



DRINKING WATER SERVICE REPORT: 2024-25

Gladstone Regional Council

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Drinking Water Service Report: 2024-25

AUTHOR

Sean Hinton

WATER SERVICE PROVIDER

Gladstone Regional Council

PROVIDER CONTACT

Jane Doran

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1.0	Sean Hinton (SH)	Jane Doran (JD)	Jane Doran (JD)	28/11/2025

Gladstone Regional Council

ABN: 27 330 979 106

PO Box 29

101 Goondoon Street

Gladstone QLD 4680

info@gladstonerc.qld.gov.au

Phone: (07) 4970 0700

Fax: (07) 4975 8500

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LIST OF ACRONYMS

Acronym	Definition
ADWG	Australian Drinking Water Guidelines
CFU	Colony Forming Units
DLGWV	Department of Local Government, Water and Volunteers (QLD)
DWQMP	Drinking Water Quality Management Plan
GAWB	Gladstone Area Water Board
GRC	Gladstone Regional Council
HPC	Heterotrophic Plate Count
HU	Hazen Units (measure for colour)
LOR	Limit of Reporting
MPN	Most Probable Number
NTU	Nephelometric Turbidity Units
PFAS	Per- and Poly-Fluoroalkyl Substances
PHR	Public Health Regulation
RMIP	Risk Management Improvement Program
WTP	Water Treatment Plant
<	Less than
>	Greater than

1 INTRODUCTION

This report documents the performance of Gladstone Regional Council's (GRC) drinking water service with respect to water quality, and implementation of the drinking water quality management plan (DWQMP) as required under the *Water Supply (Safety and Reliability) Act 2008* (the Act).

The report assists the Regulator to determine whether the approved DWQMP and any approval conditions have been complied with and provides a mechanism for providers to report publicly on their performance in managing drinking water quality.

2 OVERVIEW OF OPERATIONS

The Gladstone Regional Council provides water to its residents through four water schemes:

- **Lake Awoonga Scheme.** Under this scheme the Gladstone Area Water Board (GAWB) collects and treats raw water harvested from the Lake Awoonga Dam. The water is treated through a conventional water treatment plant before being sold to Gladstone Regional Council at a number of reservoir and supply points throughout Gladstone, Boyne Island, Tannum Sands, Calliope and Mt Larcom.
- **Bororen Scheme.** GRC sources water from two production bores located to the west of Lagoon Creek within the Baffle Creek catchment. The groundwater is treated at the Bororen Water Treatment Plant (WTP) and disinfected before being reticulated to customers within the Bororen Township.
- **Miriam Vale Scheme.** GRC usually sources water from Baffle Creek (~80%) and the Thornes Road bore. The water is mixed and treated through a conventional treatment process and disinfected before being reticulated to customers.
- **Agnes Water/1770 Scheme.** GRC sources water from seawater and groundwater bores along Springs Road. The seawater is treated through a reverse osmosis desalination plant, and the bore water is treated through an ultrafiltration plant. Disinfected water is supplied to customers within the townships of Agnes Water and 1770. The treatment plant is operated and maintained under contract by Trility Pty Ltd.

GRC manages drinking water quality through an approved Drinking Water Quality Management Plan (DWQMP). This ensures that water supplied to its customers is safe and public health is maintained.

3 COMPLIANCE WITH WATER QUALITY CRITERIA

A summary of water quality performance for the four schemes is summarised in Appendix A.

GRC has produced a consistent and safe water supply that meet the requirements set by the *Public Health Regulation 2018* for drinking water, with 100% of drinking water samples tested free of *E. coli* during 2024-25. The monthly rolling compliance value (i.e. the rolling 12-month compliance calculated at the end of each calendar month) was 100% for all months through the 2024-25 period.

The microbial, chemical and physical testing program involved approximately 13,013 individual tests undertaken on drinking water samples. None of these test results exceeded a health guideline value in the Australian Drinking Water Guidelines 2011.

4 NOTIFICATIONS TO THE REGULATOR

There were two instances during 2024-25 where the Regulator was notified under sections 102 or 102A of the Act.

