

Water Quality Annual Report 2025-26

Alpine Resorts Victoria

Acknowledgement of Traditional Owners

Alpine Resorts Victoria (ARV) acknowledges the Gunaikurnai, Taungurung, and Wurundjeri Woi Wurrung peoples as the formally recognised Traditional Owners of lands on which ARV relies and operates. We equally acknowledge and pay our respects to the Dhudhuroa, Waywurru, and Jaithmathang peoples, who hold ancestral connections, spiritual ties, and ongoing stewardship across areas of Victoria's alpine resorts.

ARV is committed to genuinely partnering and meaningfully engaging with Traditional Owners and Aboriginal communities to support the protection of Country and continuation of cultural practices. We value their rich contribution to society and our region's future, recognising enduring connection to land, water, and community and sustainable management of these resources for thousands of generations. We honour Elders, past and present, whose wisdom has ensured the survival of knowledge and traditional practices. This knowledge remains vital for protecting Country, managing water sustainably, and responding to a changing climate.

Foreword

Alpine Resorts Victoria (ARV) is a statutory authority bringing a sector wide focus and strategic leadership to the management of Victoria's alpine resorts. Each resort provides a unique experience of Victoria's beautiful and remote alpine landscapes. Together they play an important role in supporting regional communities by attracting 1.4 million visitors a year who support over 12,000 jobs and sustain an industry worth $2.14 billion in total economic impact.

Prior to ARV's formation in October 2022, the Resort Management Boards performed the function of designated water suppliers under the Safe Drinking Water Act 2003. This responsibility is now centralised with management of drinking water supply part of the broader ARV portfolio. At the core of its purpose, ARV provides essential services to business operators, visitors and the local alpine communities, while also developing, promoting, and using each resort in a sustainable manner, recognising the seasonal variations and ecological significance of the Victorian alpine areas. ARV continues to deliver essential services for our people and community, including the provision of high-quality safe drinking water.

The water supply in Victoria's alpine resorts is sourced via a combination of surface water reservoirs and weirs, and high-altitude aquifers, extracted via groundwater bores. Throughout the 2025-26 period, the water provided by all resorts was of high quality. We are now focussed on the requirements of the new Safe Drinking Water Regulations (2025), which strengthen Victoria's drinking water safety framework and enhance alignment with the Australian Drinking Water Guidelines (ADWG). We remain committed to providing the highest possible risk management standards to ensure the ongoing safety of our water supply and ultimately the health of our consumers.

We thank the Victorian State Government and ARV Board members for their support, and our committed staff for their contribution to our organisation and the provision of an exemplary water supply service.



Amber Gardner

Chief Executive Officer, Alpine Resorts Victoria

Cover photo: Higgi Water Tanks & Swindlers Creek Valley - Nikki Stringer, July 2026

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1 Introduction

This water quality annual report has been prepared in accordance with Section 26 of the *Safe Drinking Water Act 2003* (the Act) and Regulation 21 of the Safe Drinking Water Regulations 2025 (SDWR)[1]. It provides an overview of the quality of drinking water and regulated water supplied by Alpine Resorts Victoria (ARV) during the reporting period.

Section 26 of the Act requires water suppliers and water storage managers to provide to the Secretary of the Department of Health (DoH) an annual report each financial year. ARV is the water supplier for these previously established alpine resorts:

- Falls Creek Alpine Resort (FCAR)
- Mt Hotham Alpine Resort (MHAR)
- Mt Buller & Mt Stirling Alpine Resorts (MBMSAR)
- Mt Baw Baw Alpine Resort (MBBAR)
- Lake Mountain Alpine Resort (LMAR) – *Regulated Supply*

Information to be included in the annual report is specified by regulation 21 of the Safe Drinking Water Regulations 2025[2]. This report outlines drinking water quality achieved for the 2025-26 financial year across ARV's Water Sampling Areas and has been prepared to comply with the annual reporting requirements under Section 26 of the Act and to provide ARV customers with the results of the water quality monitoring programs, as required by Section 23 of the Act. ARV Water Quality Annual Reports are made available to the public via the ARV website, where interested readers can also find further information and contact details for the water supplier. The report covers the nature of the supply, describes ARV's risk management practices, and includes any water quality issues which arose over the reporting period and proactive actions taken to protect water quality from catchment-to-tap.

ARV's obligations under the Act include:

- Prepare, implement and review a Risk Management Plan (RMP) in relation to drinking water,
- Have the risk management plan audited by approved auditors
- Ensure that the drinking water meets quality standards specified by the regulations
- Disclose to the public information concerning the quality of drinking water
- Report known or suspected contamination of drinking water to the Secretary of the Department of Health

[1] The Regulations came into effect on 6 July 2025, which means the Safe Drinking Water Regulations 2015 were still in effect for the first five days of the 2025-26 Annual Report period.
[2] Any matters relevant to the 2015 Regulations are acknowledged in a footnote.

During the reporting period, ARV worked with a consultant to consolidate the risk management plans from each of its five administrative areas (Falls Creek, Mt Hotham, Mt Buller & Mt Stirling, Mt Baw Baw, and the Lake Mountain regulated supply) and draft a new RMP in accordance with the requirements of the Safe Drinking Water Regulations 2025.

ARV is a statutory authority established by the Alpine Resorts (Management) Act 1997 and Alpine Resorts (Management) Regulations 2020, which set out the objectives for the management of Victoria's alpine resorts. The resorts are set aside for alpine recreation and tourism. The village areas support a range of administrative, retail and commercial businesses, and a variety of accommodation. The development, promotion, management and use of the resorts is to be undertaken in a manner which is compatible with the alpine environment having regard to economic, environmental, and cultural considerations.

ARV reports to the Minister for Environment and has clearly defined functions. These include the provision of a range of utility services including the supply of drinking water. ARV is committed to producing safe and aesthetically pleasing drinking water, as detailed in the Drinking Water Quality Policy, shown in Figure 1[3].

ARV engages Goulburn Valley Water (GVW) to provide operational support at Mt Baw Baw, manage water operations at Mt Buller, and monitor the water treatment at Mt Stirling and Mirimbah. GVW has dedicated operators who rotate through a roster to ensure that contracted services are performed by suitably qualified and experienced personnel.

[3] This Policy was established in 2024 during the previous Regulations (2015). It remained in effect for the 2025-26 reporting period and will be reviewed in 2027 to ensure it reflects the Safe Drinking Water Regulations (2025).

Figure 1: ARV Drinking Water Quality Policy

DRINKING WATER QUALITY POLICY

Alpine Resorts Victoria

1. Statement

Alpine Resorts Victoria (ARV) is committed to providing customers with high-quality drinking water that meets the requirements of the *Safe Drinking Water Act 2003* (the Act) and *Safe Drinking Water Regulations 2015* (the Regulations) for the Mt Buller-Mt Stirling, Mt Hotham, Falls Creek and Mt Baw Baw Alpine Resorts. Note that Lake Mountain Alpine Resort currently has regulated (non-potable) water.

2. Scope

ARV is required to deliver safe drinking water by implementing and maintaining a drinking water quality management system consistent with the *Australian Drinking Water Guidelines 2022*.
ARV will supply its customers with drinking water that satisfies the requirements of the Act and Regulations and seek to meet our customers' expectations for drinking water quality.
The drinking water quality objectives are:

- To comply with standards for drinking water quality, regulated water quality and customer service, at all times;
- To manage risk responsibly;
- To ensure informed decision making based on reliable available data;
- To support growth and development in our visitor base;
- To ensure the environment is protected.

3. Requirements

As a gazetted Victorian Water Supplier, ARV is committed to ensuring all the Alpine Resorts' drinking water quality is compliant with the Act.
To achieve this, ARV will provide sufficient resources and support to:

1. comply with legislative requirements with regard to the Act and any associated Regulations;
2. put in place systems to identify and manage the risks associated with ARV water supply operations;
3. provide high-quality water to all Alpine Resorts;
4. protect employees, stakeholders and visitors from harm;
5. consult with relevant ARV managers and employees about water quality;
6. train ARV employees to improve water supply operations;
7. invest in, and continually improve, the ARV's water supply infrastructure and operations; and
8. review this policy at least every 3 years.

4. Responsibilities

All ARV employees are responsible for compliance with this policy.

The General Manager, Assets, Land Management and Strategic Development is the responsible custodian of this policy.

The Head of Asset Portfolio Management is responsible for establishing the appropriate risk management framework in accordance with the Act, and for completion of the annual drinking water quality report.

The Heads of Assets and Operations at each resort are responsible for operational delivery of compliant water supply, including notification and investigation of non-conformances.

5. Legislation

Safe Drinking Water Act (2003)
Safe Drinking Water Regulations (2015)
Australian Drinking Water Guidelines (updated September 2022)

6. Related documents

ARV Drinking Water Risk Management Plan
ARV Water Quality Annual Reports
Alpine Resorts Victoria Corporate Plan

Version Number v1	
Document Reference:	**Policy Custodian:** GM ALMSD
Approved By: CEO	**Approval Date:** October 2024
Last Amended: October 2024	**Next Review Date:** October 2027

VICTORIA State Government

1.1 Water Supply Systems

ARV manages water services to seven water sampling areas scattered across Victoria's alpine region, supplying drinking water to five alpine resorts and Mirimbah (the resort entry point for Mt Buller and Mt Stirling) and a declared regulated water (non-drinking water) supply to Lake Mountain Alpine Resort. Population and visitor numbers across these networks are highly seasonal and vary significantly by location. During the off-peak summer period, the collective baseline population falls to approximately 550 permanent residents who live in the various resorts. Conversely, winter operations support up to 18,500 residential staff, commercial workers, and overnight guests across Victoria's alpine resorts, with peak visitation days drawing an additional 20,000 day-visitors to the region.

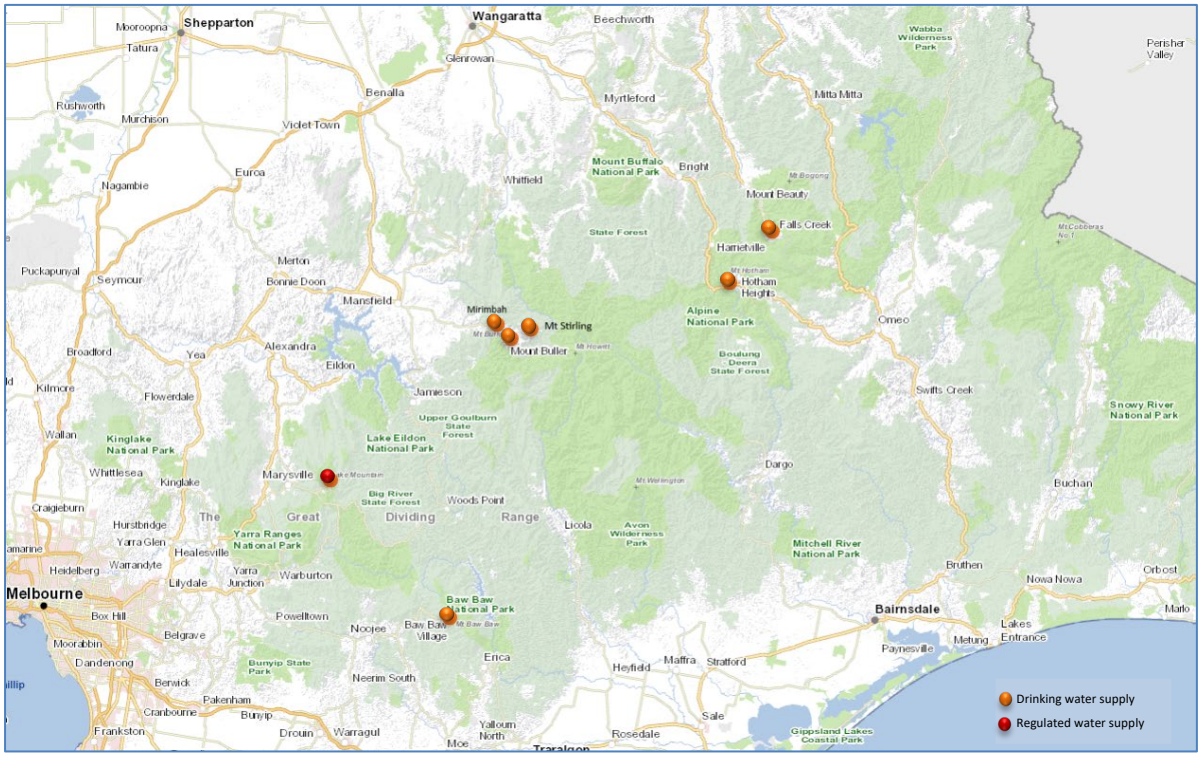
Geographically, the water supply is fed by high-altitude catchments surrounded by national park or state forest. Because these catchments exclude habitation, grazing, cropping, or industrial activities, the likelihood of contamination and pollution is low. Microbiological sampling of the raw water is carried out to verify that *E. coli* levels in the source water remain relatively low and confirm that the treatment processes are more than adequate to deliver safe drinking water.

