
| Equipment and Tank Construction..... | 8 |
| Cleaning of Tanks and Equipment..... | 9 |
| 5. Risk Assessment – Microbiological and Non-microbiological | 10 |
| 6. Renewals and Reporting | 11 |
| Renewal of Registration | 11 |
| Reporting | 11 |
| 7. Notifications | 12 |
| Legal Obligation | 12 |
| Threats to Public Health..... | 12 |
| 8. Conditions of Registration | 13 |

| | |
|--|----|
| 9. Penalties and Infringements..... | 15 |
| Appendix A – ADWG Health Guideline Values: Microbiological | 16 |
| Appendix B – ADWG Health Guideline Values: Non-Microbiological | 17 |
| Appendix C – Guide on Boiling Water..... | 18 |
| Appendix D – Guide on “Do not Consume” Water Uses | 21 |
| Appendix E – DHHS Public Health Officers | 24 |

I. Background

The *Public Health Act 1997* (the Act) requires Councils to register Water Carriers (WC) to mitigate risks to public health from unsafe water. The *Tasmanian Drinking Water Quality Guidelines 2015* (TDWQG) specifies further requirements for WC in undertaking their function. It should be noted that the TDWQG are legislatively enforceable under the Act and hence compliance is mandated. This Guidance Note has been prepared as a tool to assist in the implementation and compliance with the Act and the TDWQG.

Under the Act a person must not carry out the undertaking of a water carrier unless the person is registered with the Local Council in respect of the municipal area in which the majority of vehicles will be stored.

The registration will be current for 12 months, after which time Council will instigate a renewal of the registration. There may be conditions of Registration attached to the registration, of which the WC must comply with. Part of the requirements for renewal will be demonstration that the conditions have been met.

WC have obligations to advise drinking water recipients of any unsafe nature of the water by issuing warnings and restrictions on its safe use. WC must also clean and maintain all equipment associated with the cartage of drinking water to ensure that it does not pose a risk to public health. The maintenance of records through log books is seen as a further measure in managing the risks posed by the supply of drinking water.

WC have an obligation over water quality up until the point of supply (extraction, cartage and delivery). Once it has been delivered, the drinking water recipient assumes responsibilities for the water quality and subsequent safe use of that water.

Significantly the framework allows WC to cart non-drinking water using their registered equipment providing certain conditions are met. Primarily this involves cleaning practices, but in some instances the appropriate issuing of warnings and restrictions to the recipient.

2. Definitions

Water Carrier

A person, who supplies drinking water in bulk, other than pre-packaged drinking water or pre-packaged ice, via transportation in a water tank, whether or not for fee or reward.

Water Tank

A receptacle designed or used for the carriage of liquids in bulk, that is attached to, situated in or situated on a vehicle.

Private Water Scheme

A water supply that provides water to individuals and/or businesses via a drinking water supply system that is not under the management and control of a Regulated Entity (ie TasWater). A Private Water Scheme must be registered as a Private Water Supply with Local Council and compliant with the conditions of registration.

Drinking Water

Water intended for human consumption or water that could reasonably be mistaken as water for human consumption.

Microbiological Drinking Water Quality

A measure of pathogenic microorganisms which includes bacteria, viruses and protozoa. The diseases these may cause vary in severity from mild gastroenteritis to severe and sometime fatal diarrhoea, dysentery, hepatitis, cholera or typhoid fever. To be classified as compliant microbiological drinking water *Escherichia coli* (*E. coli*) should not be detected in a minimum 100mL sample. Additional information can be found in Chapters 5 and 10 of the ADWG and Appendix A of this Guidance Note.

Non-microbiological Water Drinking Quality

A measure of both the physical and chemical characteristics of water quality, including organic and inorganic chemicals and pesticides. These are important from a health perspective because they may be toxic to humans or are suspected of causing cancer. Non-microbiological parameters should not be detected in drinking water at concentrations above the relevant health related guideline values. Additional information can be found in Chapters 6 and 10 of the ADWG and Appendix B of this Guidance note.

3. Registration

Intent

Councils undertake their registration process based on legislation (*Public Health Act 1997* and the *Tasmanian Drinking Water Quality Guidelines*) and their by-laws. Registration must be annual but Council can decide what, if any, fees to charge. In some cases, Council may waive the fees, but this does not avoid the need for registration.

