



*It is recommended that you read the summary first as it provides the national background and an explanation of the terms used in the individual water company sections.*

---

## ***Summary of 1995 Report by the Drinking Water Inspectorate***

---

- |  |  |
|--|--|
|  <b>Anglian Water Services Limited</b>                  |  <b>North West Water Limited</b>                  |
|  <b>Bournemouth And West Hampshire Water PLC</b>        |  <b>Northumbrian Water Limited</b>                |
|  <b>Bristol Water PLC</b>                               |  <b>Portsmouth Water PLC</b>                      |
|  <b>Cambridge Water Company</b>                        |  <b>Severn Trent Water Limited</b>               |
|  <b>Chester Waterworks Company</b>                    |  <b>South East Water Limited</b>                |
|  <b>Cholderton And District Water Company Limited</b> |  <b>South Staffordshire Water PLC</b>           |
|  <b>DWR Cymru Cyfyngedig (Welsh Water)</b>            |  <b>South West Water Services Limited</b>       |
|  <b>Sutton And East Surrey Water PLC</b>              |  <b>Southern Water Services Limited</b>         |
|  <b>Essex And Suffolk Water PLC</b>                   |  <b>Tendring Hundred Water Services Limited</b> |
|  <b>Folkestone And Dover Water Services Limited</b>   |  <b>Thames Water Utilities Limited</b>          |
|  <b>Hartlepool Water PLC</b>                          |  <b>Three Valleys Water PLC</b>                 |
|  <b>Mid Kent Water PLC</b>                            |  <b>Wessex Water Services Limited</b>           |
|  <b>Mid Southern Water PLC</b>                        |  <b>Wrexham Water PLC</b>                       |
|  <b>North Surrey Water Limited</b>                    |  <b>The York Waterworks PLC</b>                 |
|  |  <b>Yorkshire Water Services Limited</b>        |
- 

The summary report and individual water company information is available in printed form from

**The Drinking Water Inspectorate**  
Room B155  
Romney House  
43 Marsham Street

London SW1 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# *Drinking water is generally of a very high quality: 99.5% of tests met the standards in 1995*

**The Government's Drinking Water Inspectorate checks that water companies supply water that is safe to drink when it reaches your home. Here we summarise our findings for 1995.**

## *Who supplies drinking water ?*

About 50 million people in England and Wales are supplied with 16,800 million litres of water daily by the 31 water companies. That is about 99% of the population.

Water is not the same everywhere because it comes from different sources, such as:

- rivers
- reservoirs, lakes and streams
- boreholes and wells.

To a varying extent, these sources contain different impurities which need to be removed. The water is always treated by disinfection, often by filtration and, sometimes, by more complex processes. There are about 1,600 treatment works.

After treatment, drinking water is distributed through a network of pipes about 315,000 km long and some 5,000 tanks called service reservoirs or water towers. For monitoring purposes, each company's network is divided into water supply zones serving not more than 50,000 people. There are nearly 2,500 zones in all.

## *What are the standards ?*

The Government has set 55 standards for drinking water. Most of these come from an obligatory European Community Directive but some UK standards are more stringent. A few are based directly on World Health Organisation guidelines. The standards generally include wide safety margins.

There are standards for:

- bacteria
- chemicals such as nitrate and pesticides
- the way water looks and tastes.

## *Who monitors quality ?*

Water companies must, by law, take water samples and test them to check that quality standards are being met.

They test for:

- bacteria at every treatment works and service reservoir and also at representative consumers' taps in each water supply zone; and
- chemicals and other measures at representative consumers' taps in each water supply zone.

Each water company has to keep a public record of all their test results. In 1995, in England and Wales, nearly 3.2 million tests were carried out - about 80% of them on samples taken from consumers' taps.

## *Who checks on water companies ?*

The Drinking Water Inspectorate checks whether the water companies carry out quality checks properly. We are a team of professionals with wide-ranging experience and expert knowledge on all aspects of water supply. This includes chemistry, microbiology and engineering. On health matters, we are advised by the Government's Chief Medical Officer.

We inspect each water company every year to check that:

- sampling procedures are satisfactory
- samples are tested by trained staff using accurate methods
- the right numbers of tests are carried out
- the correct results are entered in the public record
- the appropriate water treatment processes are used
- the treatment processes and the water distribution system are operated and maintained satisfactorily.

We also examine each company's water quality test results for each treatment works, service reservoir and water supply zone and check them against the standards.

The outcome of all these checks is given for each water company in our Annual Reports. This overview gives you the overall outcome of the water quality tests carried out in 1995 in England and Wales.