- In January 2025, GRC became aware that some of the drinking water quality monitoring required under the DWQMP was missed for the 2023-24 year. Instead of 52 results for aluminium, iron, alkalinity and hardness, there were only 44. This was investigated and found to be caused by the monitoring program setup in the EnviroSys water quality and environmental monitoring system. One sample was not 'ticked' for the required analyses meaning that the tests were not being loaded onto the Chain of Custody generated by the system, and consequently the sampler was not aware of the need to conduct these analyses on the sample from the specific site in question (SP115 Anderson Lane). As noted in the incident report to the Regulator, the error also impacts on the numbers of samples reported in this annual report.
- In May 2025, GRC undertook monitoring for PFAS in the raw water sources for Miriam Vale and Bororen. PFBS, PFPeS, PFHxS and PFOS were detected. Results were below ADWG health limits for PFHxS and PFOS, however no guidelines currently exist for PFBS or PFPeS. Repeat samples were collected from both raw water sources as well as the Miriam Vale WTP treated water. Detections were of a similar magnitude to the original detections, however one compound was detected in one of the two Miriam Vale WTP Treated Water samples (PFTeDA) that was not found in Thorne's Road bore. The result of 0.0006µg/L was only marginally above the limit of reporting (0.0005µg/L) and results are increasingly uncertain when detected at levels approaching the LOR. Noting that it was only detected in one of the two duplicate samples, and not in either raw water sample, there is believed to be a high chance that the result is not real. Treated water results met all health limits in the recently revised ADWG. Queensland Health provided advice that the result for PFTeDA was not of significant concern.

5 CUSTOMER WATER QUALITY COMPLAINTS

Gladstone Regional Council is required to report on the number of complaints, general details of complaints, and the responses undertaken.

Throughout the year the following complaints about water quality were received:

Table 1 Customer water quality complaints 2024-25

Scheme	Suspected Illness	Discoloured water	Taste and Odour	Other	Total
Lake Awoonga	1	15	10	4	30
Agnes Water/1770	0	1	0	0	1
Miriam Vale	0	0	0	0	0
Bororen	0	0	0	0	0
Total	1	16	10	4	31

5.1 Suspected Illness

GRC investigates each complaint relating to alleged illness from the water supply, typically by reviewing the water supply configuration along with any recent network activities, and if deemed necessary, conducting *E. coli* analysis from the source tap, and monitoring the levels of free chlorine present in the water.

During 2024-2025, there was one customer complaint relating to illness. Upon investigation it was noted that the customer resided in an older house with suspected aged, galvanised steel plumbing. The attending staff noted no issues with water quality.

5.2 Discoloured water

A total of 16 customer complaints were received related to discoloured water. In response to discoloured water complaints, Council staff flush the relevant mains until the water runs clear. Council staff also contact the customer to advise them of the actions taken. Council proactively flushes mains on a routine basis in areas with a history of discoloured water complaints.

It is standard practice for Council to flush mains after breaks, however when a break occurs, the sudden change in water velocity can stir up fine sediments that have settled out over time.

All but one of the dirty water complaints were from customers residing in Lake Awoonga. Several of these were related to mains breaks, and some related to corroding internal household plumbing.

5.3 Taste and odour

GRC investigates taste and odour complaints and where required, undertakes response actions (for example checking of chlorine results or flushing in the reticulation system).

Investigation of each of the taste and odour complaints found no evidence of public health risks. Most taste and odour complaints come from chlorine which may vary throughout the year and/or other operational changes. On some occasions taste complaints were due to people moving to the area and noticing a change in taste from their previous home.

5.4 Other

There were 4 complaints for various other reasons such as mineral content and scale.

6 DWQMP REGULAR AUDIT OUTCOMES AND ACTIONS

There was no regular audit of the DWQMP in 2024-25. An audit was conducted shortly before the preparation of this report (in the 2025-26 period) and outcomes of this will be summarised in next year's report.

7 DWQMP REVIEW OUTCOMES AND ACTIONS

The DWQMP was not reviewed in 2024-25, however the 2023-24 DWQMP review resulted in a DWQMP amendment application (first submitted 13/06/2024). The amended DWQMP was approved on 17 February 2025.

8 REVIEW OF CUSTOMER SERVICE STANDARDS

There was no review of the Customer Service Standards in 2024-25.

9 ACTIONS TAKEN TO IMPLEMENT THE DWQMP

Actions taken by GRC to implement the DWQMP in 2024-25 included:

- 4 x Drinking Water Quality Stakeholder Technical Group meetings held including attendees from Gladstone Area Water Board (4 meetings attended), Queensland Health (4 meetings attended), Trility (4 meetings attended) and Department of Local Government, Water and Volunteers (1 meeting attended).
- Progression on the design for the new Round Hill Reservoir, which will allow the old reservoir with roof issues to be taken offline.
- Ongoing collaboration with GAWB regarding management of chlorine residual in the Lake Awoonga scheme.
- Refinement of the EnviroSys water quality management system configuration, troubleshooting, and optimisation. Update of health limits for lead, manganese, and selenium.
- Undertook PFAS monitoring in Bororen and Miriam Vale to inform the risk assessment.
- Progression of RMIP actions as noted in the following section.