A key component of the registration process is issuing Conditions of Registration (CoR). WC must comply with these CoR to protect public health. This guide provides consistent advice to Councils undertaking registration. Council must undertake a robust risk assessment for all registration applications.

Process

WC must make an application to their Local Council using the approved Application Form obtained through the relevant Council. The relevant council is the one in respect of the municipal area in which the majority of vehicles used by the WC will be stored. Registration is only required with that Council and enables the WC to operate in other Council areas. Upon receipt of the application and payment of the prescribed fee, Council shall assess the application for Registration.

The process described below is based on a general risk assessment and Council may choose to use a more thorough and detailed process. This process is based on a series of questions and, depending on the answers; Councils will need to attach CoR to the applicant's registration.

Registration Duration

Registration will be valid for 12 months, after which time Council will instigate a renewal process upon receipt of an application by aWC. For Council to renew a WC registration, they must satisfy themselves that the WC has met the requirements of their current registration. Local Council will also use the renewal process to determine the applicability of the CoR and vary these as required. Some Council's may elect to undertake a site and equipment inspection to assist them with their determination of compliance with the registration.

Failure to Comply with Registration

A WC failing to comply with the conditions of registration, the Act or the TDWQG may have their registration suspended, varied or cancelled. Without a current registration, WC may not undertake the cartage of drinking water. There are financial penalties associated with WC carrying out cartage without appropriate registration. See Section 9 for further information.

4. Supply of Water

Intent

The supply of water from a WC to a drinking water recipient comes with microbiological and non-microbiological risks (see Section 5). These risks are largely managed through limiting extraction points to approved sources and appropriate cleaning and maintenance regimes. In situations whereby non-drinking water is carted, these risks are managed by issuing appropriate warnings and restrictions to inform the drinking water recipients of the safe use of that water. The level and detail of these warnings and restrictions is determined by the type of non-compliance being bacteriological, non-bacteriological or both.

A copy of the WC registration must be kept in the vehicle at all times and be produced upon request from an authorised officer under the Act.

Approved Extraction Source

Where the intention is that drinking water is provided to recipients, then the extraction of that water must be from a source approved in writing by the owner. The two approved source for the extraction of drinking water are TasWater controlled infrastructure and compliant Private Water Schemes registered as Private Water Suppliers with the Local Council.

To access this infrastructure, you will be required to obtain written approval from the owner/manager, which is an additional requirement outside of the administration of WC. Local Council should make this a CoR against the WC registration which means that you must comply with this. Contact TasWater on 136992 for further information regarding accessing their infrastructure.

Drinking Water Quality

A WC must not supply water without establishing, prior to that supply, whether the drinking water is compliant with the relevant microbiological and non-microbiological guideline values of the ADWG.

In instances when the extraction of drinking water is from an approved source, then there is an obligation on the manager/owner of that source to provide advice to WC as to the appropriate regard to water quality. It is safe to assume that in the absence of any notifications received from the approved source owner/manager, that the water is fit for purpose. If after extracting from the approved source, you are notified that the water is non-compliant, then the WC has obligations to contact all recipients of this water and advise them of any warnings or restrictions associated with its use.

Warnings and Restrictions

Warning and restrictions are placed over the supply of drinking water to inform the recipients of the allowable safe uses of that water. The warnings and restrictions should cover all intended uses of that water including but not limited to: drinking, food preparation, cooking, showering and bathing. Water that has not been demonstrated to comply with the microbiological and non-microbiological requirements of the ADWG must have warnings and restrictions placed against its safe use. Detailed information regarding appropriate warnings and restrictions can be found at Appendix C and Appendix D.

As a general rule, the provision of water that cannot be demonstrated as being microbiologically compliant should be placed on a “Boil Water Alert”, whereby recipients are advised to boil their water prior to use (Appendix C). The provision of water that cannot be demonstrated as being non-microbiologically compliant should be placed on a “Do Not Consume Alert”, whereby recipients are advised that they should not drink or cook with the water (Appendix D). The exceptions are when water is being delivered where the intention is that it is not used for drinking water (eg firefighting provision or dust suppression for road works).

Supply of non-compliant microbiological quality water

If the compliance of the water with respect to microbiological quality is non-compliant or is unknown, then the WC must inform the drinking water recipient prior to its supply. If the drinking water recipient indicates their willingness to receive non-compliant microbiological water, then the WC has an obligation to provide the following information to the recipient:

1. Written contact details of Departmental Public Health Officers to whom queries about the safe use of the water can be directed (Appendix E);
2. Verbal and written advice on matters referred to in the Generic advisory contained in the ADWG (Appendix C). If the WC has received written notification from TasWater, then it is sufficient to provide a copy of this advice to the drinking water recipient.