## ***Measuring Quality***

The quality of drinking water can be shown in two ways. The best, because it takes into account all the results in a whole year, is the total of all tests that meet the standards. However, we also check water quality in each supply zone. We treat a zone as not meeting the standards if just one test during a year fails. This is because we can require the company to carry out improvement works for the zone. So although figures relating to zones can give a misleadingly poor picture of drinking water quality, they do show how quality has got better as a result of completing improvement work.

[To continue please click the forward button]



---

***comments***

# *About Your Water Company*

**ANGLIAN WATER SERVICES LIMITED**  
**A summary of drinking water quality in 1995**  
prepared by the  
**Drinking Water Inspectorate**

## *Background*

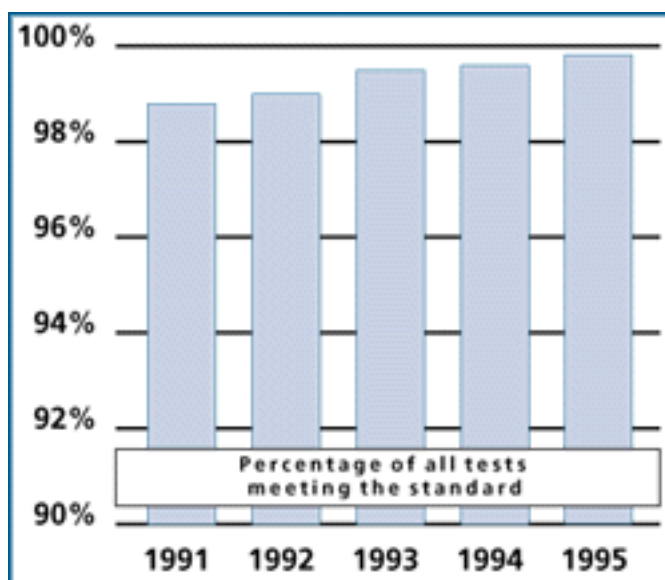
Anglian Water Services Limited supplies water to about 3.9 million people living in East Anglia, Lincolnshire, South Humberside and parts of Essex, Bedfordshire, Buckinghamshire and Northamptonshire. Over half of the Company's water supplies come from boreholes. The remainder comes from reservoirs and rivers. The Company has 148 treatment works and distributes water through a network of 33,000 km of pipes and 392 service reservoirs.

## *Inspection*

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting, and its treatment processes were generally very good. Progress with improvement programmes was satisfactory. Fourteen recommendations for improvements in practices were made.

## *Water Quality*

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 345,247 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. Other significant failures to meet the standards were for nitrite, nitrate, iron, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme. There were significant improvements in compliance with the standards for iron, nitrate and an individual pesticide.



## *Improvement programmes*

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, nitrite, nitrate and improve its water mains. Traces of nitrate and pesticides can enter water sources and the Company has almost completed the programme of installation of treatment to remove them at works. Iron, turbidity and PAH arise from old water mains and the Company is continuing the replacement or repair of these.

## ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01223 372000.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

**[ Use above buttons ]**

---

***comments***



# About Your Water Company

## BOURNEMOUTH AND WEST HAMPSHIRE WATER PLC

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

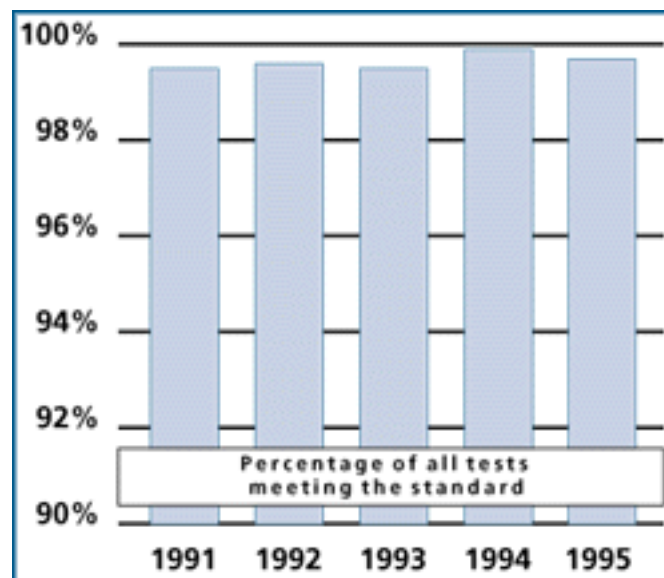
Bournemouth and West Hampshire Water Plc supplies water to about 400,000 consumers in parts of Dorset, Hampshire and Wiltshire. The volume of water supplied increases substantially during the summer months with the influx of visitors to the area. Almost four fifths of the Company's water supplies come from the Rivers Stour and Avon. The remainder comes from boreholes. The Company operates treatment works at six sites and distributes water through a network of 2,800 km of pipes and 22 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting, and treatment processes were generally satisfactory. Progress with improvement programmes for the removal of pesticides was behind schedule but the Company is still expected to be able to complete work by the due date. Forty-three recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.7% of the 21,285 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.3% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The only other significant failures to meet the standards were for pesticides, and PAH. For each of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. PAH arises from old water mains and the Company is replacing or repairing these. The improvements for pesticides will be complete by December 1996, but the work on the water mains to deal with PAH will extend beyond this date.

## ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01202 591111.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***



# *About Your Water Company*

## **BRISTOL WATER PLC**

**A summary of drinking water quality in 1995**

**prepared by the  
Drinking Water Inspectorate**

### *Background*

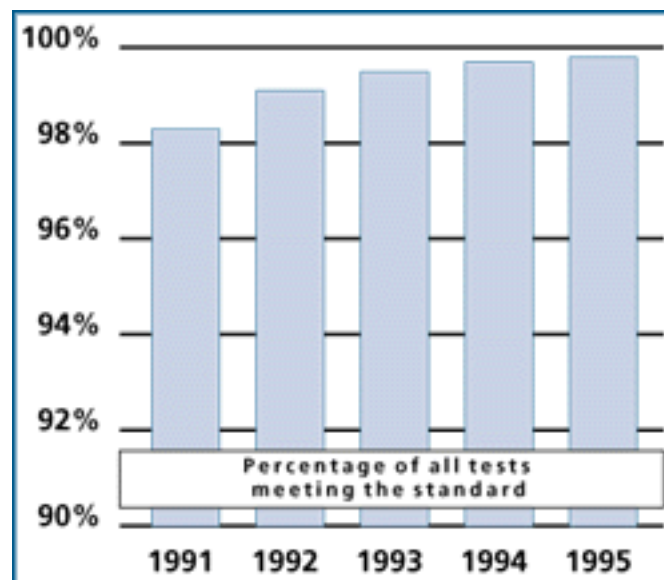
Bristol Water plc supplies drinking water to about 1 million people living in the city of Bristol, parts of Somerset and small areas of Gloucestershire and Wiltshire. About three quarters of the Company's water supplies come from reservoirs or from the River Severn via the Gloucester and Sharpness Canal. The remainder comes from springs, wells and boreholes. The Company has 24 treatment works and distributes water through 6,200 km of pipes and 182 service reservoirs.

### *Inspection*

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes and progress with improvement programmes were generally satisfactory. Thirteen recommendations for improvements were made to the Company nearly half of which concerned water treatment and distribution practices.

### *Water Quality*

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 53,909 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards, the most significant were for nitrite and PAH. Others were for iron and pesticides. For nitrite and pesticides, the Company completed appropriate improvement programmes during 1995. The full effect of these improvements should be seen in the 1996 results. For PAH, the Inspectorate has obtained a commitment from the Company to carry out an improvement programme.



### *Improvement programmes*

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to improve its water mains. PAH and iron arise from old mains and the Company is replacing or repairing these. These improvements will extend beyond December 1996.

### *Further information*

If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 0117 9667 666.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## CAMBRIDGE WATER COMPANY

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

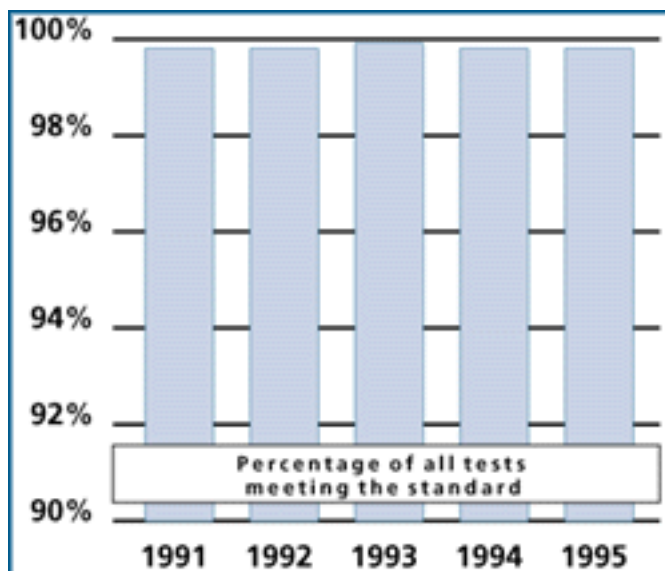
Cambridge Water Company supplies drinking water to about 281,000 people living in the Cambridge area. All the Company's water supplies come from boreholes. The Company has 25 treatment works and distributes water through a network of 2,104km of pipes and 36 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were satisfactory. Two improvement programmes were due for completion during 1995 and both were completed on schedule. Seven recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has generally been very good. 99.8% of the 14,403 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and the Company is taking or has taken corrective action on the problems identified. The only other significant failures to meet the standards were for nitrite, PAH and TCA. The Inspectorate has obtained a commitment from the Company to carry out remedial work for nitrite and PAH and it is investigating the TCA failures.



