The Secretary

Legislative Council Select Committee -TWT

Legislative Council Parliament House HOBART 7000

Twtaparliament.tas.gov.au

Phone 62122245

TAS WATER – Negligence – Resident Heavy Metal ingestion, Breach of Contracts, Misuse of Public Monies

November 2018 I Purchased a home in Pioneer Tasmania, with tanks connected to the roof as water catchment. There was nothing in the Land certificate to cause us any concern. We loved the views, proximity to the Pioneer Lake and the Ringarooma river, and actually being able to catch and drink pure Tasmanian water. The home, 1940, with strong frames, no leaks and cherry trees. We have loved living here.

RESIDENT HEAVY METAL INGESTION

- 1. During the sale and subsequent searches NO information was given about any water issues associated with the property
- 2. A friend sends me a snapshot of water issues from a Newspaper after purchase
- 3. I ring Tas Water and am told the roof replacement program is no longer available
- 4. I am given no information of any water issues or concerns associated with our catchment for consumption that was connected by TAS Water.

Unfortunately myself, husband and three year old grandson were injesting lead and cadmium

Between November 15 2018 until August 2019, I became unwell ultimately loosing over 20kgs and battling Fatigue and flare-ups.

During this period Tas water seemed to become increasingly in Pioneer. We were going between;

- Potable water
- Boil before use
- Do not use including Tas Water disconnecting our water supply
- Bottled water
- Trucked in water
- Do not use trucked in water
- Tanks cleaned and flushed
- Use trucked in water
- No need for bottled water

We were really excited about the roof for our health. The roof was in our five year plan on the Cottage. Never would have drank and bathed and washed eating utensils had I known their were chemicals on the roof that Tas Water connected.

I have no idea who thought up this plan without operational, strategic, environmental and health planning. *I believe the roof is done before the tank is connected?* Tas Water failed to safely install tanks to rooves and negligently connected my home, and others, to catchment with Heavy Metals knowing the catchment was for ingestion. None of this is included in the Land certificate, nor is the tanks and gutter infrastructure noted.

At a meeting in Pioneer, 19 December 2012;

A long term residents was heard to say "Tas Water wouldn't bring us bad water". THEY DID.

In late 2019 to now, I drink only bottled water including in the kettle. My health began to stabilize.

BREACH OF CONTRACTS

23 May 2019 & 11 June 2019

Acknowledged some resident concerns and to allay these concerns;

- 1. Free Pioneer Service Replacement Roof Inspection Program
- 2. My home identified as having previously participated in the program
- 3. Our testing to date does not indicate a <u>widespread concern</u> (which does indicate there are some residents affected)> I am one of the affected homeowners.
- 4. Ongoing testing of water supply

22 October 2019 Pitt&sherry Roofing inspection report

- 5. Evidence Tas Water connected the water tank onto contaminated catchment
- 6. Includes reports and testing results
- 7. Offer of new roof put on, including quote and contract

I have learned a lot in the past 22 months about Pioneer Water and in particular Tas Water, not only their failure to safe guard residents health, also their further constant failures in carrying out solutions they contracted with residents to provide.

The contracts offered by Pitt&Sherry were being promised within 3 months. Very excited for our health, especially mine.

After meeting all of the criteria including a resident survey. No roof. Breach of contract.

How does that happen? Dorset Council and Tas Water. Is there a conflict of interest here? There has been no scrutiny on decisions and their planning processes.

Today, the town water is now not Potable and is referred to as an Irrigation supply.

Tanks have been disconnected to roofs that contain heavy metals.

Water is trucked in as needed. Tas Water pays.

During this time, After the Pitt&Sherry report, Tas Water began to deliver a tank load of Scottsdale water whenever the tank was low.

The total cost over 3yrs will be many times over and above the roof replacement programfor my home.

20 February 2020

Dorset council unanimously supported the introduction of a piped water supply to Pioneer

- This decision then **overrode** Tas Water meeting and survey to continue with the roof replacement program which residents had recent **signed contracts with Tas Water** to provide
- Dorset Council has an interest in Tas Water and therefore a conflict of interest
- Tas Water has not notified me to say that I am no longer receiving the roof I was told would be completed within 3 months
- I am left in a situation that water is being trucked in @ \$380 load and given the past events I am not confident in drinking the water. The costs are enormous and growing with each load.
- Ultimately the cost of trucking in water for the next three years incurs more costs than the roof replacement program, which would allow us to drink clean water and get on with our lives without fear of what we are drinking

If reticulated water is brought to Pioneer, it would enhance future options for the community. However this decision does not nullify contracts as this decision by Dorset Council was not a criteria within the contract.

Residents want to drink clean Tassie water. I want to catch mine from my home.

Residents have been battling this for the past eight years. They are tired and have no faith in TAS Water.

MISUSE OF PUBLIC MONIES

I know that TAS Water has an obligation to fulfil contracts offered, however they have chosen at a cost many times above the roofing program to continue to truck water in with a view to do so for the next three years or longer until a reticulated supply of safe potable water can be brought to Pioneer.

This situation would not occur in the private sector unless you had no investment in your company at all. However public monies are being used to override contracts, and exceedingly participate in a costs blow out that cannot be justified financially to take such a course of action. Tas Waster seems somehow more appropriate.

Dorset Council at a meeting overrode contracts offered and made the decision to bring reticulated water to Pioneer, after we had met all of Tas Water requirements. The decision from Dorset Council did not meet a 65% vote, yet Dorset council just **overrides and makes decisions**. This decision is responsible for what will now be years of trucked in water @ \$380 load. How were they able to do this? Some one is signing off on money being thrown down the drain when there are other alternatives.

How does that happen without scrutiny? Dorset Council lack of strategic planning will leave Pioneer residents with articulated water that pours from our drains and septic overflow out onto the road where there are no gutters. I have to jump over waste water to cross the road on a blind corner where hand rails on the steps are not there, even after an elderly resident fell onto the road. Surely Dorset Council

should concentrate on the infrastructure to accommodate the future of Pioneer, not override Tas Water and incur years of ongoing costs. How are they able to do that?

Interestingly when speaking with Greg Howard Mayor of Dorset Council when asked about strategic plans for Pioneer, his response was "Nobody wants to go out on those back roads". Guess I am nobody too. So no meaningful town planning.

Reticulated water for Pioneer does not justify the now ongoing costs of water delivery over the next 3 years as Dorset Council has led Tas Water to do? What a mess.

Literally money down the drain.

The pumps installed by Tas water have been an issue for many residents. The pumps do not have a back flow, therefore many times each day the pump activates to push water toward the house plumbing. This contributes to energy costs and noise pollution.

Of interest was our elderly neighbour had dirty water in the house. Asking my husband to check the filter, they both saw that the original filters installed and still covered by their original plastic bag. For years they had been drinking unfiltered water. Who does that? They are an aged couple and in particular I have witnessed sudden declines. So not okay to do that to them.

CLOSING COMMENTS

I definitely want Tank water, we bought with Tank Water. Pioneer should have access to reticulated water, for future growth and tourism

Some residents have been doing this for 10years. I am not one of them, nor do I intend to be.

I have been asked if I would like to participate in a class action suit against Tas Water I believe it is an option with strength.

However I choose to believe that our government is more than able to arrange for the immediate access to clean water without 3yrs of paying for tanked water. I'd definitely be at a quarter of the contract offered price already being paid to ship in water. Wasted water, wasted money.

I am new to this beautiful state. Pioneer has lots to offer.

Surely there are competent public servants able to calculate fiscally and environmentally the true costs before allowing a local council to override decisions. This same council has allowed a spa to be put on the lake in derby. No no you don't have to shower first or after. Just swim in the lake to rinse off. That is the same one locals catch and eat fish from. Seriously stupid decision making, oh that's right oops about the Council depot, seems to be a habit of Dorset Council. Lets not get started on the glow worms...

Is Tas Water the authority? Is Dorset Council? Without spending months researching, I am at the point where a class action has become an easier option.

Yours in health and diligence as my government

Sincerely

Eva Pagett.

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Department of Health and Human Services

GPO Box US, HOBART TAS 7001 Australia Ph. 380 UE 513



1

Contact: Phone: Enail: File: Paul Hunc (03) 6166 0698 paul.j.hunt@health.tas.gov.au PPH01724

Mr Mike Brewster CEO TasWater GPO Box 1393 HOBART Tas, 7001

Dear Mr. Brewster,

Subject: Pioneer - Rainwater Tanks / Service Replacement

The Department of Health has received correspondence and telephone calls from Mr Tim Slade about the service replacement at Pioneer. Some of the correspondence has been sent to or shared with TasWater, the Ombudsman, and members of parliament, including the Premier. The matter was also raised at the Legislative Council Government Business Scrutiny Committee on 4 December 2018 and in Federal Parliament by Mr Ross Hart MP on 5 December 2018.