Within the ARV service areas, the drinking water is obtained from surface water sources such as creeks and reservoirs, as well as groundwater aquifers (at Falls Creek), and is stored in tanks and reservoirs to ensure security of supply. Treatment of surface water is necessary to remove fine particulates, algae, organic compounds, and harmful microorganisms (pathogens) that may be present. While groundwater is typically free of fine particulates and organic matter, it must be monitored for heavy metals and salinity and treated for pathogens.

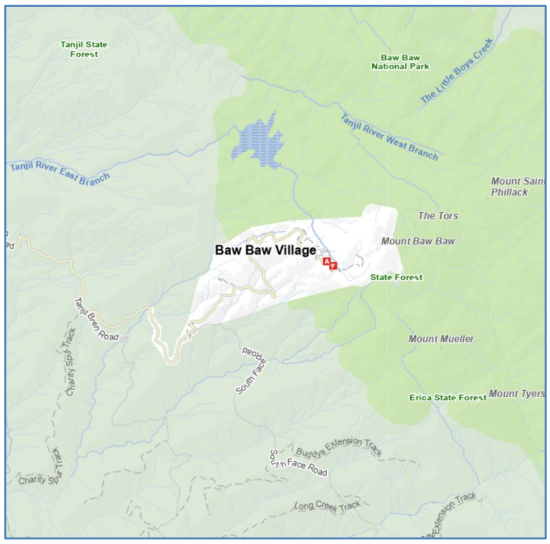
Raw water is processed through water treatment plants to ensure that aesthetically pleasing, safe drinking water is supplied to Falls Creek, Mt Hotham, Mt Buller, Mt Stirling, Mirimbah, and Mt Baw Baw. Treatment processes vary by location but routinely involve pre-treatment filtration, UV disinfection, chlorine dosing, and pH correction. ARV's areas of operation are shown in Figure 2, and details about the sources of raw water are in Table 1. Diagrams of the supply system for each Drinking Water Sampling Area are shown in Figures 3 to 8. (Information about Lake Mountain regulated supply is found in Section 8. Regulated Water.)

Assessment, optimisation, and scheduled maintenance of water treatment facilities are conducted on a regular basis by experienced water treatment operators. Preventative maintenance and monitoring of critical process equipment ensure the optimum performance of ARV's treatment processes and facilities. Water operators at each resort are directly responsible for monitoring the water quality instrumentation, SCADA (Supervisory Control and Data Acquisition) status, and alarm information.

Figure 2: ARV Areas of Operation







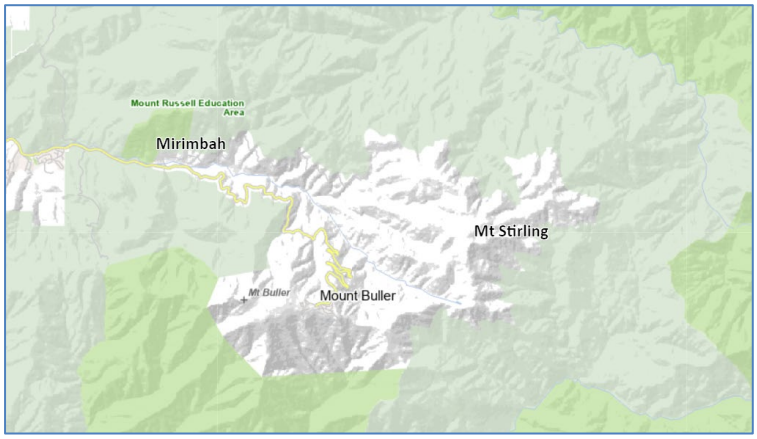




Table 1: ARV Raw Water Sources and Water Supply Systems

Water Sampling Area	Population Supplied	Source Water	Off-Stream Water Storage	Water Treatment Plant (WTP)
Falls Creek	350 low season <5000 peak season	Groundwater Aquifer	10 kl Closed accumulation tank	Falls Creek UV Disinfection Plant
			2 x 1.5 ML Closed storage tanks	
		(Rocky Valley Lake Dam backup supply)	*2 x 0.6ML Closed settling tanks*	
Mt Hotham	200 low season <5000 peak season	Upper Swindlers Creek	Mt Higginbotham 4.2ML tank storage	Mt Higgi UV1 or UV2
		(Blue Ribbon back up supply)		
Mt Buller	150 low season <8000 peak season	Boggy Creek Catchment	100ML Boggy Creek Reservoir	
			4.2 ML Burnt Hut Reservoir	Low Level (Burnt Hut Spur) WTP
			1ML Baldy Reservoir (tank)	High Level (Baldy) WTP
Mt Stirling	Population 0	Baldy Creek	Settling tank and 5kl header tank	Telephone Box Junction WTP
Mirimbah	Population 0 (5 Seasonal staff)	Buller Creek	Settling tank and 22.8 kl header tank	Mirimbah WTP
Mt Baw Baw	<770 peak season	Dam Valley Catchment	2 x 0.2ML Concrete storage tanks	Mt Baw Baw WTP
**Regulated Supply: Lake Mountain*	*<60 Seasonal staff*	*Upper Taggerty River*	*3 x concrete tanks (800kl)*	*NA*

Figure 3: Falls Creek Drinking Water Supply System

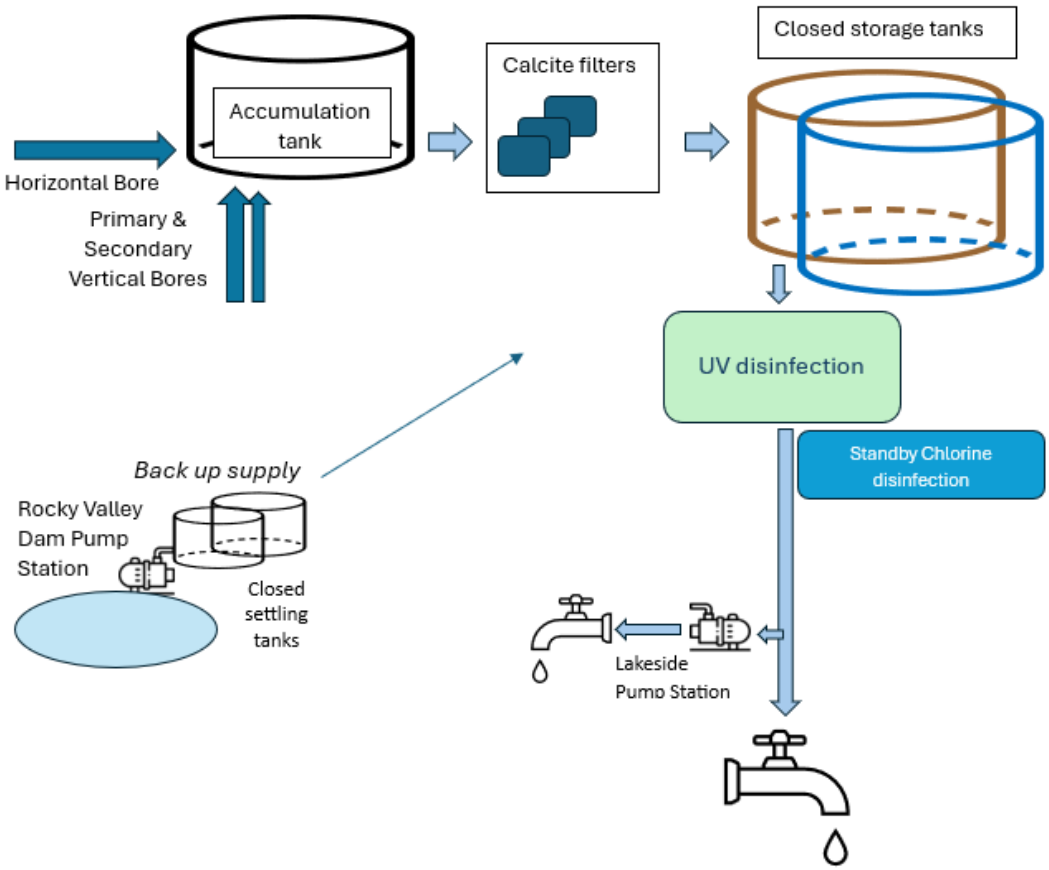
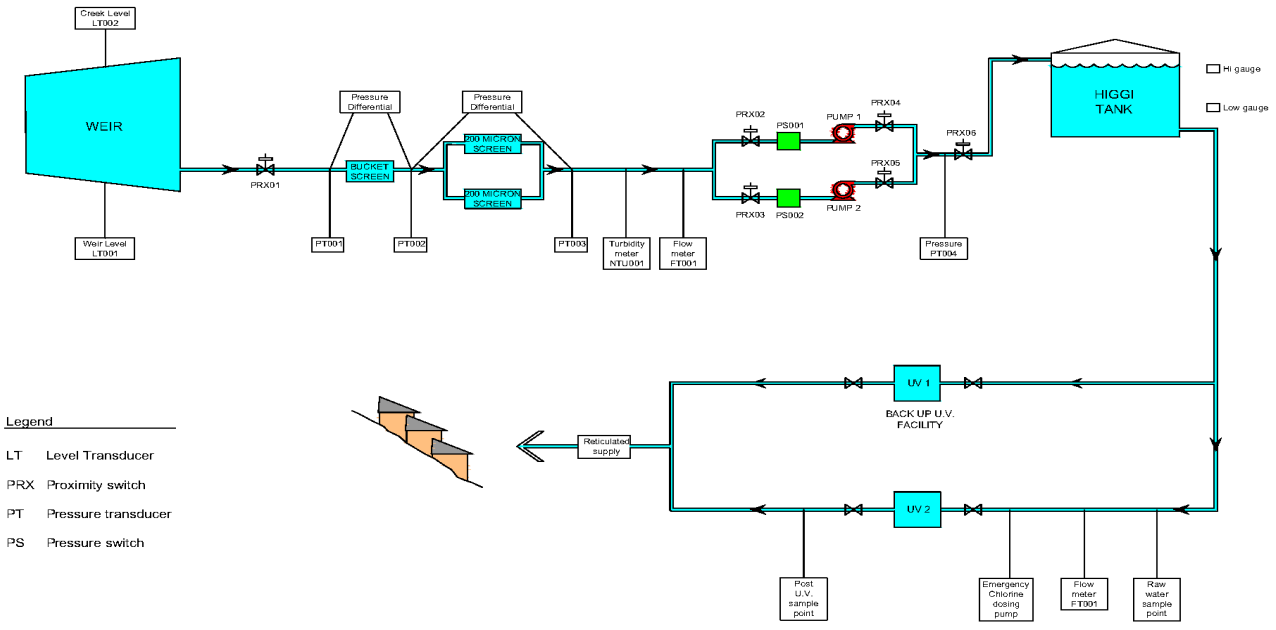


