



Statement of Policy on Public Water Supply Matters

Drinking Water Quality

All water utilities should deliver to the consumer drinking water that meets or surpasses all standards established by regulatory agencies. This objective is achieved most economically and effectively when the source water is taken from the highest-quality water source available, the water is appropriately treated to meet regulatory and community water criteria, and water quality is maintained during transmission to the consumer.

AWWA is committed to protecting public health through scientific research, education, and effective utility management. Public water suppliers should develop and implement operating and management programs that include water quality guidelines based on the regulatory standards that define safe water and the community's water quality goals. These water quality operating guidelines must be comprehensive and balanced. They should:

- be responsive to regulatory requirements ;
- include continuous input from the consumers and the local public health and medical community;
- be aware of currently unregulated contaminants ;
- respond to consumer aesthetic water quality issues, (e.g., taste, odor, color, and hardness);
- address potential threats that may deliberately or accidentally be introduced into the water system;
- provide for selection, protection, and management of the highest-quality source of supply;
- address the potential for changes in source water quality;
- define and maintain proper operation of treatment facilities;
- maintain water quality during transmission and distribution to consumers;
- include adequate monitoring to capture water quality changes throughout the water system; and
- encourage participation in research and use of improved treatment capabilities to improve water quality at the tap.