Mr Slade has raised several issues. What is of concern to me is the condition of the roof catchments used to harvest drinking water at certain properties in Pioneer.

I have attached a copy of recent correspondence from the Department to Tim Slade. In this we note that roofs in poor condition and/or painted with older lead-based paints are inappropriate for collecting rainwater for drinking.

The condition of roofing material and related plumbing fixtures used to collect rainwater for consumption is generally a matter for the householder to manage, but in the case of service replacement for Pioneer, the responsibility is broader.

TasWater's submission in June 2017 to the Office of the Tasmanian Economic Regulator (OTTER) for the service replacement of Pioneer and Mountain River explicitly stated (at page 4) that the service replacement option would involve 'the provision of assistance to ensure roofing and guttering were adequate to supply water to the tank'. The submission also cited earlier discussions and agreement (then with Ben Lomond Water) that service replacement would involve 'repair [of] roof, gutters and downpipes etc to a standard suitable for collecting rainwater for drinking' (page 6).

I am concerned that this assistance appears not to have been provided. Departmental officers have discussed this matter with OTTER, who have suggested that this is a contractual matter between TasWater and the Pioneer residents.

Departmental officers have also discussed the matter of plumbing compliance with the Department of Justice, who have indicated that the condition of the roofs should have been identified as part of the scope

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of works, with remedial works done to ensure that rainwater collection for drinking was compliant with contemporary standards.

I understand that TasWater has done some tank water sampling, and has offered to do more. While this provides evidence of the current quality of the water in the tanks, it does not address foreseeable future risk from high lead content roof paint.

The national guidance document addresses both short and longer term health risks from using rainwater tanks (Guidance on use of rainwater tanks, Australian Government Department of Health and the Environmental Health Standing Committee,

http://www.health.gov.au/internet/main/publishing.nsf/content/ohp-enhealth-raintank-cnt.htm). This guidance addresses catchment quality, notably at page 16 where it states 'Do not collect rainwater from roofs painted with products containing high lead concentrations (for example, pre-1970s paint).'

I believe that completion of the undertaking as expressed in the original submission to OTTER is necessary and would provide a safe drinking water supply to Pioneer residents, subject to residents following the usual advice about untreated drinking water and maintenance of tanks and related infrastructure.

I would be grateful if you could advise me how TasWater will address this issue.

Please feel free to get in touch if you would like to discuss this in more detail with me and my. Departmental colleagues.

Yours sincerely,

aut land

Dr Mark Veitch Director of Public Health

7 December 2018

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pitt&sherry

Roofing inspection report

12 Main Road, Pioneer

Date 29 July 2019

Rev 00

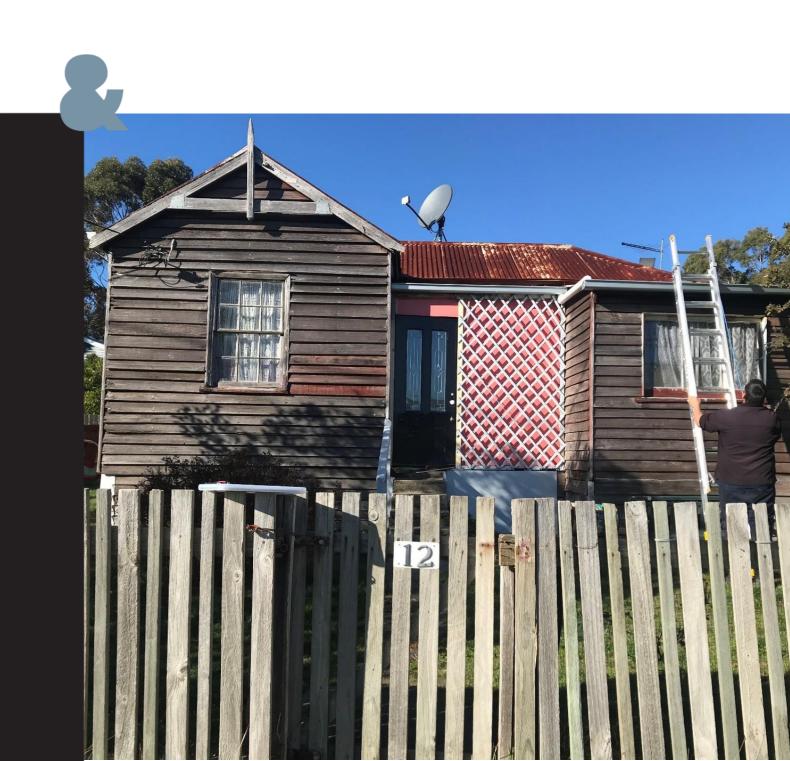


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Appendices

Appendix A — Laboratory Certificates of Analysis

Revision History

Rev No.	Description	Prepared by	Reviewed by	Authorised by	Date
00	Property report	SLR	KL	СМ	29/07/2019

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1. Introduction

pitt&sherry was engaged to undertake an independent assessment of roofing conditions at some properties in the township of Pioneer, Tasmania. The assessment was offered as a voluntary scheme to residents which took part in the previous TasWater service replacement program (installation of rainwater tank and associated rainwater collection system). The assessment carried out by pitt&sherry included an inspection of roofing condition and materials, including the rainwater collection system, and testing of tank water for lead and other metals. Interviews with residents were also carried out in person or over the phone to gain relevant information.

The property at 12 Main Road was inspected by pitt&sherry on 26/06/2019. Another water sample was collected for confirmation of results on 15/07/2019.

2. Property details

2.1 Property identification

The property identification details are:

- Owner and resident: Dean Mitchell
- Address: 12 Main Road, Pioneer, Tasmania 7264
- PID: 6813643.

2.2 Additional information

Phone discussions with Mr Mitchell provided the following information:

- Mr Mitchell moved into the house in November 2018
- The house is 80-90 years old. The house still has the original roof
- The roof is made of corrugated iron and is rusty. No paint is apparent
- Mr Mitchell is surprised that the roof was not replaced when TasWater installed the rainwater tank and replaced the guttering and piping
- He realized recently that the tank is not filling after it has been raining. He checked the pipe going into the tank (underground pipe) and it was full of mud
- The water coming out of the taps is full of suspended matter
- The owner checked the filter in the filtration unit recently and it was black. He is going to replace them (having been on rainwater tanks previously, he is aware that it needs replacing every 12 months).

3. Roof inspection

Table 1 shows the details of the roofing inspection undertaken on 26/06/2019. Photos are included in Figures 1 to 4.

Aspect	Details	Comments
Roof material	Unpainted corrugated iron	No evidence of paint identified but given the age of the roof it may have been previously painted.
Roof condition	Very old and rusty	
Paint sample collected?	No	
Flashing	No	
Flashing sample collected?	No	
Gutter condition	New and clean	
Faecal contamination	No bird droppings noted; no obvious access possible from wildlife	
Other roofing materials	No	
Overhanging branches	No	
Chimney, deposits from flue?	Chimney present but no visible deposits	

Table 1: Roofing inspection details (undertaken on 26/06/19)



Figure 1: The roof was identified as corrugated iron, with no evidence of paint noted



Figure 2: The iron was very rusty across the majority of the roof area



Figure 3: The gutters appeared to be new and clean



Figure 4: The water collection system. First flush systems were present on the downpipes

4. Water analysis results

4.1 Tank inspection

The tank inspection details from sampling undertaken on 26/06/2019 are provided in Table 3, with photographs shown in Figures 5 to 7.

Aspect	Details	Comments
Faecal contamination	Mesh present, no access possible from wildlife	
Pipework from tank	Underground plastic	The pipe going into the tank was recently discovered by owner as being full of mud.
Evidence of accumulated sediment?	Unable to inspect	
Filter	Pump and filtration unit installed during service replacement program	Owner reported that the filters were recently inspected and were black (he will replace them)
Water inspection	Not inspected	The water coming out of the laundry tap was brown to start with. After flowing for a while, the water still contained a lot of suspended sediments.

Table 2: Tank inspection details from the inspection of 26/06/19



Figure 5: Water tank supplied by TasWater. No tap was present



Figure 6: Filter box provided by TasWater. The owner indicated he has cleaned the filter since moving into the property



Figure 7: The firefighting tank (left) and main water tank (right)

4.2 Tank water sampling and analysis

A sample of water was collected from the outside laundry tap on 26/06/19 as the tank did not have a tap. Samples were collected in appropriate containers for the analysis of total and dissolved metals (arsenic, cadmium, chromium, copper, lead, nickel, manganese and mercury) and sent within recommended holding times to ALS Environmental Laboratories for NATA accredited testing.

The results are shown in Table 4 and compared with Australian Drinking Water Guidelines¹. The laboratory certificates of analysis have been provided in Appendix A.