After supply of the non-compliant drinking water, the WC must subject their equipment to a cleaning regime as required in Clauses 28 and 30 of TDWQG.

Supply of non-compliant non-microbiological quality water

Under no circumstances can a WC supply non-compliant non-microbiological quality water to a drinking water recipient. The exceptions are when water is being delivered where the intention is that it is not used for drinking water (eg firefighting provision or dust suppression for road works).

Supply of water for non-drinking related purposes.

It is recognised that WC will undertake business associated with the provision and supply of water that this not intended for drinking water. These activities are allowable under the framework. Examples of this may include: firefighting water, water for dust suppression and stock and irrigation supply.

The Act and the TDWQG specify requirements to issue warnings and restrictions associated with the safe uses of such water. The intent of the framework is to manage and mitigate risks associated with drinking water or water that could reasonably be mistaken as drinking water.

After supply of the water for non-drinking purposes, the WC must subject their equipment to a cleaning regime as required in Clauses 28 and 30 of the TDWQG.

While there is no requirements in this framework for the alternative extraction source for this use to be approved, WC are strongly recommend to get the approval of the relevant owner/manager of the water source prior to undertaking the activity.

Records (Logbooks)

These are an important requirement of WC operation as it allows a traceable history of deliveries in the event that notifications are received and warnings and restrictions need to be issued. The logbook must detail the following information:

1. Dates of cleaning of equipment.
2. Location of the premises to which the drinking water was supplied.
3. Date of supply.
4. Quantity of drinking water supplied.
5. Source from which the water was obtained.
6. Any warnings or restrictions that were issued to the drinking water recipient.

The logbook must be maintained in such a way that it can be produced upon request from an authorised officer.

Equipment and Tank Construction

There are requirements for the equipment and tank construction to be compliant with certain requirements including Australian Standards and Australian Technical Specifications. The WC has an obligation to ensure that all equipment meets these Standards and any specifications issued by the water sources that they are approved to access.

All materials that come into contact with drinking water within containers and fittings must either comply with:

- Australian standard AS4020 – 2005: *Testing of products for Use in Contact with Drinking Water*
- Australian Technical Specification ATS5200.026 – 2004: *Technical Specification for Drainage and Plumbing Products, Cold Water Storage Products.*
- Australian Standard AS2070 – *Plastic Materials for Food Contact Use.*

As a general rule the WC should use WaterMark, AS4020, ATS5200.026 or 'Drinking Water Only' marked containers and fittings.

In addition all fittings used to transfer bulk drinking water either to or from containers should be designed to prevent backflow contamination of the water source or bulk drinking water in the container in accordance with AS3500.1:1992. Backflow devices on tanks used solely for bulk water cartage of drinking water shall conform to the minimum hazard rating of AS3500.1:1992 *National Drainage and Plumbing Code, Part 1: Water Supply.*

Brass snap on fittings reduce the potential for contamination and are preferable to screw on fittings. However, screw on fittings may be used providing the threads are meticulously inspected and cleaned before attachment. Fittings used for drinking water should either be labelled with

'drinking water only' or WaterMark in accordance with AS4020 or ATS5200.026. The use of canvas materials or coal based products in containers and fittings is prohibited.

A WC must ensure that water tanks used are clearly labelled on both sides with the words "WATER ONLY" in capital letters of at least 200 millimetres in height.

Cleaning of Tanks and Equipment

A WC must ensure that all equipment used by the WC is cleaned regularly and as a minimum at least every three months. In addition the WC must clean equipment that has been used in the cartage of non-compliant drinking water or water supplied that was not intended to be used as drinking water.

Cleaning regimes and methodologies are prescribed in Clauses 28 and 30 of the TDWQG.

5. Risk Assessment – Microbiological and Non-microbiological

The *Australian Drinking Water Guidelines* (ADWG) states the greatest risk to public health is from the microbiological quality of water.

Un-disinfected water can cause illnesses stemming from *E. coli*, giardia, cryptosporidium and salmonella contamination.

Microbiological compliant drinking water is water that complies with the requirements of Table 10.4 of the ADWG (Appendix A). Generally WC will not need to test the water before delivery as the compliance of the water has already been established.

