

# Fact Sheet:

## Water treatment enhancements

### Minor change to water treatment for Brisbane, Ipswich, Logan, Moreton Bay and parts of the Scenic Rim

Seqwater is enhancing water treatment processes at Mount Crosby and North Pine water treatment plants, delivering water quality benefits across Moreton Bay, Ipswich, Brisbane and Logan regions and some parts of the Scenic Rim.

The initiative is being undertaken in partnership with Urban Utilities, Logan Water and Unitywater.

The enhanced treatment processes anticipated to be introduced in late November 2025, will further stabilise water quality, including during the summer months when water quality needs to be more closely managed.

A key result will be slightly increasing the pH level of water at the two water treatment plants from about 7.8 to about 8.4.

This slight increase will further boost the effectiveness of disinfectants added to the water supply year-round.

Customers within the supply areas are unlikely to notice a change in their drinking water.

Some customers who already treat their water or have specific water chemistry requirements may need to make adjustments to allow for the slight increase in pH.

For example, health care providers, large scale food and beverage manufacturers and aquariums may need to assess and adjust their existing water treatment or equipment maintenance programs to suit the pH level.



#### Why the change?

To maintain clean, fresh drinking water, multiple treatment processes are carried out at Seqwater's water treatment plants and within the water service providers' networks.

This is because water is a natural product and its chemistry is determined by factors such as the climate, rainfall, vegetation, land use, geology and water flow in our water supply catchments.

Seqwater regularly makes minor adjustments to the drinking water supply to enhance its quality in line with the *Australian Drinking Water Guidelines*.

While well-established water quality processes are already in place at Seqwater's water treatment plants, the slight pH increase will help maintain water quality into the future as it reaches your tap.

### What is water pH?

pH is a natural part of water and measures how acidic or alkaline a substance is on a scale from 0 to 14. A pH of less than 7 is acidic, 7 is neutral and greater than 7 is alkaline.

Australian tap water varies in pH between about 6 and 10.8, as does bottled water. The *Australian Drinking Water Guidelines*' recommended pH for water supply is between 6.5 and 8.5.

Drinking water will continue to be supplied to all areas within the *Australian Drinking Water Guidelines*' recommended pH range.

### To find out more

Seqwater, Urban Utilities, Logan Water and Unitywater will provide further information to customers during 2025.

In the meantime, customers can contact their local water retailer to find out what this change means for them.

#### UNITYWATER

**Moreton Bay area**

[www.unitywater.com](http://www.unitywater.com)



#### URBAN UTILITIES

**Brisbane, Ipswich and parts of Scenic Rim**

[www.urbanutilities.com.au](http://www.urbanutilities.com.au) or  
[watertalk.urbanutilities.com.au](http://watertalk.urbanutilities.com.au)



#### LOGAN WATER

**Logan area**

[www.logan.qld.gov.au/water](http://www.logan.qld.gov.au/water)



#### SEQWATER

**SEQ bulk water supply**

[www.seqwater.com.au](http://www.seqwater.com.au)