### Improvement programmes

The graph above shows consistently good quality water being supplied over the last five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitment to improve its water mains in one area. Iron and PAH arise from old water mains and the Company is committed to replacing or repairing these. The Company completed its improvement programme to reduce the tendency of water picking up lead from consumers lead pipes at the end of 1995. Additional treatment was installed at a number of sites and benefits will be seen in 1996. Most of these improvements were completed by December 1995, but work on the water mains is continuing.

## ***Further information***

If you want more detailed information about the quality of the drinking water in your local area please contact the Company. Their telephone number is 01223 403000.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# *About Your Water Company*

**CHESTER WATERWORKS COMPANY**  
**A summary of drinking water quality in 1995**  
**prepared by the**  
**Drinking Water Inspectorate**

## *Background*

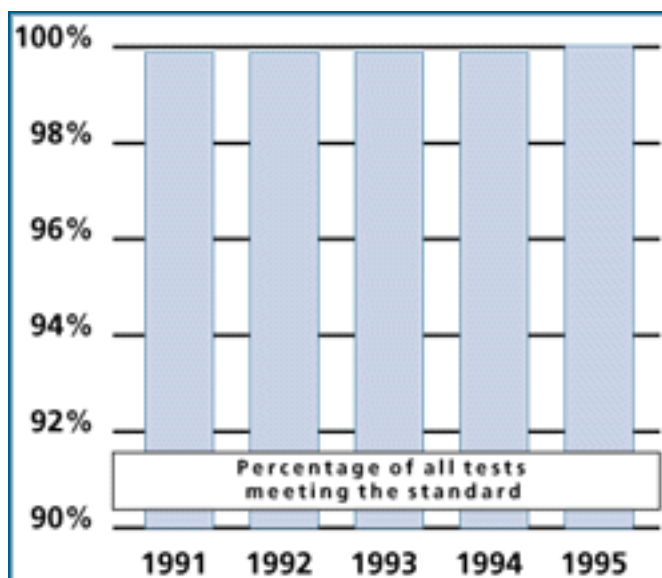
Chester Waterworks Company supplies drinking water to about 107,100 people living in and around the City of Chester. Almost all of the Company's water comes from the River Dee with one borehole providing the rest. The Company has two treatment works and distributes water through a network of 563 km of pipes and three service reservoirs.

## *Inspection*

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for analysis and reporting were generally good and that treatment processes were satisfactory. Two recommendations for improvements in practices were made.

## *Water Quality*

The quality of the water supplied by the Company in 1995 has been generally very good. All of the 5,160 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps.



## *Improvement programmes*

The graph above shows the continued very good water quality over the past five years. The Inspectorate considers that it is not possible to improve water quality based on current standards. As a result the Company has not given any legally binding commitments to improve quality further.

## *Further information*

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01244 320501.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# *About Your Water Company*