¹ NHMRC/ARMCANZ 2011, Australian drinking water guidelines 6 (version 3.5), National Health and Medical Research Council/Agricultural and Resource Management Council of Australia and New Zealand, Commonwealth of Australia (updated August 2018).

Metal	Total concentration (mg/L)	Dissolved concentration ¹ (mg/L)	ADWG guideline ² (mg/L)
Arsenic	<0.001	<0.001	0.01
Cadmium	0.003	0.003	0.002
Chromium	<0.001	<0.001	0.05
Copper	0.024	0.002	2
Lead	0.005	<0.001	0.01
Manganese	0.007	0.003	0.5
Nickel	0.002	0.002	0.02
Mercury	<0.0001	<0.0001	0.001

Table 3: Water sample results from 26/06/19 (bold indicates guideline exceedance)

 1 Results from samples field filtered at 0.45 μm

² Australian Drinking Water Guideline (health guidelines)

Another sample was subsequently collected on 15/07/2019 directly from the tank for confirmation of these results and are shown below.

Table 4: Water sample results from	15/07/19 (bold indicates guideline exceedance)

Metal	Total concentration (mg/L)	Dissolved concentration ¹ (mg/L)	ADWG guideline ² (mg/L)
Arsenic	0.001	<0.001	0.01
Cadmium	0.003	0.002	0.002
Chromium	<0.001	<0.001	0.05
Copper	<0.001	0.001	2
Lead	<0.001	<0.001	0.01
Manganese	0.007	0.006	0.5
Nickel	<0.001	<0.001	0.02
Mercury	<0.0001	<0.0001	0.001

5. Additional roofing inspection

Following the confirmation of cadmium in the second water sampling event exceeding the Australian Drinking Water Guidelines, the roof was inspected again for evidence of paint of 25/07/19. This inspection involved a field technician closely inspecting between the sheets and along the ridge capping. Evidence of paint was noted, particularly where the roofing sheets overlapped, (notably where the sheeting had sheltered the paint from the weather). Photographs of this inspection are shown in Figures 7 to 10.



Figure 8: Evidence of paint noted in and around ridge capping



Figure 9: Small amounts of paint noted between some sheets

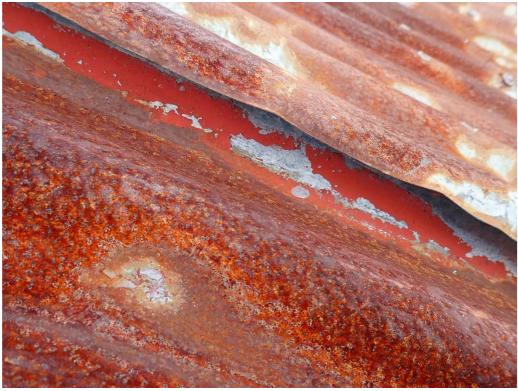


Figure 10: Large patches of paint noted between the two sheets where weather has not worn the paint

6. Conclusions and recommendations

Following the roofing inspection and sampling of water and roof materials, the following conclusions have been made:

- The roofing is made of unpainted corrugated iron (rusty), yet evidence that the roof was previously painted was identified. The roof is very old and in poor condition
- Total and dissolved cadmium concentrations were measured in the outside laundry tap above Australian Drinking Water Guidelines. Another sample was subsequently collected directly from the tank and found cadmium levels to be over the guidelines
- The owner has reported that the underground pipe going into the tank was full of mud. The pipework was thoroughly inspected on 23/07/19 and no leaks or defects were identified; and
- Based on the above results, the patches of paint on the roof have been identified as the only potential source of cadmium contamination in the water. The tank should be emptied, cleaned and disconnected from the roof. It is not recommended that rainwater is collected from the roof of this property as an ongoing drinking water supply.

7. Actions to date

The following actions have been undertaken in response to the recommendations outlined in section 6.

- The tanks were emptied, cleaned and refilled on 24/07/19. The tanks have been disconnected from the roof; and
- A structural and roofing assessment was undertaken at the property on 25/07/19 by pitt&sherry and an
 independent roofing plumber to assist with scoping re-roofing options. The outcomes and recommendations of
 this assessment are to be provided in a separate report.

Reference list

Australian Standard AS/NZS 4361.2:2017 Guide to hazardous paint management. Part 2: Lead paint in residential, public and commercial buildings

Guidance on use of rainwater tanks, enHealth (2010)

NHMRC/ARMCANZ 2011, Australian drinking water guidelines 6 (version 3.5), National Health and Medical Research Council/Agricultural and Resource Management Council of Australia and New Zealand, Commonwealth of Australia (updated August 2018).

Laboratory Certificates of Analysis

Appendix A

pitt&sherry



CERTIFICATE OF ANALYSIS Work Order : EM1910267-AB Page : 1 of 3 Amendment :1 Client Laboratory : Pitt & Sherry (Operations) Pty Ltd : Environmental Division Melbourne Contact : SOPHIE LE ROUX Contact : Shirley LeCornu Address Address : 4 Westall Rd Springvale VIC Australia 3171 : PO BOX 94 199 MACQUARIE ST HOBART TAS, AUSTRALIA 7001 Telephone : +61 03 6223 1800 Telephone : +6138549 9630 Project : HB19178 **Date Samples Received** : 28-Jun-2019 14:50 Order number : PHBH001232 Date Analysis Commenced : 03-Jul-2019 C-O-C number · ----Issue Date : 11-Jul-2019 09:53 Sampler : SLR Site · ----Quote number : ME/353/19 V3 Accreditation No. 825 No. of samples received : 1 Accredited for compliance with ISO/IEC 17025 - Testing No. of samples analysed : 1

This report supersedes any previous report(s) with this reference. Results apply to the sample(s) as submitted. This document shall not be reproduced, except in full.

This Certificate of Analysis contains the following information:

- General Comments
- Analytical Results

Additional information pertinent to this report will be found in the following separate attachments: Quality Control Report, QA/QC Compliance Assessment to assist with Quality Review and Sample Receipt Notification.

Signatories

This document has been electronically signed by the authorized signatories below. Electronic signing is carried out in compliance with procedures specified in 21 CFR Part 11.

Signatories	Position	Accreditation Category
Dilani Fernando	Senior Inorganic Chemist	Melbourne Inorganics, Springvale, VIC



General Comments

The analytical procedures used by the Environmental Division have been developed from established internationally recognized procedures such as those published by the USEPA, APHA, AS and NEPM. In house developed procedures are employed in the absence of documented standards or by client request.

Where moisture determination has been performed, results are reported on a dry weight basis.

Where a reported less than (<) result is higher than the LOR, this may be due to primary sample extract/digestate dilution and/or insufficient sample for analysis.

Where the LOR of a reported result differs from standard LOR, this may be due to high moisture content, insufficient sample (reduced weight employed) or matrix interference.

When sampling time information is not provided by the client, sampling dates are shown without a time component. In these instances, the time component has been assumed by the laboratory for processing purposes.

Where a result is required to meet compliance limits the associated uncertainty must be considered. Refer to the ALS Contact for details.

Key : CAS Number = CAS registry number from database maintained by Chemical Abstracts Services. The Chemical Abstracts Service is a division of the American Chemical Society.

LOR = Limit of reporting

^ = This result is computed from individual analyte detections at or above the level of reporting

ø = ALS is not NATA accredited for these tests.

~ = Indicates an estimated value.

- It is recognised that total metals are less than dissolved metals for samples #1 to #3 and #7. However, the difference is within experimental variation of the methods.
- Amendment (11/07/2019): This report has been amended to split into separate reports for each address. All analysis results are as per the previous report.



Analytical Results

Sub-Matrix: WATER (Matrix: WATER)		Clie	ent sample ID	12 Main Rd	 	
	Cl	ient sampli	ng date / time	26-Jun-2019 12:00	 	
Compound	CAS Number	LOR	Unit	EM1910267-003	 	
				Result	 	
EG020F: Dissolved Metals by IC	CP-MS					
Arsenic	7440-38-2	0.001	mg/L	<0.001	 	
Cadmium	7440-43-9	0.0001	mg/L	0.0032	 	
Chromium	7440-47-3	0.001	mg/L	<0.001	 	
Copper	7440-50-8	0.001	mg/L	0.002	 	
Lead	7439-92-1	0.001	mg/L	<0.001	 	
Manganese	7439-96-5	0.001	mg/L	0.003	 	
Nickel	7440-02-0	0.001	mg/L	0.002	 	
EG020T: Total Metals by ICP-M	S					
Arsenic	7440-38-2	0.001	mg/L	<0.001	 	
Cadmium	7440-43-9	0.0001	mg/L	0.0027	 	
Chromium	7440-47-3	0.001	mg/L	<0.001	 	
Copper	7440-50-8	0.001	mg/L	0.024	 	
Lead	7439-92-1	0.001	mg/L	0.005	 	
Manganese	7439-96-5	0.001	mg/L	0.007	 	
Nickel	7440-02-0	0.001	mg/L	0.002	 	
EG035F: Dissolved Mercury by	FIMS					
Mercury	7439-97-6	0.0001	mg/L	<0.0001	 	
EG035T: Total Recoverable Me	rcury by FIMS					
Mercury	7439-97-6	0.0001	mg/L	<0.0001	 	



