






DRINKING WATER QUALITY POLICY Public Statement

Lower Murray Water provides potable water to approximately 60,000 customers in North West Victoria, with water predominantly being sourced from the Murray River system. Lower Murray Water in cooperation with relevant agencies is committed to the provision of high quality potable water in continual compliance with the Safe Drinking Water Act 2003, and other relevant obligations. Additionally, Lower Murray Water is committed to the provision of potable water of a quality to the customer's satisfaction. To achieve these goals, the Corporation is committed to:

- Communicating with customers and employees regarding service level expectations
- Liaising, consulting and cooperating with regulatory and stakeholder agencies such as the Department of Human Services and the State Water Resource Manager;
- Ensuring that Lower Murray Water employees are competent ambassadors in conveying and enacting the intent of the Drinking Water Quality Policy and requirements of the Corporation's Drinking Water Quality Management System;
- Maintaining the currency of the Corporation's water quality objectives, thus providing a framework for continual improvement and regulatory compliance;
- Annually reviewing the performance of the Drinking Water Quality Management System and associated Policy with the aim to continually improve the Corporation's effectiveness in the management of drinking water quality;
- Systematically monitoring drinking water quality, reporting and publicising pertinent information to regulators and customers in a timely manner;
- Maintaining and periodically updating the Corporation's Emergency Management System and providing staff with familiarisation and training, ensuring appropriate contingency planning and incident response capabilities;
- Supporting appropriate research and development, ensuring continual improvement of the industry's performance and understanding of water quality issues from the source to the customer;
- Maintaining an effective Drinking Water Quality Management system that:
 - encourages the adoption of industry best practice;
 - ensures the use of risk based management and multiple barriers;
 - ensures the establishment of partnerships with relevant agencies

resulting in the effective management of drinking water quality from catchment to tap.

THE COMMON SEAL of LOWER MURRAY)
URBAN & RURAL WATER CORPORATION)
was herunto affixed in the presence of:)
)


..... Chairman

..... Director

..... Managing Director



20 / 08 / 2009 Dated