9.1 Risk management improvement program

The Risk Management Improvement Program (RMIP) is a component of the DWQMP. Any significant risk must have one or more actions identified so that the risk can be reduced over time.

The status of each of GRC's RMIP actions is summarised in Table 2 below.

Table 2 Status of RMIP actions

Scheme	Action	Due date	Status
Lake Awoonga	Replace Round Hill Reservoir	30/06/2028	Design underway, on track to complete by due date.
Miriam Vale	Review priority of capital works to improve access to Baffle Creek intake	30/06/2025	Complete. Road has been upgraded.
Miriam Vale	Consider options for automated flow control on Miriam Vale supernatant return line	30/06/2025	Defect form submitted. Discussed numerous times at DWQ Technical Group meetings. Supernatant return not operational and will not operate unless return flow can be controlled relative to inflow.
Bororen	Raise a Capital project to rectify Bororen Reservoir issues	30/06/2025	Project has been raised and is in the capital program. Action deemed to be complete as the project has been raised.
Bororen	Consider options for an isolation valve after the Bororen reservoir - noting current issues with pump setup. Alternatively consider an automated diversion valve for turbidity >0.2NTU (similar to Miriam Vale)	30/06/2025	Bororen WTP upgrade project is currently underway and includes an out of spec diversion valve. Action to 'consider options' deemed complete.
Bororen	Review labelling/locking of Bororen WTP filter bypass valves	30/06/2025	Completed as of 4/10/2024.
Bororen	Complete the Bororen WTP optimisation program - including installation of block valve between filter to waste and Reservoir	30/06/2026	Project underway.
Bororen	Review priority of capital works to improve access to Bororen borefield	30/06/2025	Action overdue, this requires follow up. Risk can be managed through water tankering if required.

APPENDIX A

SUMMARY OF WATER QUALITY DATA

Table 3 Lake Awoonga drinking water quality performance summary 2024-2025

Parameter	Unit of Measure	Samples Required	Sample Results	Guideline Value	Min	Average	Max	NC
Aluminium - Total	mg/L	76	98		0.02	0.06	0.09	0
Antimony - Total	mg/L	19	20	0.003	<	<	<	0
Arsenic - Total	mg/L	19	20	0.01	<	<	<	0
Barium - Total	mg/L	19	20	2	0.013	0.014	0.015	0
Boron - Total	mg/L	19	20	4	<	<	0.06	0
Bromate	mg/L	76	86	0.02	<	<	0.009	0
Bromide	mg/L	76	86		<	0.03	0.193	0
Bromodichloromethane	µg/L	88	99	250	6	26.21	42	0
Bromoform	µg/L	88	99	250	<	<	53	0
Cadmium - Total	mg/L	19	20	0.002	<	<	<	0
Chlorate	mg/L	88	99	0.8^	0.029	0.12	0.336	0
Chloride	mg/L	76	86		36	46.59	107	0
Chlorine (free)	mg/L	790	853	5	0.01	0.82	3	0
Chloroform	µg/L	88	99	250	<	26.35	46	0
Chromium - Total	mg/L	19	20	0.05	<	<	0.002	0
Copper - Total	mg/L	19	40	2	<	0.029	0.026	0
Dibromochloromethane	µg/L	88	99	250	10	20.34	31	0
<i>E. coli</i> (Colilert)	MPN/100mL	790	850	0	<	<		0
Electrical Conductivity	µS/cm	790	853		313	382.64	642	0
Fluoride	mg/L	76	86	1.5	<	0.1	0.2	0
HPC (22°C)	CFU/mL	478	522		<	9.95	300	0
Iron - Total	mg/L	76	98		<	<	0.3	0
Lead - Total	mg/L	19	20	0.005	<	<	0.002	0
Manganese - Dissolved	mg/L	76	196	0.1	<	<	0.003	0
Manganese - Total	mg/L	76	196	0.1	<	<	0.006	0
Mercury - Total	mg/L	19	14	0.001	<	<	<	0
Molybdenum - Total	mg/L	19	20	0.05	<	<	<	0
Nickel - Total	mg/L	19	20	0.02	<	<	0.001	0
Nitrate as N	mg/L	76	86	11.3	0.04	0.09	0.15	0
Nitrite as N	mg/L	76	86	0.91	<	0.011	0.05	0
pH	pH units	790	853		6.94	7.43	8.65	0
Phosphate PO ₄	mg/L	76	86		<	0.014	0.1	0
Selenium - Total	mg/L	19	20	0.004	<	<	<	0
Sulfate as SO ₄	mg/L	76	86		4	28.93	32	0
Temperature	°C	790	853		<	25.65	33.6	0
Total Alkalinity (as CaCO ₃)	mg/L	76	98		55	77.49	89	0
Total Coliforms (Colilert)	MPN/100mL	790	850		<	<	6	0
Total Hardness (as CaCO ₃)	mg/L	76	98		63	91.2	106	0
Trihalomethanes Total	µg/L	88	99	250	17	75.62	120	0
True Colour	HU	790	853		<	<	5	0
Turbidity (NTU)	NTU	790	853		<	0.11	0.92	0
Zinc - Total	mg/L	19	20		<	<	0.01	0

