

## 9 Health

### 9.1 Percentage of population for which microbiological compliance was achieved—H3

This indicator reports the percentage of the population serviced by the utility for which microbiological compliance was achieved.

Compliance is assessed against the *Australian Drinking Water Guidelines 2011*,<sup>26</sup> or licence conditions imposed on the utility by their regulator. Typically, utilities record very high compliance; however, unforeseen events may deliver a lower compliance result, with the cause of non-compliance not always traceable.

Microbiological compliance data for 2016–17 is in Table A18, Appendix A.

#### 9.1.1 Key findings

A summary of the percentage of population for which microbiological compliance was achieved, by utility group, is shown in Table 9.1.

In 2016–17, nationwide and across all utility groups, most utilities achieved 100 per cent microbiological compliance with the exceptions of Wannon Water (99.9 per cent), TasWater (99.4 per cent), and Western Water (99.0 per cent).

**Table 9.1 Overview of results: Percentage of population for which microbiological compliance was achieved (%)**

Utility group	Range		No. utilities with increase/ decrease from 2015–16		Median		Change from 2015–16 %
	High	Low	Increase	Decrease	2015–16	2016–17	
Major	100	99.4	1	0	100	100	0
	Multiple utilities	TasWater					
Large	100	99.0	1	1	100	100	0
	Multiple utilities	Western Water					
Medium	100	99.9	0	1	100	100	0
	Multiple utilities	Wannon Water					
Small	100	100	0	0	100	100	0
	Multiple utilities	Multiple utilities					
<b>All utility groups (national)</b>	100	99.0	2	2	100	100	0
	Albury	Western Water					

**Table note**

The median percentage of population for which microbiological compliance was achieved was calculated using data from all utilities supplying both water services reporting data against H3 for both 2015–16 and 2016–17.

<sup>26</sup> [www.nhmrc.gov.au/guidelines/publications/eh52](http://www.nhmrc.gov.au/guidelines/publications/eh52), updated October 2017

### 9.1.2 Results and analysis—Major utility group

TasWater identified remoteness, open catchments and ageing reticulation networks as contributing to its less than 100 per cent compliance. Permanent boil water alerts applied to 28 towns across Tasmania.

In November 2016, TasWater reported their Permanent Boil Water Alert (BWA) was lifted from Scamander after 10 years of alerts, making it the first in TasWater's 24 glasses project<sup>27</sup> and also lifted a Do Not Consume Notice in Whitemark.<sup>28</sup>

TasWater continues its commitment to progress major water quality projects and programmes focusing on upgrade and development of infrastructure, to improve water quality. In 2016–17 TasWater conducted assessments across 70 drinking water catchments, which resulted in a 67 per cent reduction<sup>29</sup> in the number of *Escherichia coli* (E.coli) detections.

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<sup>27</sup> [www.24glasses.com.au](http://www.24glasses.com.au)

<sup>28</sup> TasWater Annual report 2016–17, page 8

<sup>29</sup> TasWater Annual report 2016–17, page 17