

Fact Sheet: Beaudesert Drinking Water Disinfection Update



Upcoming changes to your local water treatment

Seqwater is nearing completion of the South West Pipeline project, a part of the Beaudesert Water Supply Upgrade, that will connect the Beaudesert area to the South East Queensland (SEQ) Water Grid for the first time. This connection, expected in early 2024, will improve long term water security for this growing region by providing the area with a second water source.

To successfully deliver the project, Seqwater has been working in close partnership with the region's water services provider, Urban Utilities. A key step to prepare Beaudesert for its future Grid connection involves a change in the local water disinfection method.

Currently, the Beaudesert Water Treatment Plant treats the town's local drinking water supply with the disinfectant, chlorine. Ahead of connecting Beaudesert to the Grid, the Beaudesert Water Treatment Plant disinfection process will transition from chlorine to chloramine to match the treated drinking water already in the Grid. This work is planned during February 2024.

Most drinking water in South East Queensland comes from the Grid, which allows water to be transported across the region via 600km of interconnected bulk water supply pipelines, connecting to dams and multiple water treatment plants.

Drinking water from the Grid in the Beaudesert region is treated with chloramine. Like chlorine, chloramine is a common and effective disinfection method that makes tap water safe for people to drink, cook with and bathe in. Both chlorine and chloramine have been used to treat South East Queensland's drinking water since the 1930s.

What does this mean for me?

While most people won't notice any impacts during the transition, some properties may temporarily experience slight changes to the taste, smell or colour of their tap



water for a short time as the new water travels through the town's pipe network. Your water will remain safe to drink and will continue to meet the stringent Australian Drinking Water Guidelines.

If anyone experiences any temporary discolouration, we encourage them to flush their taps until the water runs clear. Placing your tap water in a container and cooling it down in the fridge can also reduce any temporary change in taste. Seqwater and Urban Utilities are working closely together to minimise any temporary changes, including flushing the local pipe network to help the water move through faster. We would like to thank everyone in the community for their patience while this important work takes place.

What do I need to do to prepare?

Most people will not need to take any action ahead of the change in February, however those with aquatic pets, pools and spas or home dialysis may need to take steps to prepare.

Fish tanks, aquariums, and ponds

If you have a fish tank, aquarium or pond, the change in disinfection from chlorine to chloramine could affect your fish, reptiles or other aquatic creatures.

Both chlorine and chloramine need to be removed from tap water to make it safe to be used in fish tanks, aquariums, or ponds. We encourage people to consult their local aquarium or pet store for advice ahead of the changeover.

Pools and spas

Whether you are topping up your pool or spa or filling it for the first time with water treated with chloramine, you may need to adjust your chlorine levels to achieve the right concentration. Customers should contact their pool store for advice and continue to test their overall chlorine concentration as part of their usual maintenance routine.

Home dialysis units

Home dialysis units are fitted with a filtration system that removes both chloramine and chlorine from the water supply. Those who use home dialysis units are encouraged to speak with their home dialysis unit or nephrologist if they have any questions about the change.

What is drinking water disinfection?

Disinfection is one part of the total water treatment process. Water treatment is the process of removing impurities from water to make it safe to drink.

Water treatment starts in our catchments and does not stop until it reaches your tap. Water typically enters a water treatment plant through a system of pipelines and pumps that bring it from its source, such as a dam or river.



At the water treatment plant, water is cleaned, filtered and disinfected before travelling through pipes to your tap.

Why is disinfection important?

Safe drinking water supplies are vital for our health and wellbeing. Water from sources like dams, creeks and rivers can contain bacteria and other pathogens – that's why it needs to be treated and disinfected before it reaches your tap.

Whatever the source, and wherever it is treated, treated drinking water undergoes regular testing at many points of the distribution network to make sure it meets the stringent standards outlined in the Australian Drinking Water Guidelines.

Where do I get more information?

While the project is being undertaken by Seqwater, Urban Utilities is working closely with them to help all of their customers in Beaudesert understand what it involves.

For information about the upcoming disinfection method change, visit urbanutilities.com.au/network-upgrades/current-projects/beaudesert-water-supply-seq, phone 13 26 57 (8am to 5pm weekdays), or email customerservice@urbanutilities.com.au



To learn more about Seqwater's Beaudesert Water Supply Upgrade and the connection to the Grid, please visit seqwater.com.au/project/beaudesert-water-supply-upgrade