*Guideline values and non-compliances refer to the regulatory water quality criteria (i.e. health based limits) but not aesthetic limits

^ A guideline value of 0.8mg/L for chlorate has been implemented under GRC's DWQMP as per guidance from QLD Health

< symbol denotes that the number is below the limit of reporting for the test. In all cases, the limits of reporting are below the ADWG health (and aesthetic) guideline values.

Values in red indicate where the sampling schedule was not met. 5 samples were not processed for mercury testing in October 2024, for reasons unclear. It was confirmed that there were no issues with the sample schedule.

Table 4 Agnes Water / 1770 drinking water quality performance summary 2024-2025

Parameter	Unit of Measure	Samples Required	Sample Results	Guideline Value	Min	Average	Max	NC
Aluminium - Total	mg/L	16	16		0.02	0.03	0.05	0
Antimony - Total	mg/L	4	4	0.003	<	<	<	0
Arsenic - Total	mg/L	4	4	0.01	<	<	<	0
Barium - Total	mg/L	4	4	2	0.005	0.01	0.005	0
Boron - Total	mg/L	4	4	4	0.67	0.71	0.76	0
Bromate	mg/L	16	16	0.02	<	<	<	0
Bromide	mg/L	16	16		0.113	0.21	0.324	0
Cadmium - Total	mg/L	4	4	0.002	<	<	<	0
Chlorate	mg/L	16	16	0.8^	0.072	0.14	0.217	0
Chloride	mg/L	16	16		72	97.44	126	0
Chlorine (free)	mg/L	112	117	5	0.23	0.6	1.16	0
Chromium - Total	mg/L	4	4	0.05	<	<	<	0
Copper - Total	mg/L	4	8	2	<	0.001	0.002	0
<i>E. coli</i> (Colilert)	MPN/100mL	112	116	0	<	<	<	0
Electrical Conductivity	µS/cm	112	117		342	428.27	528	0
Fluoride	mg/L	16	16	1.5	<	<	<	0
HPC (22°C)	CFU/mL	52	51		<	16.75	300	0
Iron - Total	mg/L	16	16		<	<	0.09	0
Lead - Total	mg/L	4	4	0.005	<	<	<	0
Manganese - Dissolved	mg/L	16	32	0.1	<	<	0.002	0
Manganese - Total	mg/L	16	32	0.1	<	0.	0.025	0
Mercury - Total	mg/L	4	4	0.001	<	<	<	0
Molybdenum - Total	mg/L	4	4	0.05	<	<	<	0
Nickel - Total	mg/L	4	4	0.02	<	<	<	0
Nitrate as N	mg/L	16	16	11.3	0.1	0.15	0.19	0
Nitrite as N	mg/L	16	16	0.91	<	<	<	0
pH	pH units	112	117		7.02	7.7	7.96	0
Phosphate PO ₄	mg/L	16	16		<	0.024	0.13	0
Selenium - Total	mg/L	4	4	0.004	<	<	<	0
Sulfate as SO ₄	mg/L	16	16		2	3.19	4	0
Temperature	°C	112	117		19.6	25.93	31.7	0
Total Alkalinity (as CaCO ₃)	mg/L	16	16		50	53.94	59	0
Total Coliforms (Colilert)	MPN/100mL	112	116		<	<	<	0
Total Hardness (as CaCO ₃)	mg/L	16	16		56	60.69	76	0
True Colour	HU	112	117		<	<	<	0
Turbidity (NTU)	NTU	112	117		0.01	0.12	0.39	0
Zinc - Total	mg/L	4	4		<	<	<	0

*Guideline values and non-compliances refer to the regulatory water quality criteria (i.e. health based limits) but not aesthetic limits

^ A guideline value of 0.8mg/L for chlorate has been implemented under GRC's DWQMP as per guidance from QLD Health

< symbol denotes that the number is below the limit of reporting for the test. In all cases, the limits of reporting are below the ADWG health (and aesthetic) guideline values.

