



What drinking water suppliers can expect from us as a regulator

We're focused on protecting public health. We focus our regulatory efforts where they'll make the biggest difference to drinking water safety, while being fair and consistent with everyone.

How we operate

We are committed to operating in a way that is:

Transparent:	We're clear about our priorities and expectations of suppliers in meeting these.
Risk-based:	We prioritise our actions and expectations to address the biggest risks to public health.
Proactive:	We anticipate risks, provide proactive guidance and support and look for opportunities to improve how we do things.
Proportionate:	We consider the size, complexity and risk profile of a supplier or supply, as well as the costs of different options to improve supply performance or achieve compliance.

What we consider before taking action

- ✓ The size and complexity of a supply.
- ✓ The level of risk to the people using water from a supply.
- ✓ A supplier's history of performance and compliance.
- ✓ A supplier's willingness to engage with us and make improvements.

What suppliers can expect from us

The VADE model below makes clear what suppliers can expect from us.



There will be situations where compliance action is required to address an urgent public health risk, even if a supplier is trying to do the right thing. We may use any tool at any time, when we consider it appropriate to do so.