Figure 4: Mt Hotham Drinking Water Supply System



Potable Water Supply System
Critical Control Point Plan
March 2023

Figure 5: Mt Buller Drinking Water Supply System

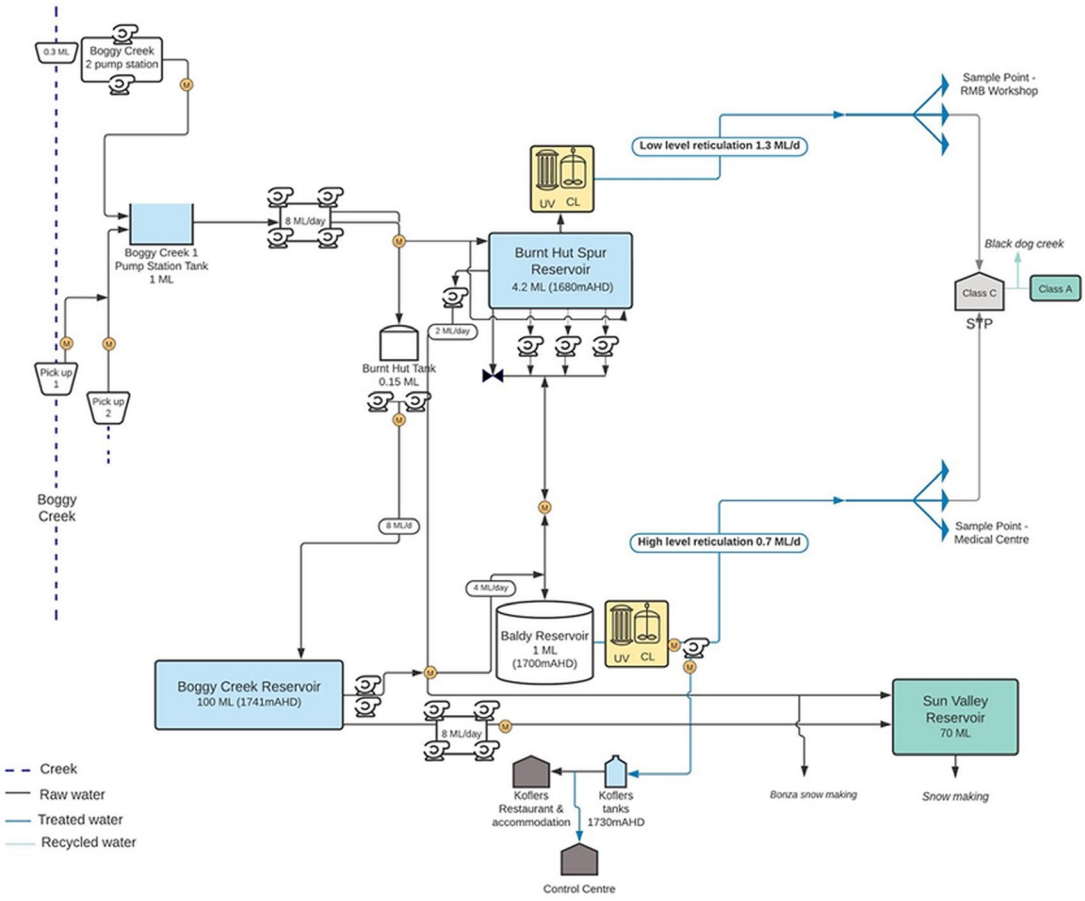


Figure 6: Mt Stirling Water Supply System

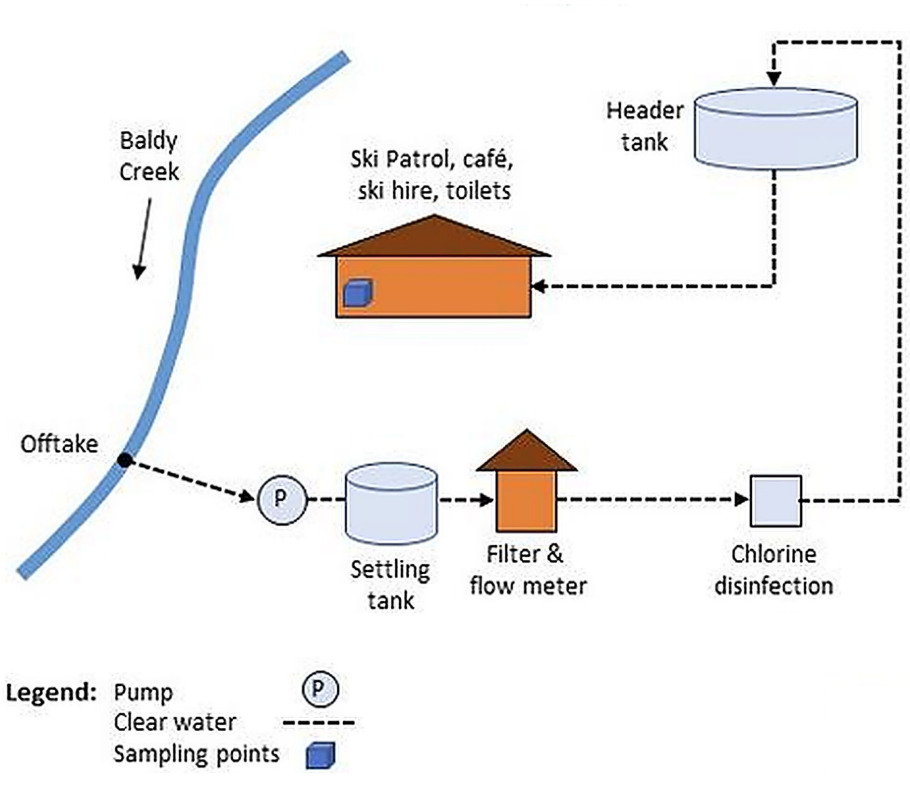


Figure 7: Mirimbah Water Supply System

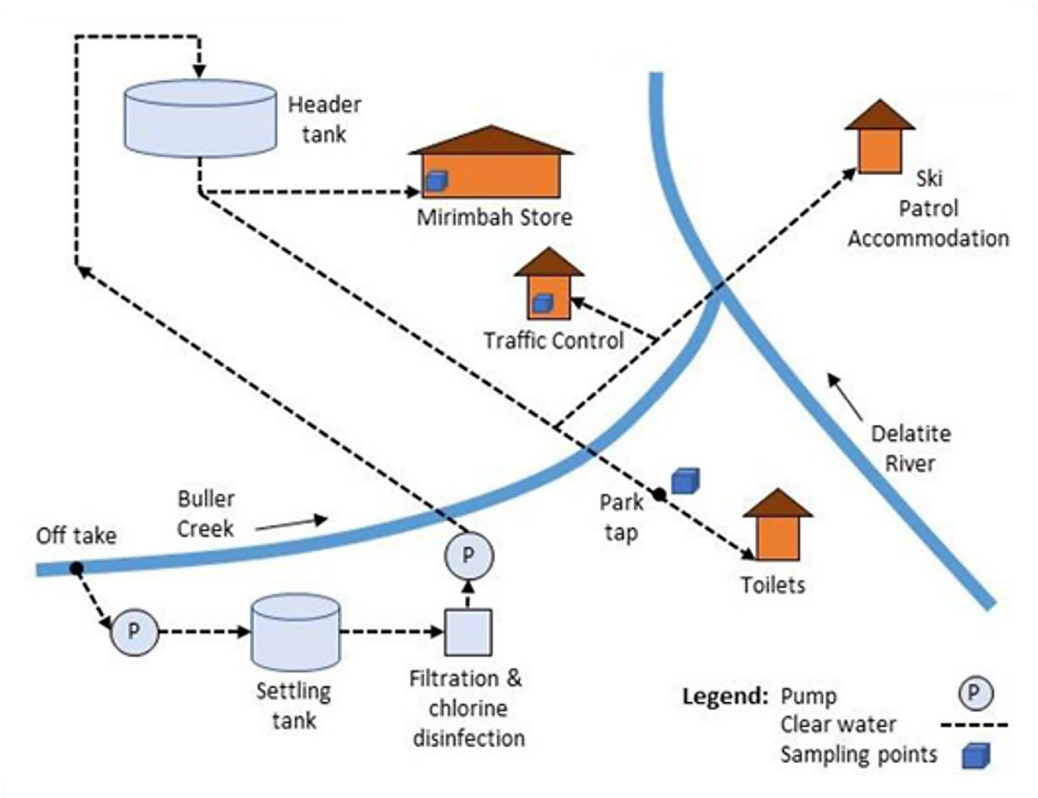
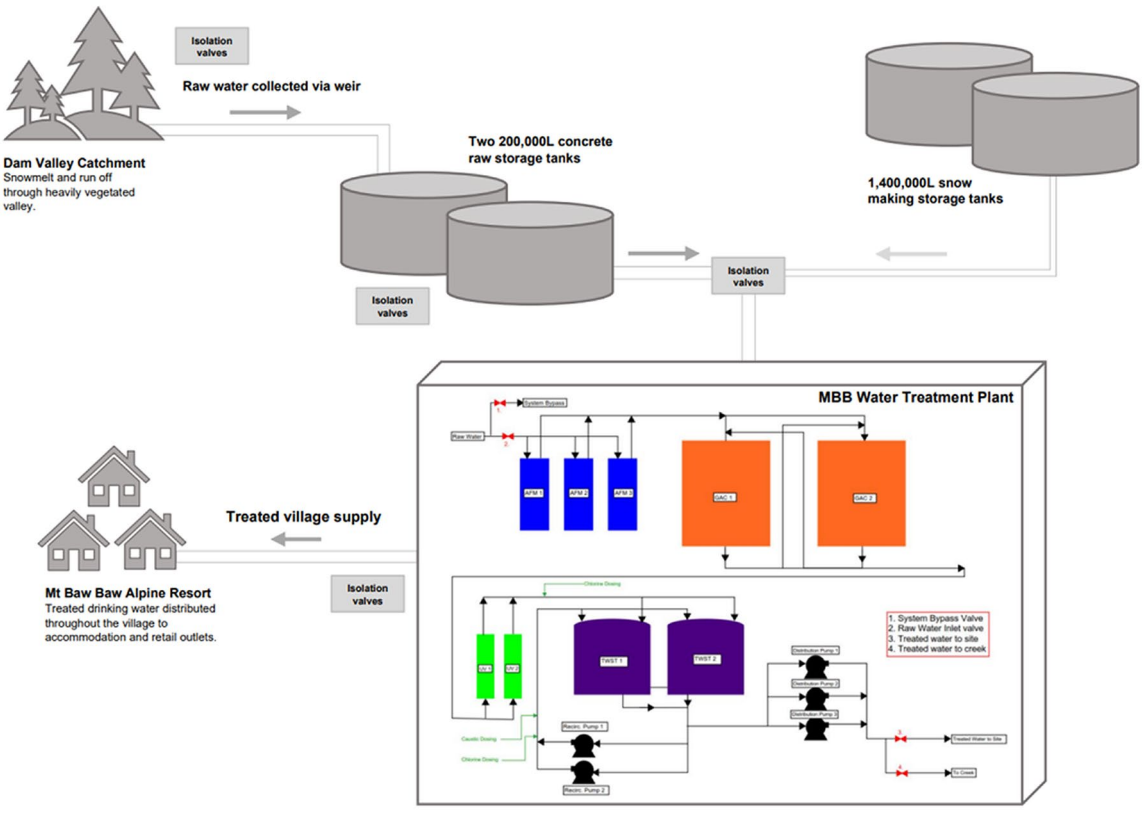


Figure 8: Mt Baw Baw Water Supply System



1.2 Source Water Protection

Sanitary surveys have been carried out to identify microbial, physical and chemical risks that could pose a risk to human health in drinking water without appropriate treatment, which has informed the raw water monitoring programs and treatment processes. Raw (source) water represents the beginning of the catchment-to-tap cycle and is located upstream of any treatment plant. Raw water monitoring occurs in the inlet weirs, raw water storage tank, or prior to disinfection at the treatment plants. A description of the source water for each drinking water sampling area follows.

Falls Creek.

The catchments for the vertical production bores, the horizontal bores, and the Rocky Valley Dam are located entirely within the boundaries of the Falls Creek Alpine Resort and surrounding Alpine National Park. Situated at a higher altitude than the Falls Creek Village, these recharge areas are free from habitation, grazing, cropping, or industrial activities, meaning the risk of human or agricultural contamination is exceptionally low.

To protect the groundwater supply, the vertical production bores and the horizontal bores are well-sealed against surface runoff. Groundwater analyses conducted to date demonstrate excellent baseline water quality, featuring low concentrations of dissolved solids. Operational monitoring during rain events has shown no sudden fluctuations in water levels or turbidity, indicating that surface water ingress is not actively taking place. However, given the fractured nature of the geology, it is assumed the groundwater is vulnerable to infiltration by surface water, and a precautionary management approach is taken. Raw water from the bores is tested weekly by a NATA-accredited laboratory, ensuring any changes in water quality are identified immediately.

Raw water sample results indicate a low-risk microbiological profile, with no *E. coli* detected in the bore water during the reporting period. Chemically, the water is very soft and unbuffered, due to low mineral levels, and requires management to stabilize pH and protect downstream infrastructure from corrosion. The chemical composition of water from the horizontal and vertical bores is very similar, indicating a shared hydrogeology, although the horizontal bores have slightly lower pH, suspended solids and turbidity levels. Testing for comprehensive environmental contaminants—including heavy metals, organic compounds (such as pesticides), and radiological parameters—confirms that all analytes remain well below the health guideline values outlined in the *Australian Drinking Water Guidelines* (ADWG).

The catchment area for the back-up water supply (Rocky Valley Dam) is a well-vegetated, high-altitude location. There is limited recreational access to the catchment areas with skiing activities in winter and hiking and sailing activities in summer. No algal growth has been recorded in the Rocky Valley Dam supply. This is most likely due to the low nutrient levels in the inflows and the lake's low water temperature, which generally ranges from 0°C to 16°C. With a capacity of 28,000 ML, the dam also provides substantial residence time for sediment to settle.