Values in red indicate where the sampling schedule was not met. One sample from Agnes Water Reservoir in August 2024 was not processed for HPC analysis, for unclear reasons. It was confirmed that there were no issues with the sample schedule.

Table 5 Bororen drinking water quality performance summary 2024-2025

Parameter	Unit of Measure	Samples Required	Sample Results	Guideline Value	Min	Average	Max	NC
Aluminium - Total	mg/L	24	24		<	0.05	0.24	0
Antimony - Total	mg/L	1	1	0.003	<	<	<	0
Arsenic - Total	mg/L	1	1	0.01	<	<	<	0
Barium - Total	mg/L	1	1	2	0.014	0.01	0.014	0
Boron - Total	mg/L	1	1	4	0.06	0.06	0.06	0
Bromate	mg/L	4	4	0.02	<	<	<	0
Bromide	mg/L	4	4		0.15	0.16	0.162	0
Bromodichloromethane	µg/L	8	8	250	<	<	8	0
Bromoform	µg/L	8	8	250	8	9.63	13	0
Cadmium - Total	mg/L	1	1	0.002	<	<	<	0
Chlorate	mg/L	8	8	0.8 [^]	0.201	0.32	0.47	0
Chloride	mg/L	4	4		131	135.75	139	0
Chlorine (free)	mg/L	52	52	5	0.88	1.4	1.88	0
Chloroform	µg/L	8	8	250	<	<	<	0
Chromium - Total	mg/L	1	1	0.05	0.002	0.002	0.002	0
Copper - Total	mg/L	1	2	2	<	<	<	0
Dibromochloromethane	µg/L	8	8	250	9	11.25	15	0
<i>E. coli</i> (Colilert)	MPN/100mL	52	52	0	<	<	<	0
Electrical Conductivity	µS/cm	24	52		737	802.83	900	0
Fluoride	mg/L	4	4	1.5	<	<	0.2	0
HPC (22°C)	CFU/mL	26	26		<	1.27	15	0
Iron - Total	mg/L	24	24		<	<	0.06	0
Lead - Total	mg/L	1	1	0.005	<	<	<	0
Manganese - Dissolved	mg/L	24	48	0.1	<	<	0.001	0
Manganese - Total	mg/L	24	48	0.1	<	0.01	0.028	0
Mercury - Total	mg/L	1	1	0.001	<	<	<	0
Molybdenum - Total	mg/L	1	1	0.05	<	<	<	0
Nickel - Total	mg/L	1	1	0.02	0.012	0.01	0.012	0
Nitrate as N	mg/L	4	4	11.3	<	0.04	0.1	0
Nitrite as N	mg/L	4	4	0.91	<	0.03	0.1	0
Pesticides	µg/L	1	1	various	<	<	<	0
pH	pH units	24	52		7.18	7.33	7.48	0
Phosphate PO ₄	mg/L	4	4		<	<	<	0
Selenium - Total	mg/L	1	1	0.004	<	<	<	0
Sulfate as SO ₄	mg/L	4	4		3	3	3	0
Temperature	°C	24	52		19.4	24.98	30.2	0
Total Alkalinity (as CaCO ₃)	mg/L	24	24		79	199.5	221	0
Total Coliforms (Colilert)	MPN/100mL	52	52		<	<	<	0
Total Hardness (as CaCO ₃)	mg/L	24	24		90	265.46	292	0
Trihalomethanes Total	µg/L	8	8	250	17	23.25	33	0
True Colour	HU	24	52		<	<	<	0
Turbidity (NTU)	NTU	24	52		<	0.09	0.34	0
Zinc - Total	mg/L	1	1		<	<	<	0

*Guideline values and non-compliances refer to the regulatory water quality criteria (i.e. health based limits) but not aesthetic limits

[^] A guideline value of 0.8mg/L for chlorate has been implemented under GRC's DWQMP as per guidance from QLD Health

< symbol denotes that the number is below the limit of reporting for the test. In all cases, the limits of reporting are below the ADWG health (and aesthetic) guideline values.