Non-microbiological contamination can only be assessed by a risk-based assessment undertaken in line with the ADWG framework.

This being assessed against the ADWG health-related limits. Impacts from non-microbiological contamination are varied and depend on the type of contaminant and magnitude of exposure.

In an uncertain environment, the regulatory approach is avoidance, unless the quality of the water can be demonstrated as compliant.

Non-microbiological compliant drinking water is water that complies with the minimum requirements of Table 10.5 of the ADWG (Appendix B).

Generally WC will not be required to test the water before delivery as the compliance of the water has already been established.

It is anticipated that the risk assessment for registering WC by Local Council will be generic as their activities are essentially the same and do not vary significantly between operators.

A list of possible CoR has been developed to assist Council's in undertaking their risk assessment for registration.

These CoR can be found in Section 8.

6. Renewals and Reporting

Renewal of Registration

A requirement of Councils is that they must determine the extent that WC have complied with their CoR, the Act and the TDWQG before renewal of registration.

One way to determine this would be to conduct an annual inspection.

Council may also increase inspection frequency based on a risk assessment identifying this need. There are other tools available to Council to facilitate the determination of compliance.

These include requiring the WC to provide documented evidence of compliance or having the WC sign a statutory declaration stating their compliance.

In low risk situations, it may be possible to make phone contact with the WC and ask a series of questions recording the answers and demonstrating compliance.

Reporting

The TDWQG require Council to Report to the Director of Public Health by providing:

- A list of registered WC.
- Copies of the registration and the CoR issued against the registration.
- Evidence to verify that the CoR have been complied with (these may be inspection reports or findings).
- Instances of non-compliances against CoR and any notifications made (threats to public health) for all registered WC.

Reports to the Director of Public Health (via the state water officer) are due by September 30 each year.

7. Notifications

Legal Obligation

The *Public Health Act* and the *Tasmanian Drinking Water Quality Guidelines* require WC to notify their Local Council of any threats to public health, who in turn must notify the Director of Public Health of these threats.

This notification obligation allows the Director to investigate and issue direction to manage the threat(s) as appropriate.

Threats to Public Health

The following are examples of what may constitute threats to public health, and are by no means exhaustive:

- A non-compliant monitoring result as reported by a testing laboratory (as applicable).
- A contamination event of a water storage vessel or tank; be it accidental or deliberate (examples may include: a chemical spill, a dead animal, unusual tastes and odours).
- Repeated complaints from drinking water recipients about the quality of the supplied drinking water.
- A major non-compliance with a CoR.
- A reported illness from a drinking water recipient; be it anecdotal or clinical presentation.
- Failure to give the appropriate warnings and restrictions to recipients on the safe use of the drinking water.
- Receiving advice from TasWater (or the private water scheme manager/owner) that the water quality does not meet the required standards.
- Any uncertainty surrounding a situation or circumstance.

There are penalties associated with failing to notify of a threat to public health.

The WC is best to err on the side of caution and notify of any uncertainty so that the relevant public health professionals can investigate and make a judgement call.

If a WC notifies Local Council of a threat to public health, Council are only required to notify the Director of Public Health if they believe that it is a threat to public health (ie not every notification received by Local Council will be notified to the Director).

8. Conditions of Registration

The following examples of CoR are **suggestions only** as it is up to each Council to determine the wording for each CoR after applying a robust risk assessment.

The numbers are randomly assigned and are not intended to be hierarchical based on priority or importance.

1. The WC must comply with the requirements of the *Tasmanian Drinking Water Quality Guidelines* and the *Public Health Act*.
2. The WC is required to register annually with their Local Council by using the approved application form (Council has discretion on requiring an application form each year for subsequent renewals).
3. The WC may be subject to an annual inspection by Council to determine compliance with these CoR and *Tasmanian Drinking Water Quality Guidelines*. The WC is required to undertake all reasonable requests from Local Council and/or the Director of Public Health to limit/mitigate public health risks.
4. The WC must notify Local Council of any threats to public health.
5. A copy of the WC Registration must be kept in the vehicle at all times and produced immediately upon request by an Authorised Officer under the *Public Health Act*.
6. The WC must obtain written approval to extract water from a source under the management and control of TasWater, a registered Private Water Supplier or Local Council. No water is to be carted from these sources until this written approval is obtained.
7. A WC must not supply water without establishing, prior to that supply, whether the drinking water is compliant with the relevant microbiological and non-microbiological guideline values of the *Australian Drinking Water Guidelines*.
8. Prior to the delivery of non-compliant microbiological drinking water, the WC must inform the recipient. If the recipient is willing to accept the water, the WC must provide written contact details of the DHHS Officer and written advice on the restrictions and safe use of that water.
9. If the WC becomes aware of the water being non-compliant after delivery, then the WC must make immediate contact with all drinking water recipients and verbally advise them of any restrictions and the safe use of that water and follow up with written advice to that effect.
10. Water supplied by a WC that does not meet the microbiological and/or non-microbiological guideline values of the *Australian Drinking Water Guidelines* must only be supplied with corresponding written warnings on the restrictions of its safe use. Where the WC has established that the intent of the use of the water is not for drinking purposes, then no warnings on the restrictions of its use need be issued. Where the non-microbiological compliance is not satisfied, under no circumstances can this water be supplied as drinking water.