The dam is managed and operated by AGL Hydro for hydroelectricity generation. It has a history of temperature stratification around mid-summer, and to a lesser extent in mid-winter depending on ice build-up on the surface. During the summer lake stratification events, elevated levels of iron (Fe) and manganese (Mn) may be observed. Released by anoxic reactions in the vegetative sediment at the bottom of the lake, especially when ash is washed into the dam after bushfires, these contaminants can cause discolouration and reduce UV transmittance. Falls Creek avoids the use of the dam during the summer stratification period as the bore supply capacity is sufficient for demand, but if needed, the management options for these contaminants are aeration or utilising alternate off-takes from an aqueduct above the village, or from a floating pontoon at the deepest part of the lake. When the backup supply is required, three pumps—configured for duty, standby, and backup operation, with a combined capacity of 30 L/s—transfer water from the lake to two enclosed 0.6 ML settling tanks. Depending on demand, water remains in the tanks for 10 to 24 hours. The pumping station and settling tanks lack telemetry connections to the central SCADA system and are instead inspected daily when operational. From the settling tanks, the water is gravity-fed to the closed storage tanks, which are integrated into the SCADA network to trigger an automated low-level alarm if capacity drops below 80%.

The water storage consists of two 1.5 ML closed storage tanks. These tanks store 300% of current daily maximum demand and provide a buffer in the event of infrastructure failure. These tanks have locked roof hatches and access locations near the base. They undergo weekly external inspections and are each drained every two years for a detailed internal inspection.

Catchment protection is a designated objective of the highest priority under the Alpine National Park Management Plan (Bogong Unit). Falls Creek Alpine Resort also rigorously controls land use and visitor activity within the resort area to safeguard the water supply.

Mt Hotham

The village water supply is sourced from a protected catchment of 177 hectares (Foresight Engineering, 2011) situated between 1,450 and 1,800 m above sea level, at the upper reaches of Swindlers Creek. For most of the year, water sheds from the ridges and basin above the creek, where several small tributaries deliver reliable flows to the main creek, with volumes substantially augmented by rainfall events.

Development within the catchment is limited to winter ski field activities, with no human habitation or sewerage discharge. Pathogen occurrence is inhibited by the cold water temperature in Swindlers Creek, combined with approximately 3 ML of instream storage capacity in the weir that prolongs hydraulic retention time.

A 200-micron screen filter and a turbidity meter are incorporated into the SCADA system to provide continuous monitoring of raw water turbidity. The system features a high limit interlock set at 5 NTU, which automatically prevents the pumps from operating and conveying turbid water to the raw water storage tanks.

Regular raw water monitoring provides operational staff with an early warning of potential catchment issues and supports an ongoing understanding of catchment health. An annual catchment survey is also undertaken to identify and record any changes that may affect source water quality. Fourteen years of monthly monitoring data from the on-stream storage weir and the sampling point immediately preceding disinfection at the UV2 facility demonstrate a highly secure microbiological profile.

Mt Buller

Water for the Mt Buller village comes from three sources - Boggy Creek, the Headwaters, and the Catchment Weirs. Mt Buller's main source of water is the Boggy Creek catchment, which is above 1,250 m and usually covered in snow during the snow season (early June to late September). The topography of the catchment is steep and vegetated. The catchment lies in montane, sub-alpine, and alpine areas, and there are few weeds or other exotic flora. There is a low risk of contamination to this supply source due to limited access by vehicles and humans.

The source water is monitored via a water sampling program. Retention in Burnt Hut Reservoir and Baldy Tank allows suspended solids to settle before use. Online meters and loggers are used to monitor turbidity prior to treatment. Higher turbidity can occasionally occur in source water during wet weather and result in slight water discolouration of the drinking water. The UV and chlorine systems are serviced regularly and monitored via a telemetry-based SCADA system. A cyclic maintenance program includes cleaning of Boggy 1 Tank and Baldy Tank every two years, emptying and removing silt from Burnt Hut Reservoir, and flushing the reticulation system at least twice a year to remove biofilm build-ups.

Mt Stirling

Mt Stirling Resort has a common boundary with the Mt Buller Resort (the Delatite River), and Mirimbah is the entrance point for both. Mt Stirling Alpine Resort has no permanent population or accommodation. Drinking water is supplied to the public and operational facilities at the Telephone Box Junction hub, including a public toilet block and the central Visitor Centre building that houses a café, cross-country ski hire, the administrative office, and ski patrol base. Approximately 8,000 people visit the resort in the snow season, and approximately 30,000 people visit outside the snow season, particularly during summer when a significant number of visitors pass through the resort to access Craig's Hut. Camping in the resort is common all year round.

The source catchment rises steeply between Telephone Box Junction (at 1,234 m elevation) and the Mt Stirling summit (1,749 m) within a sub-alpine bushland zone featuring riparian vegetation in good condition. The headwaters include peat-forming *Sphagnum* moss communities that naturally retain and filter water. No recreational activity or swimming is allowed on the main reservoir, but recreational land use within the catchment including cross-country skiing, bushwalking, mountain-biking, four-wheel driving and horse riding.

The water supply is drawn from the perennial flows of Baldy Creek, which runs adjacent to the building at Telephone Box Junction. Water is pumped from the creek to a 15,000 L settling tank and filtered through a 1-micron cartridge filter and then a 10-micron carbon filter prior to being dosed with sodium hypochlorite. The off-take point from the creek is inspected weekly and cleaned as required, the raw water storage tanks are periodically emptied and cleaned to remove built-up silt, and the reticulated network pipes are thoroughly flushed on an annual basis. Weekly raw water sampling informs operational staff of source water quality and potential issues.

Mirimbah

The Mirimbah water supply comes from the perennial Buller Creek, approximately 300 m upstream from the junction with the Delatite River at an elevation of 620 m. The catchment is mostly alpine bushland with streams and riparian vegetation in good condition. The principal risks to the source water arise from a carpark, a park, mountain biking, hiking, and camping within the catchment, and that there is easy human access to the weir around the offtake.

Water is collected through a small diversion channel, pumped to a settling tank, passed through cartridge filters, dosed with hypochlorite, and then pumped to an elevated tank approximately 60 m higher than the creek. Water is then gravity-fed to the Mirimbah Store, the resort entry building, public toilets, and the ski patrol accommodation on the north side of

the Delatite River. Recently, a low-voltage chlorine analyser has been installed at the header tank which is viewed via SCADA. If chlorine levels drop below the target range, an alarm is transmitted via an SMS notification to GVW operators and their control centre.

Mt Baw Baw

Located on the south-west face of the Baw Baw Plateau, Mt Baw Baw has a summit elevation of 1,565 m and gently sloping terrain with a rich variety of alpine and sub-alpine native vegetation. The resort covers 430 hectares which includes trails for cross-country skiing, mountain biking, and hiking. The village, the ski area, and tobogganing slopes, are contained within 37 hectares. The resort is surrounded by Crown land, with the Baw Baw National Park on its northern and eastern boundaries, and Tanjil State Forest to the west and south.

Drinking water is sourced from the Dam Valley catchment, a protected valley slightly elevated above the village. The catchment is heavily vegetated, and recreational access is limited to a single trail through the north-western side of the catchment for use by cross-country skiers in winter and bushwalkers and mountain bikers in summer. Clear signage is installed at both ends of the trail instructing users to keep to the track and avoid contaminating the catchment. Runoff—consisting of rainfall and snowmelt—feeds into a minor tributary of the headwaters of the Tanjil River–Eastern Branch, flowing through natural sphagnum moss beds that provide initial filtration for suspended particulate matter.

A weir constructed below Dam Valley captures and directs water to a draw-off pipe supplying two 200,000 L concrete storage tanks at the southwest end of the catchment. Water is gravity-fed from the tanks via a 150 mm ductile iron, concrete-lined (DICL) pipe to the treatment plant and reticulation network. Overflow from the tanks is discharged back into the headwaters of the Tanjil River–Eastern Branch before any treatment occurs. This overflow runs most of the time, indicating that the flow through the weir currently exceeds the village demand.

Visual inspections of the catchment are conducted regularly to assess the condition of signage, access track, drainage boards, and the weir, and to identify any potential contaminants or possible pollutants. These assessments provide an ongoing understanding of catchment health.

Raw water sampling is conducted weekly to monitor for parameters such as turbidity and organic chemicals. The results are utilised to assist with identification of potential issues prior to treatment of the village water supply.

1.3 Improvements To Water Supply and Treatment

In the 2025-26 reporting period, one infrastructure project was completed, four commenced, and MBBAR made several improvements to their water processes.

Completed Project:

- Mt Hotham - Water tank access stairway – completed March 2026 – cost: $80,000

The stairway shown in Figure 9 was built to provide safe access to the inspection hatch in the roof of the 2.2 ML tank on Mt Higginbotham.



Figure 9: The Higgi Tank Access Stairway.

Projects underway:

- Mirimbah UV disinfection unit:

Following identification of a log reduction shortfall in the treatment processes for Mirimbah potable water supply, ARV commenced a $92,000 project to install a UV disinfection system at the Mirimbah WTP. The UV unit provides a 4.0 Log reduction for protozoa. UV monitoring instrumentation was installed with the unit and will be integrated into the existing SCADA system.

- Mt Buller pump replacement:

Construction began in preparation for the replacement of Boggy 2 pumps (raw water pumps) which is estimated to cost a total of $480,000.

- Mt Buller treatment plant:

Preliminary work commenced in preparation for a $1M project to upgrade and combine the High Level and Low Level Water Treatment Plants.

- Mt Hotham valve house:

The Mt Hotham valve house project will relocate tank valves into an enclosed, all-year accessible space and enable automated control of raw water storage levels via SCADA. The valve house has also been designed to support future installation of calcite filtration treatment. Design and procurement are complete, and preliminary siteworks, including pipework realignment, were completed in March 2026. Construction of the valve house is planned to continue into 2027, with a total estimated project value of approximately $600,000.

Improvements to Mt Baw Baw water processes:

- Cleaning of supply tanks (2) and both portable store tanks (2) by Clearwater Tank cleaning specialised contractor during the reporting period.

- GAC filters (Carbon filtration system) serviced, and carbon replacement occurred during the reporting period (May 2026).

- Increased frequency of flushing water through village during periods of low visitation to reduce stagnant water and introduce fresh water into the supply lines. Improved testing results. During period and going forward frequency completed is every three weeks outside of declared white season.

- Increased preventative maintenance frequency of the supply tank filtration replacement from monthly to weekly.

1.4 Changes to Water Sampling Areas

There were no new or varied water sampling areas during the reporting period.

2 Water Treatment and Quality Management Systems

ARV's water treatment processes are described in the following section. An overview of the treatment processes and chemicals is shown in Tables 2 and 3.

Table 2: ARV treatment processes

Water Treatment Plant (WTP)	Filtration				Disinfection		
Water Sampling Area	Amorphous alumino-silicate (AFM)	Granular Activated Carbon (GAC)	Calcite Filter (Calcium Carbonate)	Membrane filter	UV	Sodium hypochlorite	pH correction
Falls Creek			o		o	*	
Mt Hotham				o	o	*	
Mt Buller - High Level					o	o	
Mt Buller - Low Level					o	o	
Mt Stirling		o		o		o	
Mirimbah				o		o	
Mt Baw Baw	o	o			o	o	o

** Back-up Sodium Hypochlorite on UV failure/cleaning*

Table 3: Water treatment chemicals

Water Sampling Area	Alkalis	Disinfectants
Falls Creek	Calcium Carbonate	Sodium hypochlorite*
Mt Hotham		Sodium hypochlorite*
Mt Buller		Sodium hypochlorite
Mt Stirling		Sodium hypochlorite
Mirrimbah		Sodium hypochlorite
Mt Baw Baw	Caustic (Sodium Hydroxide)	Sodium hypochlorite

** Back-up Sodium Hypochlorite on UV failure/cleaning*

2.1 Water Treatment

Raw water from rivers, streams, reservoirs and aquifers must be processed through a water treatment plant to ensure it is safe to drink. ARV's water treatment processes involve various filtration and disinfection methods, plus pH correction at Mt Baw Baw to decrease the likelihood of corrosion to pipework and equipment caused by naturally acidic peatland water.

ARV has followed the Australian Drinking Water Guidelines (ADWG) to quantify microbial risks within the source waters and verify that treatment processes remove pathogenic microorganisms to meet health-based targets.

Raw water and pre-treatment settling and filtration

Raw water is filtered and/or stored in settling tanks prior to the disinfection process. As previously detailed in Section 1.2, each resort extracts their source water based on the catchment topography and demand requirements. The respective treatments are reflective of the high quality of the source water.