CERTIFICATE OF ANALYSIS Work Order : EM1911195-AB Page : 1 of 3 Amendment :1 Client Laboratory : Pitt & Sherry (Operations) Pty Ltd : Environmental Division Melbourne Contact : SOPHIE LE ROUX Contact : Shirley LeCornu Address Address : 4 Westall Rd Springvale VIC Australia 3171 : PO BOX 94 199 MACQUARIE ST HOBART TAS, AUSTRALIA 7001 Telephone : +61 03 6223 1800 Telephone : +6138549 9630 Project : HB19178 **Date Samples Received** : 16-Jul-2019 10:00 Order number : PHBH001232 Date Analysis Commenced : 16-Jul-2019 C-O-C number · ____ Issue Date · 19-Jul-2019 07:44 Sampler : CD Site : -----Quote number : ME/353/19 V3 Accreditation No. 825 No. of samples received : 1 Accredited for compliance with ISO/IEC 17025 - Testing No. of samples analysed : 1

This report supersedes any previous report(s) with this reference. Results apply to the sample(s) as submitted. This document shall not be reproduced, except in full.

This Certificate of Analysis contains the following information:

- General Comments
- Analytical Results

Additional information pertinent to this report will be found in the following separate attachments: Quality Control Report, QA/QC Compliance Assessment to assist with Quality Review and Sample Receipt Notification.

Signatories

This document has been electronically signed by the authorized signatories below. Electronic signing is carried out in compliance with procedures specified in 21 CFR Part 11.

Signatories	Position	Accreditation Category
Eric Chau	Metals Team Leader	Melbourne Inorganics, Springvale, VIC



General Comments

The analytical procedures used by the Environmental Division have been developed from established internationally recognized procedures such as those published by the USEPA, APHA, AS and NEPM. In house developed procedures are employed in the absence of documented standards or by client request.

Where moisture determination has been performed, results are reported on a dry weight basis.

Where a reported less than (<) result is higher than the LOR, this may be due to primary sample extract/digestate dilution and/or insufficient sample for analysis.

Where the LOR of a reported result differs from standard LOR, this may be due to high moisture content, insufficient sample (reduced weight employed) or matrix interference.

When sampling time information is not provided by the client, sampling dates are shown without a time component. In these instances, the time component has been assumed by the laboratory for processing purposes.

Where a result is required to meet compliance limits the associated uncertainty must be considered. Refer to the ALS Contact for details.

Key: CAS Number = CAS registry number from database maintained by Chemical Abstracts Services. The Chemical Abstracts Service is a division of the American Chemical Society.

LOR = Limit of reporting

^ = This result is computed from individual analyte detections at or above the level of reporting

ø = ALS is not NATA accredited for these tests.

~ = Indicates an estimated value.

- It is recognised that total copper is less than dissolved copper for sample #2. However, the difference is within experimental variation of the methods.
- Amendment (19/07/2019): This report has been amended to report each site seperately. All analysis results are as per the previous report.



Analytical Results

Sub-Matrix: WATER (Matrix: WATER)			12 Main Road					
Client sampling date / time			15-Jul-2019 13:30					
Compound	CAS Number	LOR	Unit	EM1911195-002				
				Result				
EG020F: Dissolved Metals by ICP-MS								
Arsenic	7440-38-2	0.001	mg/L	<0.001				
Cadmium	7440-43-9	0.0001	mg/L	0.0026				
Chromium	7440-47-3	0.001	mg/L	<0.001				
Copper	7440-50-8	0.001	mg/L	0.001				
Lead	7439-92-1	0.001	mg/L	<0.001				
Manganese	7439-96-5	0.001	mg/L	0.006				
Nickel	7440-02-0	0.001	mg/L	<0.001				
EG020T: Total Metals by ICP-M	S							
Antimony	7440-36-0	0.001	mg/L	0.001				
Cadmium	7440-43-9	0.0001	mg/L	0.0032				
Chromium	7440-47-3	0.001	mg/L	<0.001				
Copper	7440-50-8	0.001	mg/L	<0.001				
Lead	7439-92-1	0.001	mg/L	<0.001				
Manganese	7439-96-5	0.001	mg/L	0.007				
Nickel	7440-02-0	0.001	mg/L	<0.001				
EG035F: Dissolved Mercury by	FIMS							
Mercury	7439-97-6	0.0001	mg/L	<0.0001				
EG035T: Total Recoverable Mercury by FIMS								
Mercury	7439-97-6	0.0001	mg/L	<0.0001				

pitt&sherry

Pioneer Report - 12 Main Road, Pioneer

Pitt & Sherry (Operations) Pty Ltd ABN 67 140 184 309

Phone 1300 748 874 info@pittsh.com.au pittsh.com.au

Located nationally -

Melbourne Sydney Brisbane Hobart Launceston Newcastle Devonport Wagga Wagga





TW HPE ref: 19/122645

7 October 2019

Ms E L Pagett 12 Main Road Pioneer, TAS 7264

Dear Ms E L Pagett,

Options for you to consider for your drinking water

Thank you for taking part in the recent roof and water quality inspection program. The inspections were undertaken to make sure your property has a roof catchment that can safely catch rainwater for drinking.

Inspections at your property have been completed by consultant Pitt & Sherry. Pitt & Sherry have determined that coatings on your roof have a concentration of lead greater is recommended in a 2010 guideline document published by enHealth.⁶

The enHealth guideline on rainwater tanks is not legally binding, but we have elected to use it as a guide to ensure that rainwater is collected and stored in a way that is safe for drinking at your property. We would now like to help you to make this happen.

How TasWater will assist you

There are some options for you to consider:

- 1. We will pay to replace your existing roof with new cladding. If you decide to accept this option you will need to pay costs for any structural repairs to your home that are needed to allow roof replacement to occur safely. Please note that Installation of additional catchment area or additional tanks is not included.
- 2. An alternative would be that we would pay for a new carport or shed at your property to provide a new roof area for collecting rainwater.

Whichever option you choose, in addition to covering the cost of roofing works, we will also cover the cost of temporary accommodation if you need to move out while works are undertaken (up to an agreed maximum) and an education program to help you maintain your rainwater collection system. The ongoing operation and maintenance of rainwater collection systems is the responsibility of the property owner but we would like to help you understand what needs to be done to keep your system in good working order. This will include an on-site training and information session at your property.

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992

⁶ EnHealth, *Guidance on use of rainwater tanks*, 2010. See <u>www.health.gov.au/internet/main/publishing.nsf/Content/ohp-enhealth-raintank-cnt.htm</u>



Consideration of a piped supply of drinking water

We are also asking property owners who have engaged in our roof inspection program if they would prefer to have piped water, supplied by TasWater, instead of accepting our offer to pay to rectify the roof catchment.

Further information and a preliminary questionnaire about this option is attached.

Next steps

Please take your time over the next two weeks to consider Pitt & Sherry's reports and our offer of assistance. We will arrange a follow-up meeting with you to:

- 1. Discuss whether you want to pursue roof replacement or installation of a carport/shed, and
- 2. Collect your response to the piped supply questionnaire.

If you need further assistance

If you have questions about our offer of assistance before our next meeting, please contact your TasWater representative, Doug Fingland in any of the following ways:

- **By phone:** 03 6345 6364
- By mail: GPO Box 1393 Hobart Tasmania 7001
- By email: doug.fingland@taswater.com.au

If you have questions about Pitt & Sherry's reports, please contact Katie Lawrence of Pitt & Sherry:

- **By phone:** 03 6210 1471
- By mail: PO Box 94 Hobart Tasmania 7001
- By email: klawrence@pittsh.com.au

Yours sincerely,

Just an

Juliet Mercer General Manager Corporate and Community Relations

Attachments: 1.

- Questionnaire on piped water supply
- 2. Pitt & Sherry inspection reports



Attachment 1: Questionnaire on piped supply of water to Pioneer

Some people in Pioneer have asked for a piped water supply. We need your feedback to understand if most Pioneer residents support this idea.

Our policy is that we require over 80% of residents to agree to introduction of a service before we would consider it.

How would a piped supply of drinking water work?

A piped supply of drinking water would provide water that meets Australian Drinking Water Guidelines. If we were to proceed the most likely option would be a pipeline from our water treatment plant at Herrick to Pioneer.

If we provide a piped supply of drinking water, we would not pay to rectify any rainwater collection systems of affected properties. While we would not remove any rainwater tanks installed by TasWater during the service replacement program, the supply of irrigation water would no longer be possible through the piped network.