11. The WC must maintain a log book for all water deliveries (both compliant and non-compliant) and include the details specified in the *Tasmanian Drinking Water Quality Guidelines*. This log book must be maintained so that it can be produced for inspection by an Authorised Officer upon request.
12. All equipment and infrastructure used by WC must meet the relevant Australian Standards (AS4020 and AS2070) for materials that are in contact with drinking water and Australian Technical Specifications (ATS5200.26) for plumbing and drainage products.
13. All fittings used in the transfer of water shall be designed to prevent backflow contamination in accordance with AS3500.1.
14. The WC must ensure that all equipment and infrastructure is maintained and cleaned regularly and as a minimum at least every three months by the method specified in the *Tasmanian Drinking Water Quality Guidelines*. Details of this should be recorded in the log book.
15. A WC must clean and maintain all equipment and infrastructure used in the cartage of non-compliant drinking water prior to it being used for carting drinking water. Details of this should be recorded in the log book.
16. A WC must ensure water tanks used by the water carrier are clearly labelled, on both sides of the water tank, with the words 'WATER ONLY' in capital letters of at least 200 millimetres in height.
17. The WC must undertake any monitoring as required by Local Council when asked to do so and at their own expense.

Special note: Council must also consider the requirements from the Act and the TDWQG that apply to WC and issue CoR as appropriate to ensure that compliance is achieved.

The list above is not meant to be categorical or definitive in its application of registration. Council should also consider the historical compliance record of the WC when renewing their registration and assign CoR necessary to address any issues.

For example; if you suspect that a WC is not disinfecting their equipment, you may wish to specify microbiological monitoring at a certain frequency.

The state water officer of DHHS is available to discuss appropriate CoR in individual circumstances.

9. Penalties and Infringements

The Act and the TDWQG are legally enforceable instruments of which some requirements have penalty provisions attached to them for non-compliance.

Failure to comply with these may result in the issuing of an infringement notice and associated monetary fine.

In serious or repeated cases, the WC may be prosecuted in a Court of Law; where the penalties will be determined by the Court.

The current penalty unit value for the 2015-16 Financial Year is \$154. Based on this, the maximum infringement that can be issued for certain offences against a WC are:

- Failure to notify Council of a threat to public health - \$308.
- Failure to comply with an Order issued by Council or the Director of Public Health – \$308.
- Failure to manage water in a manner that does not pose a threat to public health – \$308.
- Undertaking WC activities without being registered with a Council – \$154.
- Failure to comply with the CoR or TDWQGs – \$154.
- Failure to assist an authorised officer in performing their function under the Act – \$154.

In addition, Council have legal responsibilities under the Act and the TDWQG with respect to the management and administration of WC. Failure to comply with these may result in the issuing of an infringement notice and associated monetary fine.

In serious or repeated cases, the WC may be prosecuted in a Court of Law; where the penalties will be determined by the Court.

Based on the current penalty unit value, the maximum infringement that can be issued for certain offences against a Council are:

- Failure to notify the Director of Public Health of a threat to public health - \$308.
- Failure to comply with an order issued by the Director of Public Health - \$308.
- Failure to comply with the TDWQG - \$154.
- Failure to help an authorised officer in performing their function under the Act - \$154.

Appendix A – ADWG Health Guideline Values: Microbiological

Table 10.4 of the ADWG.

| |
|--|
| <ul style="list-style-type: none">• <i>Escherichia coli (E. coli)</i> should not be detected in a minimum 100mL sample of drinking water. |
| <ul style="list-style-type: none">• If detected, immediate corrective action must be taken. |

Note: If *E. coli* is detected, the WC must immediately notify the Local Council that they are registered with, who in turn must notify the Director of Public Health.