Disinfection

ARV water treatment plants use Ultraviolet (UV) disinfection and/or chlorine dosing (with sodium hypochlorite) for effective and continuous disinfection to ensure that the water is always safe to drink prior to entering the reticulation. Ultraviolet (UV) disinfection is the use of shortwave light (UV-C) that alters the DNA in the cells of microorganisms which inactivates or kills the organisms. Chlorine dosing with sodium hypochlorite generates hypochlorous acid, which rapidly breaks down a pathogen's cell structure via oxidation. The disinfection process used depends on the source water conditions and the configuration of the network, with UV typically serving as the primary barrier and chlorine applied where ongoing residual protection is required throughout the reticulation.

Clear water storage and reticulation (supply to customers' taps)

ARV undertakes regular preventative maintenance and mains flushing programs on all distribution systems to ensure all pipes remain clean. Treated water storage tanks are also inspected on a documented maintenance schedule and cleaned as required.

2.2 Changes to Water Treatment Processes and Chemicals

There were no changes to water treatment process in the 2025-26 reporting period.

2.3 Issues arising from Water Treatment Processes

Issues that arose from the water treatment processes during the 2025-26 reporting period included the breach of critical control point (CCP) limits and the production of haloacetic acids (HAAs).

Chlorine dosing intermittently fell below the established CCP limit at the Mt Buller High Level Treatment Plant on two separate occasions. On both occasions, the Department of Health (DoH) was notified, and the underlying technical issues were resolved quickly. Public safety was not compromised on either occasion; verification testing confirmed that free chlorine residuals met the ADWG benchmarks and returned zero *E. coli* detections.

HAAs, including chloroacetic acid, dichloroacetic acid, and trichloroacetic acid, are chlorine-based disinfection by-products (DBPs) that form naturally when chlorine reacts with organic matter. Actions to reduce HAAs are encouraged but must not compromise disinfection, as untreated water presents a significantly greater health risk.

Routine monitoring identified elevated levels of HAAs on several occasions. At Mt Baw Baw, where high levels of naturally occurring tannins in the source water react with chlorine to accelerate DBP formation, trichloroacetic acid was recorded slightly above the standard for a period of six months. ARV communicated with the DoH, and monitoring of HAAs was increased to weekly while investigations were carried out. Sample results returned to within guideline values after the carbon filtration media was replaced. As a result, MBBAR operating procedures have been updated to require carbon replacement on a two-year preventative maintenance cycle.

The details of these events and response actions are provided in Section 4 (*Emergency, Incident and Event Management*).

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3 Drinking Water Quality Standards

ARV follows a documented water sampling program as part of its risk management obligations under the Act and the SDWR. Results are assessed against the drinking water quality standards specified in the SDWR and the relevant health and/or aesthetic guideline values in the ADWG 2011. A summary of compliance with the drinking water quality standards for the reporting period is presented below, including a summarised comparison with the previous two reporting periods.

The health-based drinking water quality results are analysed by a NATA-accredited independent laboratory. Operational and aesthetic monitoring results, including chlorine residual and pH, are measured in-house at some water sampling areas. The tables exclude results from investigations, confirmatory testing or re-sampling following incidents or non-compliances.

ARV's water sampling program is reviewed routinely. The only change to the sampling program during this reporting period was at Mt Hotham, where the frequency of pH testing was increased from monthly to weekly to increase the understanding of pH level data trends within the network.

3.1 Escherichia coli

Escherichia coli (*E. coli*) is the name of a specific bacterial species belonging to the coliforms group. *E. coli* is found naturally only in the digestive tracts of warm-blooded animals. The presence of *E. coli* in water is an indicator of faecal contamination. *E. coli* results for each Water Sampling Area are provided in Table 4 for drinking water, and Table 5 for clear water storage.

Section 22 reports are raised for all *E. coli* detections and investigated by ARV. The operational actions taken in response to these notifications are detailed in the Section 4.1. During the 2025–26 reporting period, there was one *E. coli* detection reported, which was subsequently resolved as an administrative misinterpretation.

On 20 January, the laboratory contacted Mt Hotham to report an *E. coli* detection in a sample collected on 19 January. A Rapid Risk Assessment was immediately completed and submitted to the Department of Health. However, later that day, the laboratory issued a formal correction, clarifying that the site code had been misread and the sample was untreated, raw water collected prior to the disinfection unit. Consequently, the incident response was concluded and there were no actual *E. coli* detections within any ARV drinking water supplies during the reporting period.

Refer to Table 15 for a comparison of *E. coli* compliance rates across the last three reporting periods.

Table 4: Escherichia coli in drinking water

Water Quality Parameter: **Escherichia coli (E. coli)**

Water Quality Standard: No *E.coli* per 100mL of drinking water.

Water Sampling Area	Frequency of sampling	Number of samples	Maximum Result	Drinking water quality standard E.coli/100mL	Number of detections and investigations conducted (s.22)	Number of samples where the Standard was not met (s.18)
Falls Creek	Weekly	53*	0	0	0	0
Mt Hotham	Weekly	52	0	0	1**	0
Mt Buller - High	Weekly	53*	0	0	0	0
Mt Buller - Low	Weekly	53*	0	0	0	0
Mt Stirling	Weekly	53*	0	0	0	0
Mirimbah	Weekly	53*	0	0	0	0
Mt Baw Baw	Weekly	53*	0	0	0	0

** There were 53 scheduled sample days (Tuesdays) in the reporting period.*

***Lab reporting error - Refer to Section 22s*

Table 5: Escherichia coli in clear water storages

Water Quality Parameter: **Escherichia coli (E. coli)**

Water Quality Standard: No *E. coli* per 100mL of clear water storage water.

Water Sampling Area	Frequency of sampling	Number of samples	Maximum Result	Drinking water quality standard E. coli/100mL	Number of detections and investigations conducted (s.22)	Number of samples where the Standard was not met (s.18)
Mt Stirling	Weekly	53	0	0	0	0

** There were 53 scheduled sample days (Tuesdays) in the reporting period.*

While there is clear water storage at Mirimbah, all water sample points are located within the reticulation. The other ARV water sampling areas do not have clear water storage; drinking water enters the reticulation directly from the water treatment plant.

3.2 Turbidity

Turbidity is a measure of the presence of fine suspended particles in drinking water. The SDWR specify that the 95th percentile of turbidity samples in any 12-month period must not exceed 5.0 Nephelometric Turbidity Units (NTU).

As shown in Table 6, all water sampling areas met the aesthetic drinking water quality standard for turbidity during the 2025-26 reporting period. However, two scheduled samples from Mt Hotham were not analysed for turbidity due to a temporary kit shortage and a subsequent labelling error. While a spare backup kit was deployed to maintain the sampling schedule, the bottle labels were manually altered to include the new pH testing schedule. This modification inadvertently covered the turbidity label, leading the laboratory to omit the turbidity analysis. Standard sampling protocols have since been reinforced to ensure all required tests are clearly marked on sample labels.

A comparison of turbidity compliance rates across the last three reporting periods is shown in Table 15.

Table 6: Turbidity in drinking water

Water Quality Parameter: **Turbidity**

Water Quality Standard: The 95th percentile of results for samples in any 12-month period must be ≤5.0 NTU

Water Sampling Area	Frequency of sampling	Number of samples	Maximum result (NTU)	Maximum 95th Percentile	Number of non-complying samples	Compliant with Standard
Falls Creek	Weekly	53*	1.2	1.1	0	Y
Mt Hotham	Weekly	50**	0.4	0.3	0	Y
Mt Buller - High	Weekly	53*	6.5	0.7	0	Y
Mt Buller - Low	Weekly	53*	6.1	0.8	0	Y
Mt Stirling	Weekly	53*	1.0	0.7	0	Y
Mirimbah	Weekly	53*	0.7	0.4	0	Y
Mt Baw Baw	Weekly	53*	0.2	0.2	0	Y

** 53 Tuesdays in the reporting period*

*** Incomplete kits and labelling error.*

3.3 Total Trihalomethanes

Trihalomethanes (THMs) are a group of compounds that include chloroform, dibromochloromethane, bromodichloromethane and bromoform. Results for Total Trihalomethanes from the ARV water sampling areas are shown in Table 7.

Routine testing for THMs is carried out monthly at all ARV water sampling areas, however one test was missed in the 2025-26 reporting period at Mt Hotham. In August, a kit supply shortage at the start of the month meant the THM test was deferred and scheduled to be completed later in the month once supplies arrived. An operational oversight resulted in the sample not being collected before the monitoring window ended. Standard tracking protocols and internal handovers have been reinforced to ensure deferred samples are tracked and completed within the required compliance period. All THM samples collected during the 2025-26 reporting period met the trihalomethane drinking water quality standards. Refer to Table 15 for comparison across the last three reporting periods.

Table 7: Total Trihalomethanes in drinking water

Water Quality Parameter: **Trihalomethanes**

Water Quality Standard: For drinking water supplies treated with chlorine-based chemicals, no results to exceed 0.25 mg/L

Water Sampling Area	Frequency of sampling	Number of samples	Average (mg/L)	Maximum (mg/L)	Drinking water quality standard (mg/L)	Number of samples where standard was not met
Falls Creek	Monthly	12	0.001	0.170	0.250	0
Mt Hotham	Monthly	11*	0.003	0.008	0.250	0
Mt Buller - High	Monthly	12	0.046	0.063	0.250	0
Mt Buller - Low	Monthly	12	0.053	0.075	0.250	0
Mt Stirling	Monthly	12	0.080	0.120	0.250	0
Mirimbah	Monthly	12	0.047	0.065	0.250	0
Mt Baw Baw	Monthly	12	0.113	0.172	0.250	0

**Sample not tested for THMs in August 2025 - incomplete kits and operational oversight*

3.4 Chlorine Based Disinfection By-Product Chemicals

Chlorine-based disinfection by-products (DBPs) can form when chlorine reacts with organic or inorganic matter in water. Excessive levels of DBPs are undesirable in drinking water, as long-term exposure may pose a health risk. Although numerous DBPs can potentially form, those of most significance include THMs (see the above section) and haloacetic acids (HAAs). HAAs are a group of compounds that includes chloroacetic acid, dichloroacetic acid, and trichloroacetic acid. Action to reduce HAAs is encouraged but must not compromise disinfection, as inadequately disinfected water poses a significantly greater risk to health.

Results for HAAs are shown in Tables 8, 9, and 10. All Mt Buller and Mirimbah samples met the drinking water quality standards for HAAs. Mt Stirling had one slightly elevated trichloroacetic acid result during the 2025-26 reporting period – refer to the Section 18 notifications in Section 4.2 for details.

At Mt Baw Baw, trichloroacetic acid levels exceeded guideline values during a six-month period of low visitation. Monitoring frequency was increased while extensive investigations and proactive measures were implemented. The sample results returned to within guideline values after the carbon filtration media was replaced. MBBAR has updated its short- and long-term maintenance activities to reduce the likelihood of recurrence. The details of the events and response are outlined in Section 4.2. ARV continues to work with water quality contractors to identify further opportunities to improve chlorine by-product management.

Table 8: Chlorine based disinfection by-product chemicals – Chloroacetic Acid

Water Quality Parameter: **Chloroacetic acid**

Water Quality Standard: Should not exceed 0.15 mg/L *

Water Sampling Area	Frequency of sampling	Number of samples	Average (mg/L)	Maximum (mg/L)	Number of non-complying samples
Mt Buller - High	Monthly	12	<0.005	<0.005	0
Mt Buller - Low	Monthly	12	<0.005	<0.005	0
Mt Stirling	Monthly	12	<0.005	<0.005	0
Mirimbah	Monthly	12	<0.005	<0.005	0
Mt Baw Baw	Monthly	12	<0.007	< 0.020	0

Table 9: Chlorine based disinfection by-product chemicals – Dichloroacetic Acid

Water Quality Parameter: **Dichloroacetic acid**
Water Quality Standard: Should not exceed 0.1 mg/L *

Water Sampling Area	Frequency of sampling	Number of samples	Average (mg/L)	Maximum (mg/L)	Number of non-complying samples
Mt Buller - High	Monthly	12	0.019	0.031	0
Mt Buller - Low	Monthly	12	0.02	0.025	0
Mt Stirling	Monthly	12	0.051	0.077	0
Mirimbah	Monthly	12	0.025	0.037	0
Mt Baw Baw	Monthly	12	0.076	0.1	0

Table 10: Chlorine based disinfection by-product chemicals – Trichloroacetic Acid

Water Quality Parameter: **Trichloroacetic acid**
Water Quality Standard: Should not exceed 0.1 mg/L *

Water Sampling Area	Frequency of sampling	Number of samples	Average (mg/L)	Maximum (mg/L)	Number of non-complying samples
Mt Buller - High	Monthly	12	0.022	0.037	0
Mt Buller - Low	Monthly	12	0.023	0.037	0
Mt Stirling	Monthly	12	0.083	0.130	1
Mirimbah	Monthly	12	0.045	0.057	0
Mt Baw Baw	Monthly	12	0.112	0.170	6

3.5 Other Chemicals That May Pose a Risk to Public Health

Algal toxins

Cyanobacteria (blue-green algae) can produce toxins under certain environmental conditions. FCAR and MBMSAR undertake routine raw water sampling for algae, with no reportable detections during the period. Historically, when slight increases in overall algal biovolumes have been observed within these raw water storages, no blue-green algae or harmful algal blooms have occurred that threaten the production of safe drinking water.

