

WATER CORPORATION — NON-STANDARD SERVICE AGREEMENTS

385. Ms M.J. Davies to the Minister for Water:

I refer to Water Corporation customers in Dangin that have recently been advised they must sign a non-standard service agreement as Water Corporation cannot guarantee an adequate chlorine residual in Dangin due to the distance the water has to travel, and I ask:

- (a) Did the upgrade to tanks and infrastructure in Cunderdin (announced in 2016) impact the quality of water delivered to Dangin customers;
- (b) If no, what has impacted the quality of water delivered to Dangin customers to require a non-standard service agreement; and
- (c) If yes, why has the issue only been identified now?

**Mr D.J. Kelly replied:**

- (a) Yes. The construction of the Cunderdin tank improved the quality of the water downstream of the tank. However, the improvement to the water quality was not sufficient to be able to guarantee it to the Dangin customers.
- (b) Not applicable
- (c) In 2020–2021, improvements to spatial data to highlight water zones and drinking water quality locations made it possible to cross reference Service by Agreement information in the Water Corporation’s property records. The water being supplied to Dangin customers continues to be from the same water supply network, however, as part of the review of the water scheme, a number of properties in Dangin were identified as having a non-standard service related to water quality, which requires a non-standard service agreement. Assessment was made factoring in the distance between the property and the treatment plant, as well as other factors such as the length of time water has remained in the pipes before reaching the property or how much water is used by surrounding properties.

When the water leaves the point of treatment at Cunderdin it is of drinking water quality. However, by the time it gets to the customers at Dangin, there can be no guarantee the water is still of the same drinking water quality due to the effectiveness of the disinfectant (chlorine) lessening over time.