Table 6 Miriam Vale drinking water quality performance summary 2024-2025

Parameter	Unit of Measure	Samples Required	Sample Results	Guideline Value	Min	Average	Max	NC
Aluminium - Total	mg/L	52	39		<	0.01	0.1	0
Antimony - Total	mg/L	2	2	0.003	<	<	<	0
Arsenic - Total	mg/L	2	2	0.01	<	<	<	0
Barium - Total	mg/L	2	2	2	0.029	0.03	0.03	0
Boron - Total	mg/L	2	2	4	<	<	0.05	0
Bromate	mg/L	8	8	0.02	<	<	<	0
Bromide	mg/L	8	8		0.028	0.05	0.077	0
Bromodichloromethane	µg/L	20	20	250	8	23.95	55	0
Bromoform	µg/L	20	20	250	<	5.98	9	0
Cadmium - Total	mg/L	2	2	0.002	<	<	<	0
Chlorate	mg/L	20	20	0.8 [^]	0.157	0.3	0.539	0
Chloride	mg/L	8	8		38	93.63	121	0
Chlorine (free)	mg/L	74	90	5	0.4	1.35	2.17	0
Chloroform	µg/L	20	20	250	<	16.05	51	0
Chromium - Total	mg/L	2	2	0.05	<	<	<	0
Copper - Total	mg/L	2	4	2	<	0.01	0.016	0
Dibromochloromethane	µg/L	20	20	250	10	24.3	44	0
<i>E. coli</i> (Colilert)	MPN/100mL	88	89	0	<	<	<	0
Electrical Conductivity	µS/cm	74	90		245	533.68	869	0
Fluoride	mg/L	8	8	1.5	<	<	0.1	0
HPC (22°C)	CFU/mL	62	63		<	1.33	46	0
Iron - Total	mg/L	52	39		<	<	0.06	0
Lead - Total	mg/L	2	2	0.005	<	<	<	0
Manganese - Dissolved	mg/L	52	78	0.1	<	<	<	0
Manganese - Total	mg/L	52	78	0.1	<	<	0.002	0
Mercury - Total	mg/L	2	2	0.001	<	<	<	0
Molybdenum - Total	mg/L	2	2	0.05	<	<	<	0
Nickel - Total	mg/L	2	2	0.02	<	<	<	0
Nitrate as N	mg/L	8	8	11.3	0.12	0.19	0.24	0
Nitrite as N	mg/L	8	8	0.91	<	<	<	0
Pesticides	µg/L	1	1	various	<	<	<	0
pH	pH units	74	90		6.9	7.14	7.38	0
Phosphate PO ₄	mg/L	8	8		<	0.02	0.05	0
Selenium - Total	mg/L	2	2	0.004	<	<	<	0
Sulfate as SO ₄	mg/L	8	8		<	3.69	5	0
Temperature	°C	74	90		17.9	24.75	31.2	0
Total Alkalinity (as CaCO ₃)	mg/L	52	39		46	114.79	138	0
Total Coliforms (Colilert)	MPN/100mL	88	89		<	<	<	0
Total Hardness (as CaCO ₃)	mg/L	52	39		32	106.74	128	0
Trihalomethanes Total	µg/L	20	20	250	21	69.4	159	0
True Colour	HU	74	90		<	<	1	0
Turbidity (NTU)	NTU	74	90		<	0.11	0.41	0
Zinc - Total	mg/L	2	2		<	<	0.006	0

*Guideline values and non-compliances refer to the regulatory water quality criteria (i.e. health based limits) but not aesthetic limits

[^] A guideline value of 0.8mg/L for chlorate has been implemented under GRC's DWQMP as per guidance from QLD Health

< symbol denotes that the number is below the limit of reporting for the test. In all cases, the limits of reporting are below the ADWG health (and aesthetic) guideline values.

Values in red indicate where the sampling schedule was not met. This was due to a single fault with the sample schedule in the EnviroSys water quality management system whereby sample SP115 did not have aluminium, iron, total alkalinity and total hardness analysis applied. This error was identified while compiling the 2023-24 annual DWQMP report, however by that stage a number of samples for the 2024-25 period had already been missed. The issue was resolved and should be reflected in the 2025-26 DWQMP report.