Total Chlorine

Total Chlorine is a measure used to verify effective disinfection while ensuring chemical levels remain safe for consumption. The test results (Table 11) correlate with respective SCADA trending for free chlorine residual results, demonstrating that effective disinfection was maintained at optimal levels, across all water sampling areas.

Table 11: Health related parameters – Total Chlorine in drinking water

Water Quality Parameter:	**Chlorine, Total**
Water Quality Standard:	Should not exceed 5 mg/L

Water Sampling Area	Frequency of sampling	Number of samples	Average result (mg/L)	Maximum result (mg/L)	Compliant with standard
Mt Buller - High	Weekly	53*	0.95	1.68	Y
Mt Buller - Low	Weekly	53*	0.89	1.60	Y
Mt Stirling	Weekly	53*	0.88	2.10	Y
Mirimbah	Weekly	53*	1.23	2.31	Y
Mt Baw Baw	Weekly	53*	0.98	2.05	Y

**53 Tuesdays*

Other chemicals

FCAR's Risk Management Plan has identified other chemicals that may pose a risk to health, such as heavy metals and radioactive materials, which could potentially be present in the water. The monitoring program has been designed to provide confidence that the drinking water is safe and free of these harmful chemicals. Monitoring frequencies for each selected parameter are determined utilising a risk-based approach. Radiological compounds are tested every second year and were not scheduled for testing during the reporting period.

Table 12 shows the results against the health-related water quality standards for each identified chemical of concern in the Falls Creek source water, alongside aesthetic parameters.

Table 12: Health and aesthetic related parameters – Falls Creek

Chemical tested	Unit	Frequency of sampling	Number of samples	Maximum result	Health guideline	Aesthetic guideline	Number of non-complying samples	Compliant with Standard
Alkalinity	as CaCO3	6 Monthly	2	9	*	*	0	Y
Arsenic	as As	6 Monthly	2	<0.001	0.010	*	0	Y
Cadmium	as Cd	6 Monthly	2	<0.0002	0.002	*	0	Y
Calcium	as Ca	6 Monthly	2	1.1	*	*	0	Y
Chloride	as Cl	6 Monthly	2	<1	*	250	0	Y
Chromium	as Cr	6 Monthly	2	<0.001	0.05	*	0	Y
Copper	as Cu	6 Monthly	2	0.006	2	1	0	Y
EC 25C	MicroS/cm	6 Monthly	2	18	*	1000	0	Y
Hardness	as CaCO3	6 Monthly	2	5	N/A	200	0	Y
Iron	as Fe	6 Monthly	2	0.21	*	0.3	0	Y
Lead	as Pb	6 Monthly	2	<0.001	0.01	*	0	Y
Magnesium	as Mg	6 Monthly	2	0.6	*	*	0	Y
Manganese	as Mn	6 Monthly	2	0.003	0.5	0.1	0	Y
Mercury	as Hg	6 Monthly	2	<0.0001	0.001	*	0	Y
Nickel	as Ni	6 Monthly	2	<0.001	0.02	*	0	Y
Potassium	as K	6 Monthly	2	0.3	*	*	0	Y
Selenium	as Se	6 Monthly	2	<0.001	0.010	*	0	Y
Silica	as SiO2	6 Monthly	2	4.9	*	*	0	Y
Sodium	as Na	6 Monthly	2	1.2	*	180	0	Y
Sulphur	as SO4	6 Monthly	2	<0.5	500	250	0	Y
TDS	mg/L	6 Monthly	2	63	*	600	0	Y
Zinc	as Zn	6 Monthly	2	0.003	*	3	0	Y

**No specific quantitative guideline value in the ADWG.*

3.6 Aesthetics

Aesthetic parameters characterise the appearance, taste and odour of drinking water. At each sampling area, ARV selects specific aesthetic parameters to monitor based on the potential risks posed by the nature of the source water. Falls Creek water is routinely tested for electrical conductivity, hardness, alkalinity, iron and manganese. As shown in Table 12, all results at Falls Creek were within the relevant guideline parameters.

Electrical conductivity is proportional to the concentration of dissolved salts in the water and is commonly used as a surrogate measure for total dissolved solids. Increased levels of dissolved salts typically diminish the palatability of drinking water.

Hardness indicates the level of dissolved calcium and magnesium salts in the water. Elevated hardness makes soap difficult to lather and can cause scaling in hot water services and plumbing infrastructure. Conversely, soft water can become slightly corrosive to copper plumbing. Falls Creek's water is classified as soft.

Alkalinity is a measure of the buffering capacity of water with respect to pH change. Although the ADWG does not specify guidelines for alkalinity, it can be important for chemical treatment and industrial processes.

Iron and manganese occur naturally in waters from contact with soils and rock. Excessive concentrations of either parameter can result in discolouration, an objectionable taste, and the staining of laundry and plumbing fixtures.

pH

pH is measured at all water sampling areas and is a measure of the water's hydrogen ion concentration. It is an important operational parameter and has a significant effect on the efficiency of disinfection. To minimise the potential for corrosion of pipes or mineral scale formation, the aesthetic guidelines state that the average pH value during a period of 12 months should be at least 6.5 and not exceed 9.2.

At Mt Hotham elevated pH levels are occasionally recorded at the extremities of the reticulation network due to the reactivity of the soft, low-alkaline water leaching calcium hydroxide ($Ca(OH)_2$) from the cement lined pipework. The frequency of pH testing at Mt Hotham was increased from monthly to weekly in September 2025 and, to stabilise pH levels across the network, plans are underway for the installation of calcite filters which introduce calcium carbonate to the water prior to distribution.

ARV now monitors weekly for pH at all water sampling areas. A summary of the results is shown in Table 13.

Table 13: Aesthetic related parameters – pH

Water Quality Parameter: **pH**

Aesthetic Guideline: The average pH value is at least 6.5 but does not exceed 9.2 during a period of 12 months

Water Sampling Area	Frequency of sampling	Number of samples	Minimum result	Average result	Maximum result	Met aesthetic guideline
Falls Creek	Weekly	53*	6.60	6.90	7.28	Y
Mt Hotham	Monthly Jul & Aug, Weekly since Sep 2025	46**	6.20	8.11	11.40	Y
Mt Buller - High	Weekly	53*	7.20	7.86	8.70	Y
Mt Buller - Low	Weekly	53*	7.50	8.04	8.90	Y
Mt Stirling	Weekly	53*	7.00	7.46	7.90	Y
Mirimbah	Weekly	53*	7.20	7.62	9.00	Y
Mt Baw Baw	Weekly	53*	6.40	6.96	8.30	Y

**53 Tuesdays in the reporting period*

***Mt Hotham monitoring Program was updated in September 2025 to improve verification of results by increasing the frequency of pH testing from monthly to weekly.*

True colour

True colour is a measure of the intensity of the yellow-brown hue that is naturally imparted to some surface waters. Dissolved organic matter (especially humic and fulvic acids) and dissolved inorganic matter (especially iron and manganese) both impart colour to water. Colour is tested weekly at Mt Baw Baw, and Table 14 is a summary of results.

The catchment at Mt Baw Baw is highly prone to elevated colour levels driven by high tannin loading following rainfall runoff events. Because tannins are complex organic compounds originating from dense catchment vegetation, they do not decay or break down easily in the natural environment, leading to persistent raw water discolouration. When these elevated levels of undecayed tannins enter the water treatment plant, they react dynamically with chlorine during the disinfection process to accelerate the formation of haloacetic acids (HAAs).

To manage this aesthetic issue and mitigate the resulting disinfection by-products (DBPs), the water treatment infrastructure relies heavily on specialized carbon filtration. As outlined in Section 2.3 – Issues Arising from Treatment Processes – and detailed in the Section 18 Notifications (see Section 4.2), a prolonged trichloroacetic acid exceedance was resolved after the carbon filtration media was replaced. Consequently, MBBAR operating procedures have been updated to require carbon replacement on a two-year preventative maintenance cycle.

Table 14: Aesthetic related parameters – True colour in drinking water

Water Quality Parameter:	**True Colour**
Aesthetic Guideline:	Should not exceed 15 Hazen Units (HU)

Water Sampling Area	Frequency of sampling	Number of samples	Maximum result (HU)	Number of non-complying samples	Met aesthetic guideline
Mt Baw Baw	Weekly	53	20	8	N

3.7 Analysis of Results

ARV's water quality compliance rates over the last three reporting periods are summarised in Table 15.

Table 15: Summary of compliance with Drinking Water Quality Standards[4]

	E. coli	THMs	Turbidity
Water Quality Standard	No *E. coli* per 100mL	Total Trihalomethanes must not exceed 0.25 mg/L	95th percentile in 12 month period must not exceed 5.0 NTU
2023-24 Samples Compliant	100%	100%	100%
2024-25 Samples Compliant	99.6%	100%	100%
2025-26 Samples Compliant	100%	100%	100%

E. coli comparison with previous years

All water sampling areas met the *E. coli* standard in 2025-26[5] and in 2023-24. In 2024-25, Mt Hotham had one positive *E. coli* reading. Information about that result, including actions taken in response, are detailed in last year's report.

Turbidity comparison with previous years

All water sampling areas met the turbidity standard over the last three reporting periods.

Total Trihalomethanes comparison with previous years

All water sampling areas met the trihalomethane standard over the last three reporting periods.

[4] The Safe Drinking Water Regulations 2015 were in effect during the 2023-24 and 2024-25 reporting periods. The 2025-26 results are reported in accordance with the new Regulations.
[5] In the 2025-26 reporting period, a clerical error resulted in a Section 22 notification, which is detailed in Section 4.1.

4 Emergency, Incident and Event Management

The *Safe Drinking Water Act 2003* requires water agencies to immediately report to the Department of Health (DoH) any incident or situation relating to a drinking water supply that may pose a risk to human health or cause widespread public complaint. It also requires notification of the detection of parameters that breach the ADWG health limits.

ARV's risk management and quality management systems serve to minimise the occurrence of serious events and incorporate continuous improvement strategies to reduce risk to drinking water safety.

When incidents do occur, ARV's monitoring program is designed to identify problems as soon as possible, avoiding or minimising adverse impacts to customers. Procedures are implemented to respond to these incidents appropriately to mitigate risks to public health.

4.1 Known or Suspected Contamination

There were four reports made to the Department of Health (DoH) under Section 22 of the *Safe Drinking Water Act 2003* (the Act) during the reporting period.

At the Mt Buller High Level Water Treatment plant, a chlorine dosing critical control point (CCP) breach triggered a Section 22 notification on two separate occasions. Neither event resulted in an *E. coli* detection; chlorine residual levels remained within standard benchmarks, and the dosing pump faults were immediately rectified.

Mt Hotham submitted a Section 22 notification following a laboratory report of a positive *E. coli* detection. However, the laboratory retracted the result the same day, confirming it was an internal administrative error. Because the sample was subsequently verified as compliant, a Section 18 notification was not required.

Mt Stirling submitted a Section 22 notification after contacting the DoH when laboratory analysis showed a Trichloroacetic Acid (TCA) result exceeding the ADWG standard. A rapid risk assessment was carried out, identifying the cause and determining that there was no risk to public health. As requested by the DoH, a Section 18 notification was also submitted for this event (as outlined in Section 4.2).

The circumstances of each Section 22 notification are reported in Table 16. In all events, operational controls were implemented immediately, and the DoH Water Unit was notified and supported all findings.