Any project to introduce a potable supply is likely to take two years at least.

How much would property owners pay for a piped supply of drinking water?

Normally we would charge a service introduction fee plus a connection fee to each property owner to help cover the costs of upgrading the water treatment plant and building the piping, but we would cover these costs for property owners in Pioneer. Property owners would need to pay:

- The cost of any internal / private plumbing required on the property
- Ongoing annual service charges (fixed annual charge of \$342.96 and a water use charge which is currently \$1.0620 per kilolitre). Based on typical use of 200kL of water per year, the total charge for piped water supply would be about \$555 per year in current prices which are valid through to June 2020.

What happens if there is not enough support for a piped supply of drinking water?

If there is not enough support for a piped supply of drinking water, we will proceed with the rectification of rainwater collection systems affected properties. We will also proceed with the education program for all properties eligible for the roof inspection program (whether their roofs are affected or not).

Questionnaire

- 1. Please provide your first and last name: ____
- 2. Please provide the address of your property (or properties): ______
- 3. Based on the information provided to you, do you support the introduction of a piped supply of drinking water to Pioneer?

□ Yes □ No

We will arrange a time in to collect this form from you in about two weeks. Alternately, please return this form to:

Doug Fingland TasWater GPO Box 1393, Hobart TAS 7001

pitt&sherry

12 Main Road, Pioneer

Structural Assessment for New Roof Replacement Date 11 September 2019

Rev00

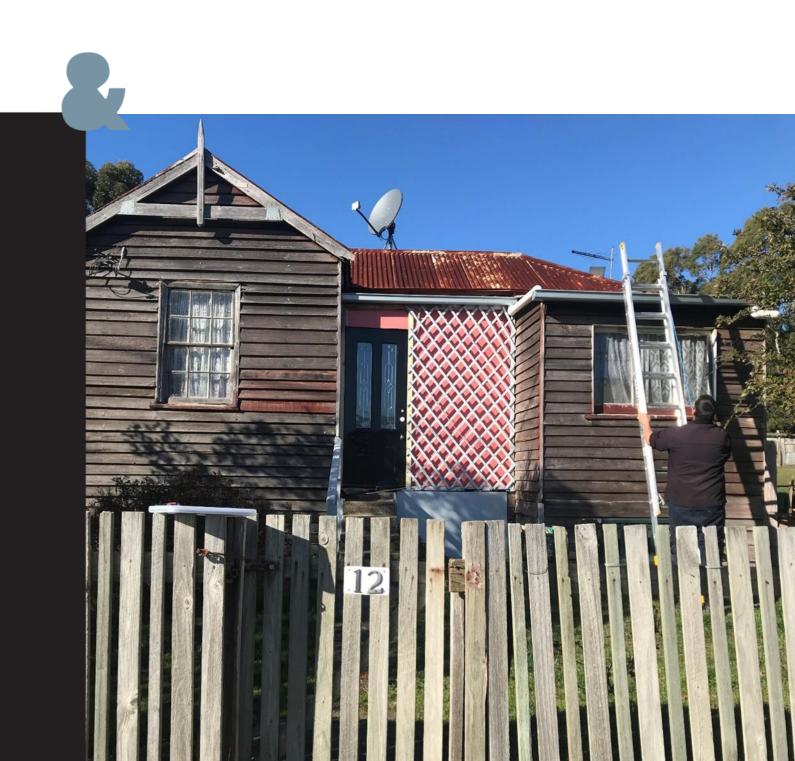


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Appendices

Appendix A: Cost Estimate for Steel Roof Cladding Replacement

Revision History								
Rev No.	Description	Prepared by	Reviewed by	Authorised by	Date			
00	Inspection report	RM	DJ	DJ	11/09/2019			
	1	I	I	1	1			

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1. Introduction and Description

1.1 Introduction

pitt&sherry and Hutton Roofing Pty Ltd inspected the house at 12 Main Road Pioneer on July 25th, 2019.

The purpose of the inspection was to determine:

- An estimate for the cost of replacement of the existing steel roof cladding with new steel roof cladding
- An estimate of the cost of any structural remediation required to ensure the structural integrity of a new roof system; and
- Comment on the possibility of an alternative water catchment structure at the property.

This document outlines the observations from the inspection, discussion of the roof and structural system requirements and cost estimates as noted.

1.2 Description of the House

The house at 12 Main Road Pioneer is a single storey house, located on the southern side of the main road running through Pioneer.

The existing roof comprises a traditional 'double rafter' type cross gable/hip roof which bears onto both internal and external walls. The gable end faces north onto the main road. An extension with a skillion type roof has been added to the southern side of the house at some time after the initial construction. The extension has been constructed on a concrete ground bearing slab with the skillion roof sloping down in a southerly direction.

The roof construction comprises corrugated steel roof sheets, with steel flashing and guttering supported from a timber roof frame. The timber roof frame is supported from timber wall studs which load onto the floor. The floor comprises timber floor boards supported from timber joists. The joists are supported from a mixture of timber bearers, timber posts to ground and rocks. Much of the sub-floor structure was inaccessible at the time of the visit.

The external wall cladding of the house comprised timber weatherboards mostly, with some areas of the southern extension clad in panelling of unknown material.

The internal walls were a mixture of horizontal timber boards in some rooms and sheeting of unknown material in others. The internal wall lining of the house has been removed revealing the timber studs in much of the house.

The ceiling was a mixture of timber boards in some rooms and sheeting of unknown material in others. Much of the ceiling has been removed revealing the timber ceiling joists and roof framing.

2. Observations

2.1 Existing Steel Roof Cladding

2.1.1 Roof Steel, Flashing and Guttering

The existing corrugated steel roof sheets are showing areas of missing paint, significant rust and loose fixings. The ridge capping and valley flashing is in a similar condition. The guttering appears to have been replaced recently and is in sound condition.



Figure 1: Area of existing steel roof

2.2 Structure Immediately Supporting the Steel Roof Cladding

The following outlines observations of structural elements directly associated with, and/or supporting the steel roof cladding.

2.2.1 Timber Roof Framing

The timber roof framing inside the ceiling space was found to be in sound condition where visible. It was not possible to observe the structural arrangement of the southern skillion roof.



Figure 2: Timber roof framing in ceiling space



Figure 3: Skillion roof at southern side

2.2.2 Barge Boards

The barge boards, routed mouldings and ornamental timber at the gable end have significantly weathered with little to no paint remaining.



Figure 4: Barge boards on northern gable

2.2.3 Fascia Boards at Guttering

Areas of the fascia boards at the guttering are showing significant weathering with little paint covering.



Figure 5: Fascia board at guttering

2.3 General Structural Observations

The following outlines observations of general structural elements throughout the house, not directly associated with, and/or supporting the steel roof cladding, flashings and guttering.

2.3.1 Walls

The external timber weatherboards were showing signs of weathering and rotting in places. The external panelling on the southern skillion area appeared sound.

The internal wall lining appeared in sound condition, where still in place.

2.3.2 Timber Window Frames

Some of the window frames were showing evidence of rot and deterioration.

2.3.3 Internal Timber Floors

The timber floor appeared sound with no signs of excessive deflection.

2.3.4 Internal Ceiling

No evidence of water staining on the ceiling, which can be a sign of roof leaks, was observed.

2.3.5 Sub-Floor Structure

The sub-floor timber appeared generally in sound condition. However, there was signs of rot and deterioration at some of the timber posts.

3. Discussion and Recommendations

3.1 Remediation Works Required

Replacement of the steel roof would require additional remediation works to the house:

- Survey of the existing roof to establish condition, structural integrity of arrangement, connections etc.
- Desktop analysis to determine structural remediation required
- Design and detailing of structural remediation
- Replacement of barge boards
- Replacement of fascia boards; and
- Replacement of routed mouldings/barge rolls.

We estimate the combined cost of this remediation works and roof replacement to be greater than \$30,000. Further survey and analysis is needed to determine the full scope and cost of work of structural remediation required to support a new roof.

3.2 Placement of Alternative Water Catchment Structure

The yard is of sufficient size to accommodate an alternative water catchment structure.

4. Cost Estimates

The cost estimate noted below is based on estimates provided by a licensed professional roofing plumber.

4.1 Cost Estimate for Replacement of Steel Roof Cladding

The estimated cost for the roof replacement at 12 Main Road is \$17,546.21 (this is inclusive of GST). The scope of the work, itemised components and exclusions are detailed in Appendix A.

