

Policy Statement

Lower Murray Water (LMW) engages and collaborates with several agencies and partners including councils, developers, Traditional Owner groups, community, and government agencies to deliver services that add value to the community. We will endeavour to ensure that all operations are compliant with the various Acts, Regulations, and Minister's directions that support us in delivering safe high-quality drinking water.

LMW is committed to supplying safe, high-quality drinking water to our customers and community that meets the requirements and quality standards of the Safe Drinking Water Act 2003, the Safe Drinking Water Regulations 2015 and is consistent with the Australian Drinking Water Guidelines 2011.

Purpose

The purpose of this policy is to provide intent and directions for Lower Murray Water's commitment to the effective management and provision of safe, high-quality drinking water that meets all regulatory requirements and aligns with our customers' expectations.

Scope

This policy applies to the below stakeholders, and they must be notified of any changes to this policy by the Custodian:

- All LMW employees, contractors, consultants, student placements, volunteers and prospective candidates.

References

- [Federal Government – Australian Drinking Water Guidelines 6 2011](#)
- [State Government – Safe Drinking Water Act 2003](#)
- [State Government – Safe Drinking Water Regulations 2015](#)
- [State Government - Water Act 1989 \(Vic\)](#)
- [Urban Water Restrictions - By Law No. 2](#)
- [The Minister for Water's Letter of Expectations](#)
- [The Minister for Water's Statements of Obligations \(General & Emission Reduction\)](#)

Definitions

Term/Abbreviation	Description
LMW	Lower Murray Water
RMS	Records Management System
DH	Department of Health
UWS	Urban Water Strategy
LoE	Letter of Expectations

Policy/Guidelines

1. LMW will demonstrate its commitment to delivery of quality drinking water through utilising the principles of the Australian Drinking Water Guidelines.
2. LMW recognises and respects the importance of First Nation's People traditional ecological knowledge and management of biodiversity and conservation, including water.
3. LMW will engage with our Registered Aboriginal Party (RAP) the First People of the Millewa-Mallee and others to further seek First Nations and Traditional owner's knowledge of our regions and environmental and water management.
4. LMW will prepare an [Urban Water Strategy](#) (UWS) and update it every five years as per the Statement of Obligations.
5. Communicate LMW's commitment of this policy to our staff, customers and stakeholders through our [Drinking Water Quality Policy Public Statement](#).

Supporting Documentation

Doc ID	Title
2024/050925	LMW 2022 Urban Water Strategy
CTD/004010	LMW Drinking Water Quality Monitoring Program
CTD/000384	Drinking Water Quality Management Plan
CTD/000534	Emergency Management Plan
CTD/001363	Urban Water Strategy
CTD/001360	Customer Charter Urban

Roles and Responsibilities

Position	Responsibility
Senior Leadership Team	Communicate this policy to all staff, customers and stakeholders
Water Quality Team Treatment Operations Team	Ensure the requirements of the Policy are applied
All LMW Employees/Contractors	Comply with this policy

Document History and Review

It is the responsibility of the Custodian of this policy to ensure it is reviewed as per the review due date listed in the table below and the controlled document metadata within the Records Management System (RMS).

Version	Date Approved	Review Due Date	Review Notes
F	Jun 2017	Nov 2017	Document reformatted, minor corrections and titles changed to reflect 2017 Org Chart. Logo and watermark updated to most current design on DWQ public statement.
G	Jun 2019	May 2021	Full revamp of the DWQM policy

Drinking Water Quality Policy

Governance Policy
CTD/000763

H	Mar 2025	Mar 2027	Document reformatted, reviewed and minor updates.
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For users of this policy, please alert the Custodian to the need for review if any amendments are required to this policy before the review due date. Only Custodians or their delegates may make amendments, and these must be authorised by the Approver before distribution to LMW.

See the controlled document "Notes" in the RMS for amendments made during reviews.

Custodian	Approver
General Manager Service Delivery and Operations	Board of Directors
Subject Matter Experts	Endorsed By (if applicable)
Manager Water Quality and Environment Team Leader Water Quality Team Leader Treatment Operations	Risk and Sustainability Committee

Location of Document

- Records Management System
- Intranet
- Internet
- Hard Copy printed and placed with emergency management kit, if applicable

Appendices

- [Appendix 1 – Drinking Water Quality Policy Public Statement](#)



LOWER MURRAY WATER

DRINKING WATER QUALITY POLICY PUBLIC STATEMENT

Lower Murray Water (LMW) provides Urban water services to 14 townships via 9 treatment plants to approximately 35,289 households and businesses along the Murray River from Koondrook to Merbein.

LMW is committed to the effective management and provision of safe, high-quality drinking water that meets all regulatory requirements and aligns with our customers' expectations.

This will be achieved by utilising the principles of the Australian Drinking Water Guidelines including:

- Achieving compliance with Victoria's Safe Drinking Water Act and regulations, utilising the Australian Drinking Water Guidelines Framework and guidance material.
- Managing drinking water quality of LMW's water supply systems based on catchment-to-customers-tap utilising a multi-barrier approach.
- Identifying and assessing risks to water quality and safety and undertaking necessary measures to ensure effective controls are in place to reduce relevant risks to an acceptable level.
- Engaging with employees, customers, stakeholders, and regulators, assessing their satisfaction with the current services, understanding their needs, priorities, and expectations, and integrating into our planning.
- Establishing a Drinking Water Quality Monitoring Program to monitor compliance with the relevant guidelines and regulatory requirements, and a reporting mechanism to regulators and customers in a timely manner.
- Developing and maintaining appropriate contingency planning and incident response capabilities to manage water quality incidents, providing training to staff, and ensuring adequate resources are available.
- Continually improving LMW's practices by assessing performance against key performance indicators, participating in appropriate research and development opportunities, and actively liaising with regulators, institutions, and industry professionals to better understand emerging water quality issues.
- Annually reviewing the performance of the Drinking Water Quality Management Plan with the aim to continually improve the Corporation's effectiveness in the management of drinking water quality.