Table 16: Section 22 Notifications

Date & Area	Issue	Details	Corrective Actions
20/07/2025 Mt Buller High Level Treatment Plant	CCP Breach	Chlorine dosing dropping below CCP limit from 09:20pm until 10.10pm 19/07/2025	Chlorine dosing was restored within 50 minutes. Chlorine residual was tested in the High Level reticulation and found to be 1.15 post treatment and 1.10 and 1.05 at the two reticulation sample points. A suitably qualified electrician inspected the chlorine pump to ensure there were no ongoing issues. ARV posted a media release to the Mt Buller website notifying the public of a potential water quality breach and to seek medical advice should they experience any gastrointestinal symptoms. No *E. coli*. was detected in the samples collected 21/07/2025.
09/01/2026 Mt Buller High Level Treatment Plant	CCP Breach	Chlorine dosing intermittently dropped below the Critical Control Point limit between 6pm Thursday 8 January 2026 and 4am Friday 9 January 2026, and to low levels between 6am-7am.	The chlorine dosing pump was bled and restored to fully functioning by 8am Friday 9 January. Chlorine residuals were tested in the High Level reticulation and found to be 0.3 and 0.26 at the two reticulation sample points. ARV requested a 24hr turn around for next scheduled sampling results and provided these results to the department. No *E. coli* was detected following the breach on the scheduled sample taken 12/1/2026.
20/1/2026 Mt Hotham	*E. coli* notification	The laboratory reported *E. coli* in a routine sample collected on 19 January from the post UV treatment point. However, later that day, the laboratory issued a formal correction, and confirmed the sample was from the point prior to UV treatment and that no *E. coli* was detected within the drinking water samples.	A rapid risk assessment was immediately completed and submitted to the Department of Health. A resample was immediately undertaken across the full network to ascertain the extent of any potential issues. Following sampling, chlorine dosing was initiated while investigations began. Staff were preparing to flush the mains and undertake chlorine residual testing across the reticulation network once complete. The samples were in transit, when the laboratory explained that they had misinterpreted the site code and the sample was in fact from the tap prior to disinfection. The resampling round was not tested. The treatment system resumed normal operations.

28/1/2026 Mt Stirling	HAA - Trichloroacetic Acid (TCA) exceeded 0.1 mg/L	The routine monthly sample detected Trichloroacetic Acid at 0.13 mg/L. A rapid risk assessment determined that the cause was treated water sitting in the potable holding tank due to low water usage at the time.	Notified the DoH, consulted Goulburn Valley Water (GVW) expert, and undertook a rapid risk assessment. Turned over water from holding tank when batching. Turned over water on a weekly basis, then resampled for HAA levels. HAA results returned to within the ADWG standard.

4.2 Section 18 Notifications

Five reports were made to the water unit of the DoH Water Unit under Section 18 of the Act, all relating to HAA levels exceeding the guidelines. They are listed in Table 17.

ARV is aware of the triggers that can lead to HAA exceedances, including heavy rainfall or seasonal vegetation decay that increase the formation of DBPs during chlorination. Filtration maintenance, chemical dosing adjustments, and water remaining stagnant for extended periods due to low demand can all contribute to elevated levels.

At Mt Baw Baw, trichloroacetic acid levels remained elevated during Summer. MBBAR conducted multiple investigations, including a three-day intensive investigative program in mid-December, working actively with the assistance of a water quality contractor (GVW) to analyse supply, treatment, and maintenance processes to identify opportunities to reduce the formation of chlorine by-products .

The following points were identified during the investigations:

- **Low off-peak visitation:** During the warmer months when the initial elevated results were observed, low water demand meant that water was not flushing effectively through the village distribution system, contributing to DBP accumulation.
- **Raw water storage tank maintenance:** The historical cleaning schedule for the raw water storage tank could not be determined. A comprehensive clean was completed in February 2026, and this task has now been formally scheduled on a three-year preventative maintenance cycle.
- **Carbon filtration media lifespan**: The previous replacement date for the fine granular activated carbon could not be verified. This filtration media was fully replaced in May 2026 and is now scheduled for replacement every two years.

MBBAR has updated both its short- and long-term maintenance procedures to mitigate future risks. ARV continues to collaborate with water quality contractors to identify further opportunities to improve chlorine by-product management.

Table 17: Section 18 Notifications

Date & Area	Issue	Details	Corrective Actions
21/11/2025 Mt Baw Baw	HAA - Trichloroacetic Acid exceeded 0.1 mg/L	Routine monthly sample detected a chlorine byproduct above the ADWG limit of 0.1 mg/l due to water stagnation during low occupancy.	Worked closely with the water quality contractor (GVW) to investigate and resolve the issue. Conducted weekly HAA testing, as recommended by the DoH, until levels returned to within ADWG standards. Implemented monthly flushing at specific discharge points during low occupancy periods (Green Season) to prevent future stagnation.
09/02/2026 Mt Baw Baw	HAA - Trichloroacetic Acid exceeded 0.1 mg/L for an extended period	Weekly Trichloroacetic Acid results have continued to range between 0.11 & 0.17 mg/L from 25th Nov to 3rd Feb despite extensive investigation.	Scheduled and completed cleaning of the supply tanks to address the elevated levels. Continued regular water flushing to prevent stagnation during low usage. Continued working actively with the water quality contractor (GVW) and the DoH to resolve the issue. Weekly testing continued.
20/03/2026 Mt Baw Baw	HAA - Trichloroacetic Acid exceeded 0.1 mg/L	Weekly sample detected Trichloroacetic Acid at 0.13 mg/L	MBBAR continued to work actively with the water quality contractor (GVW) and DoH to rectify heightened HAA.
15/04/2026 Mt Baw Baw	HAA - Trichloroacetic Acid exceeded 0.1 mg/L	A 8/4/2026 sample detected Trichloroacetic Acid at 0.15 mg/L	Scheduled and completed activated carbon replacement in early May 2026, which resolved the elevated Trichloroacetic Acid levels. Reinstated routine monthly HAA testing. Updated Mount Baw Baw Alpine Resort (MBBAR) operating procedures to require carbon replacement on a two-year preventative maintenance cycle.
28/1/2026 Mt Stirling	HAA - Trichloroacetic Acid (TCA) exceeded 0.1 mg/L	The routine monthly sample detected Trichloroacetic Acid at 0.13 mg/L. An assessment determined this was caused by treated water sitting in the potable holding tank during a period of low occupancy.	Notified the DoH, consulted Goulburn Valley Water (GVW) expert, and undertook a rapid risk assessment. Turned over water from holding tank when batching. Turned over water on a weekly basis, then resampled for HAA levels. Outcome: HAA results returned to within the ADWG standard.

5 Complaints Relating to Water Quality

Consumers can report water quality issues to ARV through several channels:

- **Online:** Via our website at www.alpineresorts.vic.gov.au/contact-us
- **Email:** Via the email address listed on the web site
- **In person or phone:** Directly to our staff at any of our offices or operational centres
- **Social media:** Via our official social media channels.

ARV aims to ensure that any complaints received will be dealt with promptly and investigated appropriately. Follow-up contact is made to advise the customer of any actions taken and to monitor their satisfaction. All complaints are formally recorded to track their status ensuring any issues that could affect drinking water safety are identified and resolved quickly.

During the reporting period, ARV received one water complaint. A Mt Buller hotel reported excessive air entrainment in water. Investigations identified a valve at the high-level plant that was suspected of drawing air into the system. The valve was cleaned, and the mains were flushed concurrently as part of the annual preventative maintenance program. This successfully resolved the issue, and no further complaints were received. The types of complaints received over the last three reporting periods is shown in Table 18.

Customer engagement is vital to ensure consumers know how to make enquiries or complaints and can be promptly informed of any event that results in a service interruption or non-compliant drinking water. ARV uses a range of traditional and digital communication methods to keep consumers informed about supply interruptions or water quality events, including text message, multiple social media channels, and stakeholder newsletters. Visitor information offices operate at each resort, and during peak seasons, dedicated teams are on the ground to provide direct information to residents and visitors.

Table 18: Types of complaints compared to previous reporting periods

Type of Complaints	2025-2026	2024-2025	2023-2024	Comparison	Comments
Colour and Turbidity	0	0	0	0	
Taste and Odour	0	0	0	0	
Air	0	0	0	0	
Alleged Illness	0	0	0	0	
Other	1	0	0	Increase of 1	A hotel reported excessive air entrainment in water. The cause of the issue was investigated and resolved by valve cleaning. Mains-flushing, carried out as part of the preventative maintenance program, reduces the likelihood of the issue reoccurring.
Total	1	0	0	Increase of 1	

6 Findings of the Most Recent Risk Management Plan Audit

The Department of Health (DoH) requires ARV to undertake an independent audit of its risk management plan. There was no audit taken during the reporting period. ARV will complete the next scheduled audit as directed by the DoH.

The last audit conducted by a DoH approved auditor was in 2023. All major and minor non-compliances highlighted in the 2023 audit were completed and addressed in the previous two annual reports.

A progress summary of actions taken during the reporting period for all opportunities for improvement that remained open in last year's annual report is listed in Table 19.

Table 19: OFIs

Water Sampling Area	Item	Identified OFI	Activity	Status
MHAR	OFI - 2022 - 2	An opportunity for improvement exists, in relation to s. 9(1)(d), to disconnect the raw water pipeline bypass of the disinfection treatment process that connects directly to the drinking water reticulation. A failure of the raw water bypass pipeline valve or accidental operation may present a drinking water quality risk without implementation of further preventative strategies.	Funding has been allocated for a new water treatment facility to be delivered by 2028. The new facility will require relocation of the pipework and will be designed to ensure there is no possibility of undisinfected water entering the drinking water reticulation network, avoiding this risk.	OPEN
MHAR	OFI - 2023 - 5	An opportunity for improvement exists, in relation to s. 9(1)(d), to complete the identification of the existing backflow prevention devices within the MHAR drinking water reticulation (auditing of premises) and establish a register to monitor inspection and compliance obligations.	MHAR has established a register for continued, ongoing investigations to identify existing backflow prevention devices on premises at Mt Hotham.	COMPLETE
MHAR	OFI - 2023 - 8	An opportunity for improvement exists, in relation to r. 8(1)(g), to verify the effectiveness of the chlorine disinfection process to achieve a chlorine Ct of > 15mg.min/L (at the first customer tap supplied) to meet the pathogen reduction requirements for the category 1 source water treated i.e., a LRV for bacteria of 4 (WSAA, 2015).	Funding has been allocated for a new water treatment facility scheduled for delivery by 2028. The design of the new facility will incorporate the findings and recommendations of a chlorine dosing review, which will be ongoing during the design of the new facility currently underway.	OPEN

MBMSAR	1	A suggestion for your Mt Buller site is to upgrade your Burnt Hut Reservoir. Possible options could include upgrading into new sealed tanks, underground tanks, and/or large sealed bags. Also, consider both raw water and post disinfection tanks at this site. Suggest prompt implementation – need to consider that the new large open reservoir may not necessarily be suitable as replacement raw water storage for potable use but would supply the snowmaking water requirement. An upgrade to your Burnt Hut Reservoir tank(s) would help to reduce the estimated water loss of one litre per second.	Construction works to upgrade the water treatment processes and decommission Burnt Hut commenced early 2026. Works are expected to be complete by end of November 2026. Demolition of Burnt Hut Reservoir will commence in December 2026, to be completed by March 2027.	OPEN
MBMSAR	4	The Buller system only has UV and chlorine disinfection. Stirling and Mirimbah Chlorine disinfection.	Funding for clear water storage tanks (2.5ML capacity) has been obtained. Project is out to Tender with works expected to commence Nov 2026. Construction works to combine High Level & Low Level WTP to upgrade treatment processes commenced early 2026. UV disinfection system has been installed at Mirimbah WTP and will be connected to SCADA and commissioned in 2026-27. No further works are planned for Stirling WTP.	OPEN
MBMSAR	6	In the event of a major water ring main failure, there is an opportunity for water to backflow into the network. All new developments are required to install backflow prevention devices.	Pressure sensors will be installed at the new pressure reducing valve pits (both up flow and down flow of valves) at two locations where existing High Level and Low Level reticulations systems will be connected. Works are expected to be completed in November 2026	OPEN
MBBAR	OFI-23-001	The MBB risk management plan must include details of the methodology used to quantify microbial hazards in raw water and the extent that the treatment process removes or reduces them.	Microbial hazard quantification methodology and Category 2 treatment justification has been incorporated into the December 2025 ARV Drinking Water Risk Management Plan draft (RMP) Section 5 & Mt Baw Baw risk assessment (BB01 & BB02)	COMPLETE

MBBAR	OFI-23-002	In the MBB risk management plan, update Table 3 to more accurately reflect the risk assessment register.	Risk assessment methodology, consequence ratings and risk matrix were updated and aligned with the October 2025 risk register and incorporated into the RMP, Section 5.	COMPLETE
MBBAR	OFI-23-015	Consult with DoH on the need to test for chlorate.	Discussions ongoing. Estimated completion date April 2027	OPEN
MBBAR	OFI-23-020	The methodology for the quantification of microbial hazards must be identified for the MBB scheme and undertaken to assess the extent that pathogenic microorganisms are in the source water and that the treatment processes reduce or remove them.	Microbial hazard quantification methodology, pathogen log reduction requirements and treatment effectiveness assessment were documented in the RMP Section 5.5 and Mt Baw Baw risk assessment BB01, BB02, BB13 and BB15.	COMPLETE
MBBAR	OFI-23-021	Consider developing a policy for the types and locations of recreational activities in the MBB drinking water catchment.	Recreational activities within the catchment were reviewed as part of the October 2025 Risk Assessment. Controls include public toilets onsite, restricted access, signage. Land based recreation risk assessment was documented in BB01 and BB02 of the Mt Baw Baw risk register. General Manager determined policy not required at this stage.	COMPLETE
MBBAR	OFI-23-001	The MBB risk management plan must include details of the methodology used to quantify microbial hazards in raw water and the extent that the treatment process removes or reduces them.	Microbial hazard quantification methodology and Category 2 treatment justification incorporated into the RMP, Section 5 & Mt Baw Baw risk assessment (BB01 & BB02)	COMPLETE
MBBAR	OFI-23-002	In the MBB risk management plan, update Table 3 to more accurately reflect the risk assessment register.	Risk assessment methodology, consequence ratings and risk matrix were updated and aligned with the October 2025 risk register and incorporated into the RMP, Section 5.	COMPLETE
LMAR	OFI-23-005	Control limits should be considered at LM to ensure that water used in the regulated supply is suitable for primary contact	A review was undertaken and a control limit incorporated into the RMP of *E. coli* above 10 cfu/100mL in the regulated water results in unacceptable risk from secondary contact (hand washing).	COMPLETE

7 Undertakings, Variations and Exemptions Under the SDWA

Alpine Resorts Victoria had no undertakings under Section 30, no variations under Section 19 and no exemptions under Section 20 of the *Safe Drinking Water Act 2003* during the reporting period.