Cost Estimate for the Replacement of Steel Roof Cladding

Appendix A

pitt&sherry



QUOTE

Pitt and Sherry

Date 20 Aug 2019

Expiry 19 Sep 2019 Hutton Roofing PTY LTD 0409 420 237 jhuttonroofing@gmail.com

Quote Number QU-0228

ABN 97 612 445 299

12 Main Road, Pioneer

Roof, gutter, roof sarking and associated flashing Supply and fit Like for like install Estimate for quoting

Description	Quantity	Unit Price	GST	Amount AUD
Delivery	3.00	130.00	10%	390.00
Quad gutter	34.00	26.00	10%	884.00
Gutter Removal	34.00	4.00	10%	136.00
Hand rail - low height or height works	55.00	24.00	10%	1,320.00
Gutter apron flashing	12.30	12.00	10%	147.60
Downpipe - 90mm pvc	0.00	25.00		0.00
Quad gutter stop end	10.00	7.95	10%	79.50
Quad gutter corner	4.00	27.00	10%	108.00
90 pop	5.00	13.00	10%	65.00
Custom orb 0.42	150.00	34.00	10%	5,100.00
Roof removal and dispose	150.00	6.00	10%	900.00
Dektite	1.00	120.00	10%	120.00
Roll top ridge	26.00	25.00	10%	650.00
Austar/dishremove and re allign. Estimated only. Done by other	1.00	600.00	10%	600.00
Barge caps - 300 g x 4 f	23.00	26.00	10%	598.00

Description	Quantity	Unit Price	GST	Amount AUD
Chimney Flashning. Incl. masonry flashing	0.00	58.00		0.00
Batten screw roof - per sqm	150.00	3.00	10%	450.00
90 x 35 pine structural batten	34.00	7.00	10%	238.00
Most likely not required				
Blanket 55/60	150.00	8.50	10%	1,275.00
Valley	7.00	20.00	10%	140.00
Apron flashing - 700g x 2f	10.00	32.00	10%	320.00
Transition flashing change of pitch	10.00	23.00	10%	230.00
Tiger tails	1.00	850.00	10%	850.00
Working away daily allowance	15.00	40.00	10%	600.00
Accomodation - Scottsdale	5.00	150.00	10%	750.00
Skylight	0.00	1,100.00		0.00

NO ALLOWANCE FOR:

- car port or buildings seperate to house

- stormwater underground or stormwater allowance
- downpipes
- eave sheeting
- insulation
- mains disconnect, removal or relocation
- fascia or structural

- BAL compliance, this is an unknown here and Is obviously a like for like install. For example a new dwelling would undergo a BAL assessment and scored and build in accordance with its corresponding BAL rating.

- allowance for Ausstar dish for costing in quote, however,

would be much easier for client to follow up on.

- asbestos removal, none visible

- replacement of barge timber rolls or fascias

- straightening, strengthening of roof lines, planes, in

particular the lean to's at the rear of the house do require some attention, by carpenter for example.

Notes:

- roof sheeting previously painted - galv sheeting

flaking paint

assume not required

- gutter fascias are marginally better than gable or barge fascias

- roof cladding materials are in fairly poor condition on this one, due to rust, loose nails an squashed, buckled or deformed sheeting

- galv sheeting - previously painted, very corroded

- gutter has been replace in zincalume fairly recently. Meaning it is in very good condition, however have put an allowance in to renew, for worst as scenario, but one would

TOTAL AUD	17,546.21
TOTAL GST	1,595.11
Subtotal	15,951.10

Terms

Unless indicated quote does not include downpipes, roofmesh, wall cladding, structural/timber replacement or realignment/straightening

Standard colorbond finishes only unless indicated.

Unless indicated, NO RUBBISH DISPOSAL

This is a quote only and upon electronic/written acceptance of this quote you agree to the terms below.

payable strictly 30 days of invoice

All over due accounts will attract an accounting fee of \$150 as well as 3% of balance owing per month. All debt recovery fees will be payable by the client.

The title of goods does not pass to the client until the account is paid in full.

Quote remains valid for thirty days from submission and subject to confirmation thereafter. Quote subject to confirmation by Hutton Roofing upon acceptance

pitt&sherry

12 Main Road, Pioneer

Structural Assessment for New Roof Replacement

Pitt & Sherry (Operations) Pty Ltd ABN 67 140 184 309

Phone 1300 748 874 info@pittsh.com.au pittsh.com.au

Located nationally -

Melbourne Sydney Brisbane Hobart Launceston Newcastle Devonport Wagga Wagga





LAND INFORMATION CERTIFICATE

PART 1 - CERTIFICATE	Regulation 14(1)(a)			
Section 56ZQ of the Water and Sewerage Industry Act 2008				
Specified Land (Property Address)	12 Main Road Pioneer			
Unique Property Identification No (UPI) or Property Identification No. (PID)	6813643			
Title Reference	209345/8			
Name of Applicant	Erin Sims			

I certify that the information provided in this certificate in response to the questions in Part 2 on the attached pages is derived from the existing records of the regulated entity as they relate to the specified land as at the date shown and is true and accurate according to those records.

TasWater (Regulated Entity)

Signed

Dhephed

Jayne Shepherd **Department Manager Customer Service**

Date

8 November 2018



PART	PART 2 – CERTIFICATE QUESTIONS Regulation 14(1)(b)				
CONI	CONNECTION TO WATER INFRASTRUCTURE OF REGULATED ENTITY				
No.	Question	Answer			
1.	Has the regulated entity a record showing that, on or under the land, there is a water connection in place connected to the regulated entity's water infrastructure? If the answer to question 1 is "Yes", please specify particulars.	Yes			
2.	If the answer to question 1 is "Yes", is the water supply restricted in relation to the land?	Yes			
3.	If the answer to question 1 is "No" or "Unknown", is the land within 30 metres from the regulated entity's water infrastructure from which water would be available?	N/A			
4.	Has the regulated entity a record showing that there is any water infrastructure under or through the land, whether within formal easements or not, which the regulated entity is responsible for maintaining? If the answer to question 4 is "Yes", please specify particulars.	No			

CONI	CONNECTION TO SEWERAGE INFRASTRUCTURE OF REGULATED ENTITY				
No.	Question	Answer			
5.	Has the regulated entity a record showing that, on or under the land, there is a sewer connection in place connected to the regulated entity's sewerage infrastructure? If the answer to question 5 is "Yes", please specify particulars.	No			
6.	If the answer to question 5 is "No" or "Unknown", is the land within 30 metres from the regulated entity's sewerage infrastructure and capable of being connected to that infrastructure?	No			
7.	Has the regulated entity a record showing that there is any sewerage infrastructure under or through the land, whether within formal easements or not, which the regulated entity is responsible for maintaining? If the answer to question 7 is "Yes", please specify particulars.	No			

 NOTICES AND PERMISSION IN RELATION TO WATER AND SEWERAGE INFRASTRUCTURE

 NOTICE TO OWNER

 No.
 Question

 Has the regulated entity a record of having served on the owner of the specified

 land a notice to repair or carry out maintenance under section 56Y of the Water

 8.
 and Sewerage Industry Act 2008 and the notice has not been satisfied or

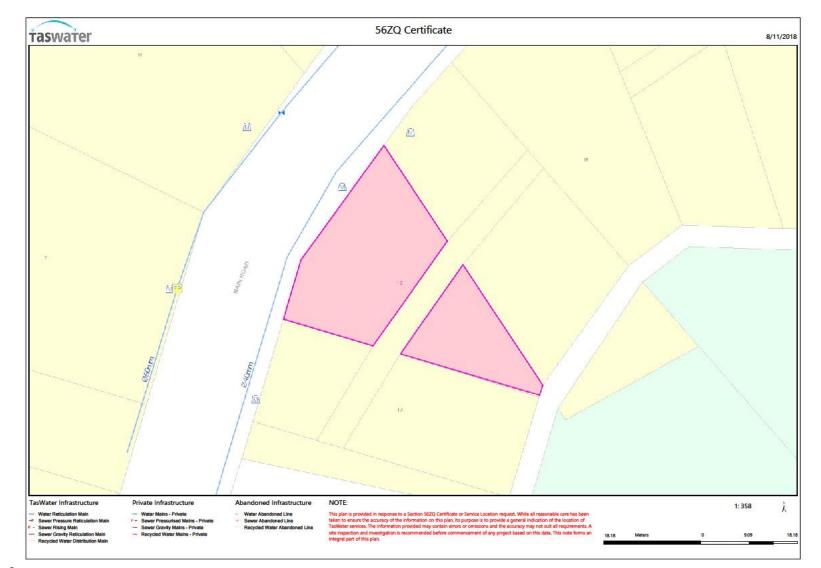
 No
 Completed?

 If the answer to question 8 is "Yes" please specify particulars.

CON	CONSENT TO BUILD OVER EXISTING WATER OR SEWERAGE INFRASTRUCTURE		
	Has the regulated entity a record of consent being given under Section 56W of the		
9.	<i>Water and Sewerage Industry Act 2008</i> to a person in relation to the specified land, or consent being given to a person before 1 July 2009 to build over existing	No	
5.	water infrastructure or sewerage infrastructure on the specified land?		
	If the answer to question 9 is "Yes", please specify particulars.		