The WC must provide written warnings on the restrictions of use associated with non-compliant microbiological drinking water.

Appendix B – ADWG Health Guideline Values: Non-Microbiological

Adapted from Table 10.5 of the ADWG.

| Parameter | Limit (mg/L) | Limit (µg/L) |
|-----------------|--------------|--------------|
| Arsenic (As) | 0.01 | 10 |
| Barium (Ba) | 2 | 2000 |
| Cadmium (Cd) | 0.002 | 2 |
| Chromium (Cr) | 0.05 | 50 |
| Copper (Cu) | 2 | 2000 |
| Lead (Pb) | 0.01 | 10 |
| Manganese (Mn) | 0.5 | 500 |
| Mercury (Hg) | 0.001 | 1 |
| Molybdenum (Mo) | 0.05 | 50 |
| Nickel (Ni) | 0.02 | 20 |
| Selenium (Se) | 0.01 | 10 |

Note: If non-compliance is detected, the WC must immediately notify the Local Council that they are registered with, who in turn must notify the Director of Public Health.

The WC must provide written warnings on the restrictions of use associated with non-compliant non-microbiological drinking water.

These contaminants of concern are heavy metals that have corresponding health related limits in the ADWG. Council needs to consider any contaminants of concern through their risk assessment and ensure that target parameters are attached to any required monitoring program.

Appendix C – Guide on Boiling Water

This appendix contains:

1. A Boil Water Advisory to issue to customers that have been delivered non-compliant microbiologically compliant drinking water.
2. General advice to facilitate verbal discussions with customers that have been delivered non-compliant microbiologically compliant drinking water.

In most instances, notifications will be received from TasWater to the WC advising them that a certain supply is subject to a boil water alert. TasWater will provide you with a Boil Water Advisory you can copy and provide directly to your affected customers.

In instances where the timely provision of written material from TasWater may delay in you notifying your customers, then the generic advice contained in Part 1 above can be given to your customers.

You may also elect to initially make phone contact with your affected customers; in which case content for general verbal advice has been provided to facilitate the conversation (Part 2).

This includes the key important messages, but does not remove you of your obligation to follow up with written advice contained in Part 1 above.

Boil Water Advisory

The Water Supplier advises that consumers who have been delivered drinking water by this registered Water Carrier should boil drinking water. This advice has been issued following a detection of a microbiological non-compliance that could potentially result in impacts to health if consumed.

Customers should bring water to a boil by heating the water until a continuous and rapid stream of air-bubbles is produced from the bottom of a pan or kettle. Kettles with automatic cut-off switches are suitable. Variable temperature kettles should be set to boil. After heating, water must be allowed to cool before using it, and be stored in a clean, closed container for later use. Care should be taken to avoid scalding.

Customers should boil all water used for:

- drinking
- brushing teeth
- washing and preparing food or beverages
- preparing baby formula
- making ice.

Unboiled water can be used for:

- showering and bathing (avoid swallowing water). As a precaution babies and toddlers should be sponge bathed to prevent them swallowing water
- washing dishes by hand or in a dishwasher, providing dishes are air-dried before being used after washing
- washing clothes
- garden irrigation providing foods are washed in cooled boiled water before their consumption.

The Department of Health and Human Services advises that consumption of unboiled water could lead to nausea, vomiting, diarrhoea, abdominal cramps and a general feeling of being unwell. If you are concerned you may have been affected by contaminated water please contact your GP and advise them of this notice.

If the water that you have been supplied with is stored in a water tank, then you may be able to disinfect the water by the addition of 40mL of liquid sodium hypochlorite (12.5% available chlorine) for each 1 000L of water that you wish to treat. You should allow at least 30 minutes contact time to render the water safe to drink. If you do not disinfect the water, then you will be required to boil it in accordance with this advisory before consuming it. It is strongly suggested that before refilling your tank that you undertake a cleaning and maintenance program to ensure that your new water delivery is not subsequently contaminated.

Please share this advice with any people that may have access to or consume your water supply.

For more information call your local Council's Environmental Health Officer or the Public Health Hotline on 1800 671 738.