8 Regulated Water

Lake Mountain Alpine Resort has a regulated water supply as defined under the *Safe Drinking Water Act 2003* ('the Act'). The storage and supply of water to the resort is untreated, as declared and gazetted by the Minister for Health on the 23rd of October 2005. Under Section 6 of the Act, 'regulated water' is defined as water that is not intended for drinking but could be reasonably mistaken as drinking water.

ARV is required to include regulated water supplies in its risk management plan. All reasonable steps are taken to ensure that the intended recipients of regulated water are made aware of the nature of that water and the health risks that may arise from its use. All regulated water customers are advised that the water is not suitable for human consumption, which excludes it from use for drinking or food preparation. While the water is generally suitable for other domestic purposes, ARV also notifies customers of any changes to the water quality that alter its intended use.

Overview

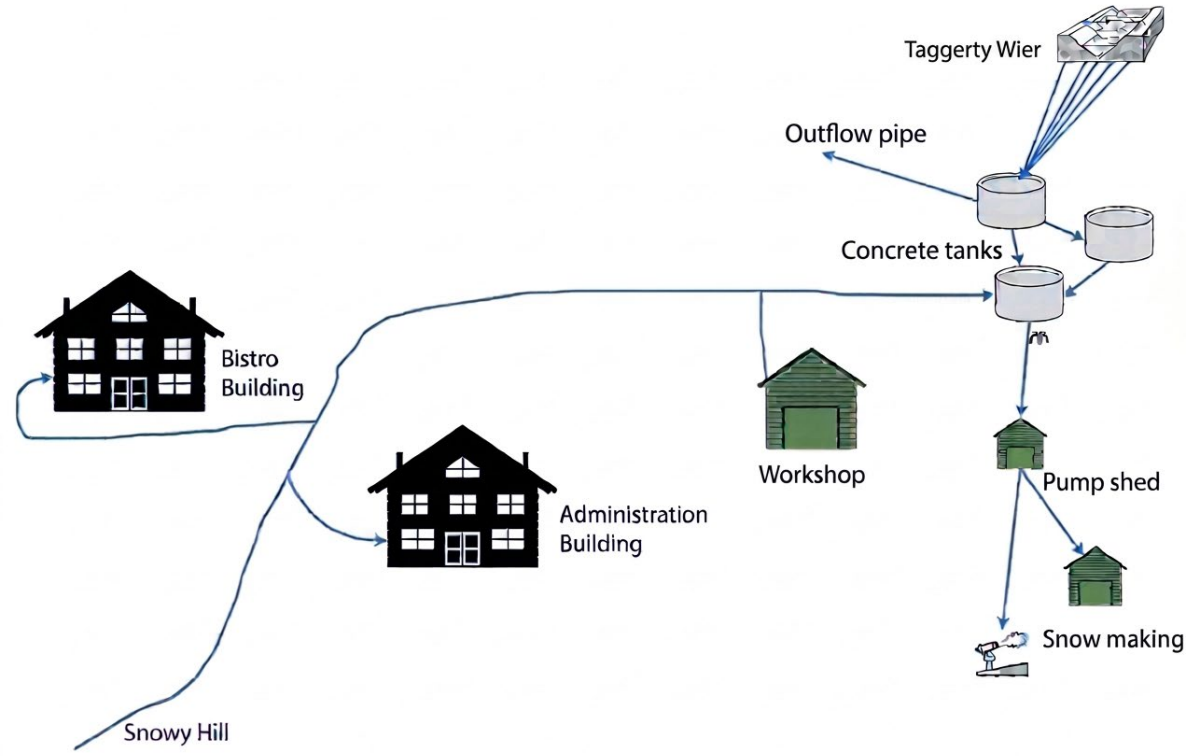
Lake Mountain Alpine Resort is located approximately 120km northeast of Melbourne. As the closest alpine resort to Melbourne, it's a highly popular snow play destination. Situated adjacent to the Yarra Ranges National Park, the resort covers an area of 465 hectares with the summit elevation at 1,433m. The resort infrastructure includes toboggan slopes, cross-country ski trails, the Visitor Centre and administration building, all situated at an elevation of approximately 1,350m. Lake Mountain Alpine Resort offers 20km of groomed cross-country ski trails providing access to over 2,400 hectares of skiable terrain in the National Park. Outside of Winter, Lake Mountain is an event venue, hosts guided walking tours, mountain biking, road cycling and provides several nature-based adventure activities.

Lake Mountain Alpine Resort is the water (regulated) supplier to the following facilities:

- Workshop shed
- Snowy Hill amenities building
- Snow making system
- Resort Administration Centre (including the snow sports centre, rental shop, café area, and administrative offices)
- Bistro Building (including public spaces, public amenities, a food outlet, ski patrol/first aid, the resort ticketing outlet, and a retail outlet)
- Cascades amenities block

Water source, storage, and distribution

Figure 10: Lake Mountain Regulated Water Supply System



Source water, Echo Flat

Water is sourced from the Upper Taggerty River, a small stream fed by the bog and heath catchment area of Echo Flat, a plateau situated within the Yarra Ranges National Park. Potential human contact within the catchment is minimal, restricted to portions of the cross-country ski trail network that borders the catchment area, and the possibility of people camping in remote areas away from access to toilets.

Gerraty's

Gerraty's serves as the resort's village centre. The main water supply system for Gerraty's consists of a small concrete weir that directs water from the Taggerty River via a series of 50mm HDPE pipes, utilising a gravity-fed syphon process, to three enclosed concrete tanks. The combined storage capacity of these tanks is 800kL. The storage tanks supply water to resort's facilities via a 100mm ductile iron pipe.

Snowy Hill

Water is sourced from the storage and distribution system at Gerraty's. The delivery line works on gravity process via 50mm HDPE line that supplies the Snowy Hill toilet amenities.

Cascades

Cascades is a standalone water system not connected to the Gerraty's network. Water is harvested from a small local tributary within the Myrtle Creek catchment and stored in a 2200L HDPE tank. The supply and delivery lines for the system operate via a gravity-fed syphon process using 50mm polyethylene lines, which supply water to the amenities building located at Cascades. In addition, an 800 L HDPE roof-fed rainwater tank was installed in 2020 to service the staff toilet at the ticket box.

Quality Management Systems

Unvalidated domestic filtration and UV treatment are applied to the water supply at Lake Mountain. Resort management has taken proactive steps to mitigate potential health risks by raising public awareness through the installation of "Do Not Drink" signage above all resort water outlets, advising visitors that the water is untreated and unsuitable for consumption. Water feeding into food preparation outlets undergoes additional filtration through multiple 20-micron and 5-micron cartridge units, alongside UV treatment.

As part of the management of the water supply system, routine water quality monitoring is undertaken. Testing is conducted monthly offsite by ALS Water to analyse turbidity, E. coli, coliforms, and plate counts. Catchment, delivery, and storage infrastructure inspections are routinely conducted to mitigate the risk of supply failure and contaminant ingress. The management of storage and water diversion infrastructure includes flushing the reticulation network and cleaning the storage tanks on a bi-annual basis.

Regulated Water Risk Management Activities

The management activities implemented in relation to the regulated water supply at Lake Mountain are described below, particularly those that relate to Section 25 of the *Safe Drinking Water Act 2003*, regarding the provision of warnings for regulated water supplies.

- **All managers and staff** working within the resort's commercial food operations are briefed on the risks associated with the resort's untreated water supply and the health risks that could potentially arise from consuming and using it.
- **Resort staff training** covers the potential health risks posed by drinking and using the untreated water. This information is delivered during the pre-winter induction, both verbally and as part of the employee information package, which all staff receive prior to commencing employment.

Figure 11: Signage Displayed at All Regulated Water Outlets



- **A blanket signage program** for all water outlets in the resort has been completed, including a maintenance schedule outlined in the RMP. All outlets are signed to warn visitors to Lake Mountain that the water is untreated and to highlight potential health risks.

- **Information packages** are supplied to visiting groups, advising them of the risks of drinking the untreated water supply and other potential health hazards.

- **Bottled water coolers** have been installed to supply potable water for consumption, to minimise the likelihood of resort staff drinking from the untreated supply.

- **System decontamination procedures** are implemented if *E. coli* values exceed trigger points identified in the RMP.

- **Hazard decommissioning and management**: Showers previously located in the public Bistro area have been decommissioned. All other showers in the resort are strictly designated for staff emergency use only.

Future of Water Supply

An Integrated Water Management Plan has been developed to guide the future of water supply management at Lake Mountain Alpine Resort. This plan has evaluated all aspects of the water cycle to enable innovative management solutions for the resort as it develops.

9 Glossary of terms and further Information

9.1 Glossary

Abbreviation / Acronym	Description
ADWG	*Australian Drinking Water Guidelines (2011)*
AFM	Amorphous alumino-silicate Filter Media
ALMSD	Assets, Land Management and Strategic Development
ARV	Alpine Resorts Victoria
BGA	Blue-Green Algae, a common term for Cyanobacteria
CBD	Central Business District
CCP	Critical Control Point
CEO	Chief Executive Officer
cfu/100mL	Colony Forming Units per 100 millilitres
DICL	Ductile Iron, Concrete Lined (pipe)
DoH	Department of Health (Victoria)
DBP	Disinfection By-Product
EC	Electrical Conductivity
E. coli	*Escherichia coli*
FCAR	Falls Creek Alpine Resort
GAC	Granular Activated Carbon
GM	General Manager
GVW	Goulburn Valley Region Water Corporation, trading as Goulburn Valley Water
HAA	Haloacetic Acid
HAB	Harmful Algal Bloom
HBT	Health Based Target
HDPE	High-Density Polyethylene
HL	High Level reticulation
HU	Hazen Units, a measure of colour
LL	Low Level reticulation
LMAR	Lake Mountain Alpine Resort
LRV	Log Reduction Value
MBBAR	Mt Baw Baw Alpine Resort
MBMSAR	Mt Buller & Mt Stirling Alpine Resort
mg/L	Milligrams per Litre
MHAR	Mt Hotham Alpine Resort
MicroS/cm	Micro-Siemens per centimetre (unit of electrical conductivity)
mL	Millilitre
NATA	National Association of Testing Authorities
NTU	Nephelometric Turbidity Units, a measure of water cloudiness
OFI	Opportunity for Improvement
PFAS	Per- and poly-fluoroalkyl substances
RMP	Risk Management Plan
s.18	Section 18 of the *Safe Drinking Water Act 2003*
s.22	Section 22 of the *Safe Drinking Water Act 2003*
SCADA	Supervisory Control and Data Acquisition
SDWA	*Safe Drinking Water Act 2003*
SDWR	*Safe Drinking Water Regulations 2025*
TDS	Total Dissolved Solids
THM	Trihalomethanes
UV	Ultraviolet light
WSAA	Water Services Association of Australia
WTP	Water Treatment Plant

9.2 Further information

Section 23 of the *Safe Drinking Water Act 2003* requires that ARV make available for inspection by the public the results of any water quality monitoring program that is conducted on any drinking water supplied by us.

Customers and members of the public may access drinking water quality data by contacting Alpine Resorts Victoria on the details provided below.

Website:

https://www.alpineresorts.vic.gov.au/contact-us

ARV Stakeholder Newsletter:

communications@alpineresorts.vic.gov.au

Alpine Resorts Victoria
19 Highett Street, Mansfield VIC 3722
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