Particulars			
1.	Yes, irrigation connection point to PID		
2.	This property is not supplied with potable water that meets Australian drinking water guidelines and is not for human consumption.		



Disclaimer – This map is a representation of the mormation currently neuroprised by raswater, some of the mormation may have been provided to raswater by third parties, whilst every effort has been made to ensure the accuracy of this product, TasWater does not guarantee or warrant that the map is complete, up to date, or accurate. Further, TasWater does not make any warranty, expressed or implied, with respect to the use of the map, its contents, or the fitness of the map for the purposes to which it is used. TasWater does not accept responsibility or liability for the accuracy of information provided by third parties. All information detailed on the map should be verified independently or by the recipient on site before commencement of works.

Email	enquiries@taswater.com.au	Mail	GPO Box 1393 Hobart TAS 7001	
Phone	13 6992	Web	www.taswater.com.au	Page 4 of 4



TW HPE ref: 19/147011

20 December 2019

Ms E L Pagett 12 Main Road Pioneer, TAS 7264

Dear Ms E L Pagett,

Next steps to provide a piped supply of drinking water to Pioneer

I am writing to update you on the potential to provide a piped supply of drinking water to Pioneer.

At its meeting on 16 December 2019, Dorset Council unanimously supported the introduction of a piped supply of drinking water to Pioneer. Based on this support, our roof replacement program will no longer proceed and we are now working to make the piped supply happen.

We will provide more information to residents early next year about the next steps for introduction of a piped supply. Until a piped supply of drinking water has been constructed (which could take up to three years), we will:

- Continue to refill rainwater tanks at affected properties with drinking water from a tanker
- Continue to repair any defects arising from the original Service Replacement Program that concluded in 2017 (eg fix gutters/downpipes, leaking tanks and similar issues)
- Provide training for all properties on how to operate and maintain the rainwater system including one-off roof/gutter/tank cleaning, filter cleaning/replacement and refill of tanks
- Continue to test the water quality in rainwater tanks connected to roof catchments

Please contact your TasWater representative, Doug Fingland, with any questions:

- **By phone:** 03 6345 6364
- By mail: GPO Box 1393 Hobart Tasmania 7001
- By email: doug.fingland@taswater.com.au

Yours sincerely,

Just an

Juliet Mercer General Manager Corporate and Community Relations

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992



TW HPE ref: 19/138817

22 November 2019

Ms E L Pagett 12 Main Road Pioneer, TAS 7264

Dear Name,

Request for Information from a media organisation

Under the *Right to Information Act 2009*, TasWater has received a request from a media organisation to provide the results of the lead testing program carried out this year in Pioneer.

We are legally obliged to respond to this request.

The testing results do not include your name or the name of any other Pioneer resident. However, they do include the address of the property where the testing was carried out.

Should you require further information, or have any concerns about this information being provided, please contact Doug Fingland on 0436 817 701 or Eleanor Talbot on 0438 743 541 from TasWater Community Engagement.

Yours faithfully,

Ailsa Sypkes General Manager Legal and Governance Right to Information Officer

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992



12 February 2020

Ms E L Pagett 12 Main Road Pioneer, TAS 7264

Dear Ms Pagett,

Next steps to provide a piped supply of drinking water to Pioneer

I am writing to update you on the potential to provide a piped supply of drinking water to Pioneer.

At its meeting on 16 December 2019, Dorset Council unanimously supported the introduction of a piped supply of drinking water to Pioneer. Based on this support, and consistent with our letter to you in October 2019, our roof replacement program will no longer proceed and we are now working to make the piped supply happen.

Until a piped supply of drinking water has been constructed (which could take up to three years), we will:

- Continue to refill rainwater tanks at affected properties with drinking water from a tanker
- Continue to repair any defects arising from the original Service Replacement Program that concluded in 2017 (eg fix gutters/downpipes, leaking tanks and similar issues)
- Provide training for all properties on how to operate and maintain the rainwater system including one-off roof/gutter/tank cleaning, filter cleaning/replacement and refill of tanks.

We are currently awaiting final approval for the piped supply from our regulators and making arrangements for a community meeting to provide more information to Pioneer residents. We will contact you as soon as the meeting time and date has been determined. Until then, please contact your TasWater representative, Doug Fingland, with any questions:

- By phone: 03 6345 6364
- By mail: GPO Box 1393 Hobart Tasmania 7001
- By email: doug.fingland@taswater.com.au

Yours sincerely,

Julit an

Juliet Mercer General Manager Corporate and Community Relations

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992



4 May 2020

Please see below details of arrangements in place until the Pioneer water supply project is completed and the new source of drinking water is available. During this time TasWater will:

- Continue to test water quality in tanks every 3 months
- Provide tank refills as needed to residents whose roof catchments have been disconnected from their rainwater tanks
- Provide tank refills as needed to residents whose roof catchments remain connected, during periods of low rainfall (one 17 kilolitre tanker load per month)
- Provide guidelines (enclosed) for all residents on how to use and maintain a water tank
- Provide follow up training on safely using and maintaining a water tank (when COVID-19 restrictions are lifted)

Additionally, our Capital Delivery Office has commenced planning for the water supply project and will visit town in the coming weeks to undertake initial investigations.

Some points to note:

- Once the project is completed a new drinking water supply will be available to Pioneer residents
- TasWater will waive its normal fees to connect to the new water supply however you may need to undertake some work on your own plumbing to connect to the service
- Once the project is finished and drinking water is available, you will receive a quarterly TasWater bill. Based on typical use, the total charge for piped water would be about \$550 per year on current prices
- When the COVID-19 situation is over we will hold a community meeting to update you on the steps required to build the new water supply to Pioneer.

If you are connected to the town irrigation supply you should not consume the water, including:

- Do not drink the water from the irrigation supply or use it for cooking or food preparation
- Do not use the water from the irrigation supply for brushing teeth, ice making or preparing baby formula
- Boiling this water does NOT make it safe to drink.
- The irrigation supply can be used for garden irrigation, although all vegetables should be washed with clean drinking water prior to food preparation and cooking.

Contact us for more information

If you have any queries or don't want our staff undertaking the water tests on your property, please call Community Engagement Officer, Doug Fingland on 0436 817 701 or email <u>pioneer@taswater.com.au</u>

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992

Pioneer Tank Manual

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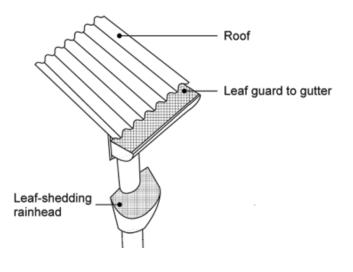




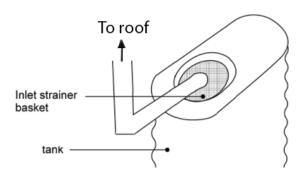
Section 1 Your rainwater tank is connected to the roof

It is your responsibility to maintain your system. To keep your system properly maintained you need to:

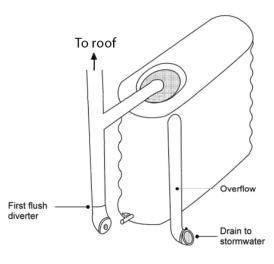
<u>1</u> Inspect and clean out the gutters and downpipes (and leaf guards, if you have them) for leaves and other matter **every 3 months.**



<u>2</u> Clean out the inlet strainer basket – where the downpipes enter the tank every 3 months.



<u>3</u> Empty the first flush diverter BEFORE it rains or develop a habit after each rainfall event to empty it.



<u>4</u> Regularly inspect your tank for damage and make sure no animals can get in or have got in and died, especially around the inlet strainer basket.

If you notice a dead animal or signs of animal entry, your water may be contaminated and unsafe to drink.

As a precaution all water used for drinking and cooking should be boiled prior to consumption. You should also use a professional company (at your own cost) to clean the tank and make your water safe to drink. This may be disinfecting the water or draining it and arranging for a delivery of clean, safe water.

- <u>5</u> Maintain your water filters according to the manufacturer's instructions. Filters may need to be replaced every 6 to 12 months depending on the quality of filter and water.
- **6** Routinely clean the tank out every 2 to 3 years. Tank cleaning usually requires vacuuming the sediment using a specialised hose and pump. We recommend using a professional (at your own cost) to do this, such as one of the companies listed in section 3.

Some local companies that can help you with routine maintenance (at your own cost) are listed in section 3.

Water quality testing

TasWater will provide ongoing water quality testing and results every 3 months. We will notify you and implement appropriate actions if a test result does not meet the Australian Drinking Water Guidelines.

Section 2 Your rainwater tank is NOT connected to the roof

You are receiving drinking water from TasWater's contractor, Targett Transport, because your tank is disconnected from the roof. The water you receive is treated drinking water and is safe to drink. However, you will still need to maintain your system.