Signed: ABC Water Carrier

Contact: (03) 1234 5678

Date:

General Verbal Advice – Boil Water Advisory

- Consumers should bring water to a rolling boil by heating water until a continuous and rapid stream of bubbles is produced from the bottom of a pan or kettle.
- Kettles with automatic cut-off switches are suitable for producing boiled water. Variable temperature kettles should be set to boil.
- After boiling, water should be allowed to cool before using it or storing it in a clean, closed container for later use.
- Consumers should boil all water used for:
 - drinking
 - brushing teeth
 - washing or preparing food or drinks
 - preparing baby formula
 - making ice
 - drinking water for domestic pets.
- Unboiled water can be used for:
 - showering and bathing (you should minimise the amount of water taken into your mouth). Babies and toddlers should be supervised in the bath so they do not drink the water. As a precaution, they can be sponge bathed
 - washing dishes by hand or in a dishwasher providing dishes are air dried before being used again
 - washing clothes
 - garden irrigation providing foods are washed in cooled boiled water before their consumption.

Appendix D – Guide on “Do not Consume” Water Uses

This Appendix contains:

1. A Do Not Consume Advisory to issue to customers that have been delivered non-compliant non-microbiologically compliant drinking water.
2. General verbal advice to facilitate verbal discussions with customers that have been delivered non-compliant non-microbiologically compliant drinking water.

In most instances, notifications will be received from TasWater to the WC advising them that a certain supply is subject to a Do Not Consume Advisory.

TasWater will provide you with Do Not Consume Advisory that you can copy and provide directly to your affected customers.

Where the timely provision of written material from TasWater may delay in you notifying your customers, then the generic advice contained in Part 1 above can be given to your customers.

You may also elect to initially make phone contact with your affected customers; in which case content for general verbal advice has been provided to facilitate the conversation (Part 2).

This includes the key important messages, but does not remove you of your obligation to follow up with written advice contained in Part 1 above.

Do Not Consume Advisory

The Water Supplier advises that consumers who have been delivered drinking water by this registered Water Carrier should not consume their water; even after boiling.

This advice has been issued following a detection of non-microbiological (eg heavy metals or pesticides) non-compliance that could potentially result in impacts to health if consumed.

Owing to the nature of the contamination the water cannot be rendered safe to use by boiling or other means of disinfection.

Consumers should not use the water for the following:

- drinking
- brushing teeth
- washing or preparing foods
- preparing baby formula
- making ice.

Consumers can use 'Do Not Consume' water for the following:

- showering and bathing (you should minimise the amount of water taken into your mouth). Babies and toddlers should be supervised in the bath so they do not drink the water. As a precaution, they can be sponge bathed
- washing dishes by hand or in a dishwasher providing dishes are air dried before being used again
- washing clothes
- garden irrigation (providing that food crops are washed with clean drinking water before consumption)
- firefighting.

The Department of Health and Human Services advises that consumption of contaminated water could lead to a range of adverse health impacts and a general feeling of being unwell. Pregnant women and children are particularly at risk from drinking this water.

If you are concerned that you may have been affected by contaminated water please contact your GP and advise them about this notice.

Please share this advice with any people that may have access to or consume your water supply. For more information call your Local Council's Environmental Health Officer or the Public Health Hotline on 1800 671 738.

Signed: ABC Water Carrier

Contact: (03) 1234 5678

Date:

General Verbal Advice – Do Not Consume Advisory

- Consumers should not use the water for the following:
 - drinking
 - brushing teeth
 - washing or preparing foods
 - preparing baby formula
 - making ice
 - drinking water for domestic pets.

- Consumers can use 'Do Not Consume' water for the following:
 - showering and bathing (you should minimise the amount of water taken into your mouth). Babies and toddlers should be supervised in the bath so they do not drink the water. As a precaution, they can be sponge bathed
 - washing dishes by hand or in a dishwasher providing dishes are air dried before being used again
 - washing clothes
 - garden irrigation (providing food crops are washed with clean drinking water prior to consumption)
 - firefighting

Appendix E – DHHS Public Health Officers

The following DHHS staff can be contacted for help in registering and regulating WC:

- state water officer
- state manager Environmental Health Services
- senior environmental health officer
- regional environmental health officers.

The state water officer should be your primary contact in the first instance.

All Council notifications should be made to the state water officer via the Public Health email (public.health@dhhs.tas.gov.au).

The Public Health email will ensure the relevant officer is made aware of the contact in instances when the state water officer is not available.

Phone contact can be made with all departmental public health officers through the Public Health Hotline – Tasmania on 1800 671 738.