To maintain your system, you need to:

- Maintain your water filters according to the manufacturer's instructions. Filters may need to be replaced every 6 to 12 months depending on the quality of filter and water.
- **2** Regularly inspect your tank for damage and make sure no animals can get in or have got in and died, especially around the inlet strainer basket.

If you notice a dead animal or signs of animal entry, your water may be contaminated and unsafe to drink.

As a precaution all water used for drinking and cooking should be boiled prior to consumption. You should also use a professional company (at your own cost) to clean the tank and make your water safe to drink. This may be disinfecting the water or draining it and arranging for a delivery of clean safe water.

3 Routinely clean the tank out every 2 to 3 years. Tank cleaning usually requires vacuuming the sediment using a specialised hose and pump. We recommend using a professional (at your own cost) to do this, such as one of the companies listed in section 3.

Water quality testing

TasWater will provide ongoing water quality testing and results every 3 months. We will notify you and implement appropriate actions if a test result does not meet the Australian Drinking Water Guidelines.

Water delivery

To arrange water to be delivered contact Targett Transport on 0417 300 967.

Section 3 Some helpful sources for advice and assistance

Routine maintenance

These local businesses can help you with keeping your gutters and downpipes clean, at your own cost:

- ➔ AJ Plumbing: 0439 780 507
- → Gutters N More: 03 6343 4056 or 0409 099 497
- ➔ DownUnder Gutter Cleaning: 0456 666 030

Tank cleaning

Your tank should be cleaned every 2-3 years. Tank cleaning usually requires vacuuming the sediment using a specialised hose and pump. We recommend using a professional (at your own cost) to do this, such as one of the companies listed below:

→ AJ Plumbing: 0439 780 507

Cleanwater Tank Services: 1800 111 174

These websites can provide more information about tank cleaning:

www.yourhome.gov.au/water/rainwater

dhhs.tas.gov.au/publichealth/water/drinking/rural/tanks

The tanks that TasWater has provided you with were purchased from Tank World Tasmania. Please call them for more information on maintaining and cleaning your tank:

→ Tank World Tasmania: 03 6343 5444

Other information

We have provided a copy of 'Guidance on use of Rainwater Tanks' from enHealth in this pack for more information.

The advice and recommendations in this document are made in good faith. Neither TasWater nor any other person associated with the preparation of this document accepts legal liability or responsibility for the advice or recommendations therein or for the consequences of relying on such advice or recommendations. You should satisfy yourself that any information you rely on from any source is appropriate for your own particular circumstances.

Supply of drinking water in Pioneer until a pipeline is constructed

My roof has been disconnected from my rainwater tank	We will continue to cover the cost of refilling your tank with a water carter. We will also test the quality of your water every 3 months ¹	Please call Targett Transport directly on 0417 300 967 to arrange a refill of your tank Trank Please refer to Section 2 of this Pioneer Tank Manual on how to care for your tank
My roof is still connected to my rainwater tank	The water quality in your rainwater tank will be tested every 3 months ¹	Please refer to Section 1 of this Pioneer Tank Manual on how to care for your tank
I am unsure if my roof is still connected to my rainwater tank	Please call TasWater Community Engagement Officer Doug Fingland on 0436 817 701	
I am a new property owner OR I have not previously engaged with TasWater	Please call TasWater Community Engagement Officer Doug Fingland on 0436 817 701	

¹ We will notify you and implement appropriate actions if a test result does not meet Australian Drinking Water Guidelines

² This only applies during low rainfall periods and will be limited to one 17 kilolitre tanker load per month

Contact details

If you have any further questions please contact TasWater Community Engagement Officer Doug Fingland on 0436 817 701 or email **pioneer@taswater.com.au**

Generic advice about your water quality and the condition of your tank can be given by the Department of Health through the Public Health hotline on 1800 671 738.





24 July 2020

D Mitchell 12 Main Road Pioneer, TAS, 7264

Dear Mr Mitchell,

Results of water quality test – June and July 2020

I am writing to advise you of the results of the water quality tests undertaken at your property at 12 Main Road, Pioneer.

The most recent water test (6 July) from your tank indicates the water is now safe to drink and within Australian Drinking Water Guidelines (ADWG).

All recent test results are provided in the table on the next page.

What we have done to date:

- Advised you over the phone on Thursday 25 June, the water sample we took from your tank on 16 June did not meet ADWG due to the level of lead in the water.
- We retested your tank water on 25 June, which returned a good result that is within ADWG.
- We emptied, cleaned and refilled the tank on Thursday 2 July.
- We did a final retest of the tank on Monday 6 July and advised you over the phone on Tuesday 14 July the water is now safe to drink.

Since it is safe to drink your tank water, we have stopped supply of the bottled water that has been delivered since 25 June.

Your water will be tested again on **Thursday 27 August** as part of the normal quarterly testing program for the town. Please ensure any pets are restrained so our sampling team can access your tank. This testing will continue until the new drinking water supply is operational.

If you have any questions, please contact Eleanor Talbot on 0438 743 541 or pioneer@taswater.com.au

Yours sincerely,

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Heath Woolley Department Manager Community, Stakeholder and Customer Relations (Acting)

Tasmanian Water & Sewerage Corporation Pty Ltd GPO Box 1393 Hobart Tas 7001 Email: enquiries@taswater.com.au Tel: 13 6992



Water quality test results. Highlight indicates result above ADWG.

12 Main Road

	Results (mg/L)			
Metal	16 June	25 June	6 July	ADWG (mg/L)
Antimony	<0.0005	<0.0005	<0.0005	0.003
Arsenic	<0.0003	<0.0003	<0.0003	0.01
Barium	0.011	0.0108	0.0018	2
Cadmium	<0.0001	<0.0001	<0.0001	0.002
Chromium	<0.0001	<0.0001	<0.0001	0.05
Copper	0.0294	0.0042	0.0026	2
Lead	<mark>0.0113</mark>	0.0015	0.0002	0.01
Manganese	0.0034	0.0003	0.0013	0.5
Mercury	0.00009	0.00012	<0.00003	0.001
Molybdenum	<0.0001	<0.0001	<0.0001	0.05
Nickel	0.0006	0.0001	0.0002	0.02
Selenium	<0.0001	<0.0001	<0.0001	0.01



13 August 2020

D Mitchell 12 Main Road Pioneer, TAS, 7264

Dear Mr Mitchell,

Property access – Water quality testing – Thursday 27 August 2020

I am writing to you about the upcoming water quality testing of your tank water at 12 Main Road, Pioneer on **Thursday 27 August** between **10:00am and 3:00pm**.

Representatives from TasWater's Water Sampling team will knock on your door prior to accessing your property to advise you of what they are doing. You do not need to be home, or to talk with them if you do not wish, however if you do, please respect social distancing.

They will proceed to take the samples from the taps previously tagged with TasWater. They will only require access to the tank/s for up to 15 minutes to take the required samples.

The samples will be tested in an independent laboratory and if the result does not meet Australian Drinking Water Guidelines, we will contact you and arrange a solution to ensure you have safe drinking water.

We will send you all the results from your tank water test once received from the laboratory, which will be up to 3 weeks after the samples are taken. For now, you should continue to use your drinking water as normal.

If you have previously advised us that you do not wish for TasWater to access your property without being present, the TasWater staff will knock on the door and should there be no answer, they will depart and no samples will be taken for this quarter.

Please ensure any pets are restrained so our sampling team can safely access your tank/s.

This testing will continue until the new drinking water supply is operational.

If you have any questions or don't want our staff undertaking this test on your property, please call Eleanor Talbot on 0438 743 541 or email <u>pioneer@taswater.com.au</u>

Yours sincerely,

An when

Heath Woolley Department Manager Community, Stakeholder and Customer Relations (Acting)

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5 June 2020

Ms E L Pagett 12 Main Road Pioneer, TAS 7264

Dear Ms Pagett,

Installation of a tap on drinking water tank

When we visited your property at 12 Main Road, Pioneer between Tuesday 5 and Wednesday 6 May 2020 we were unable to take a sample of your tank water as there was not a tap located in a suitable position.

We would like to return to your property with a plumber to install a tap and take a sample of your tank water to test the water quality. TasWater will cover the cost of this work.

After the sample is independently tested we will advise you of the results.

The plumber and TasWater representative will be in Pioneer on **Tuesday 16 and Wednesday 17 June** to do this work.

You don't need to be at your property for the installation of the tap. If you would prefer to be there, please contact Eleanor Talbot on the details below.

We will continue to test and report the water quality from your tank every three months until the new drinking water supply is operational.

If you have any further questions, please contact TasWater representative, Eleanor Talbot:

- **By phone:** 0438 743 541
- By mail: GPO Box 1393 Hobart Tasmania 7001
- By email: pioneer@taswater.com.au

Yours sincerely,

Ruth Dowty Acting General Manager Corporate and Community Relations

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