## **CHOLDERTON AND DISTRICT WATER COMPANY LIMITED**

**A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate**

### *Background*

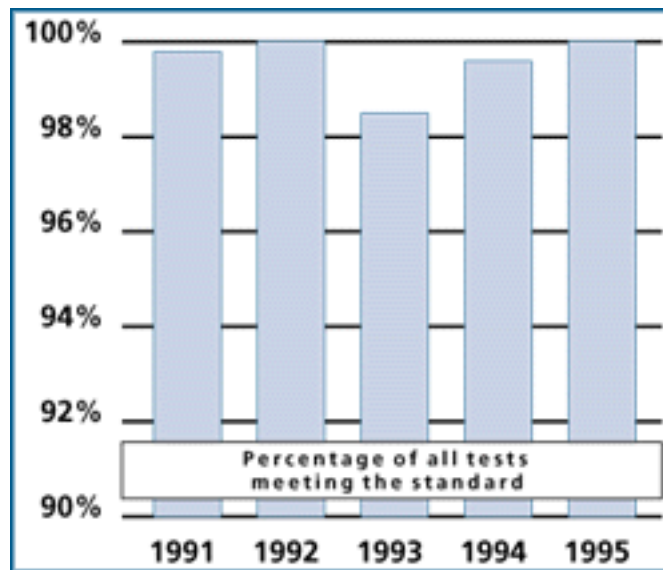
Cholderton and District Water Company Limited supplies drinking water to about 2,500 people in the villages of Cholderton and Shipton Bellinger. The Company's water supply comes from two boreholes, one operational and one standby; the standby source was not used for supply purposes during 1995. The Company has one treatment works and distributes water through a network 44km of pipes and one service reservoir.

### *Inspection*

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were very good and that treatment processes were satisfactory. Progress with the improvement programme was found to be satisfactory. Three recommendations for improvement in practices were made.

### *Water Quality*

The quality of the water supplied by the Company in 1995 has been very good, with 100% of the 513 tests performed by the Company meeting the standards - the tests were largely made on samples taken from consumers' taps.



### *Improvement programmes*

The graph above shows the continued good water quality over the last five years. The Company plans to improve the quality even further. It has given a legally binding commitment to investigate the causes of the atrazine by March 1996 and, if necessary, to install treatment for its removal, although no failures have occurred this year.

### *Further information*

If you want more detailed information about the quality of the drinking water in your local area please contact the Company. Their telephone number is 0198 0629 203.



The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

**DŴR CYMRU CYFYNGEDIG (WELSH WATER)**

**A summary of drinking water quality in 1995**

**prepared by the  
Drinking Water Inspectorate**

## Background

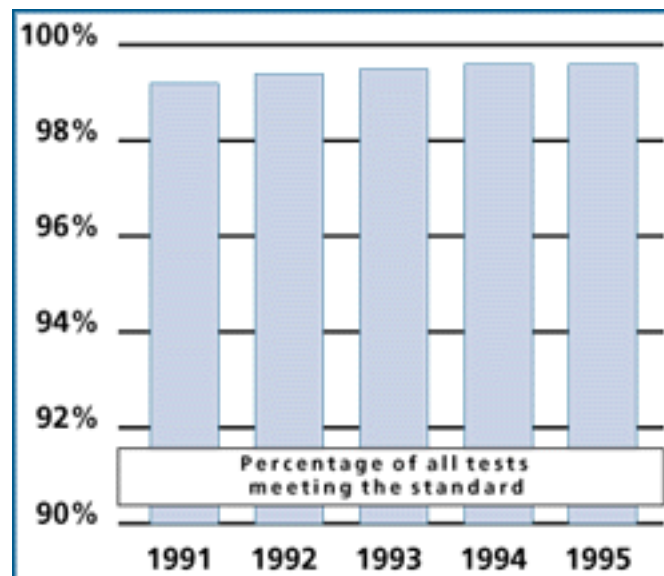
Dwr Cymru Cyfyngedig (Welsh Water) supplies drinking water to about 2.8 million people living in most of Wales and parts of Hereford and Worcester and Gloucestershire. About half of the Company's water comes from reservoirs, most of the rest comes from rivers and a little comes from boreholes and springs. The Company has 156 treatment works and distributes water through a network of 24,900 km of pipes and 658 service reservoirs.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for analysis and reporting were generally good and that treatment processes were generally satisfactory. Progress with the extensive programme of improvements was found to be satisfactory, but a small number of schemes were behind schedule and some were not fully appropriate. Fourteen recommendations for improvements in practices were made.

## Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.6% of the 201,282 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.4% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The Inspectorate has identified that further work will be required at one works and one service reservoir where these bacteria were detected and it will obtain a commitment from the Company to do this work. The only other significant failures to meet the standards were for taste, iron, lead, PAH, and pesticides. For each of these substances the Company has completed or is carrying out an improvement programme.



## Improvement programmes

The graph above shows the continued good and improving water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to improve its water treatment and water mains. This extensive programme covers coliforms, colour, turbidity, taste, nitrite, iron, PAH, lead and pesticides. Most of these improvements were completed by December 1995. The full effect of these improvements should be

seen in the 1996 results, but some work, particularly on the water mains, is continuing.

### ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01443 454044.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## THE SUTTON AND EAST SURREY WATER PLC

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

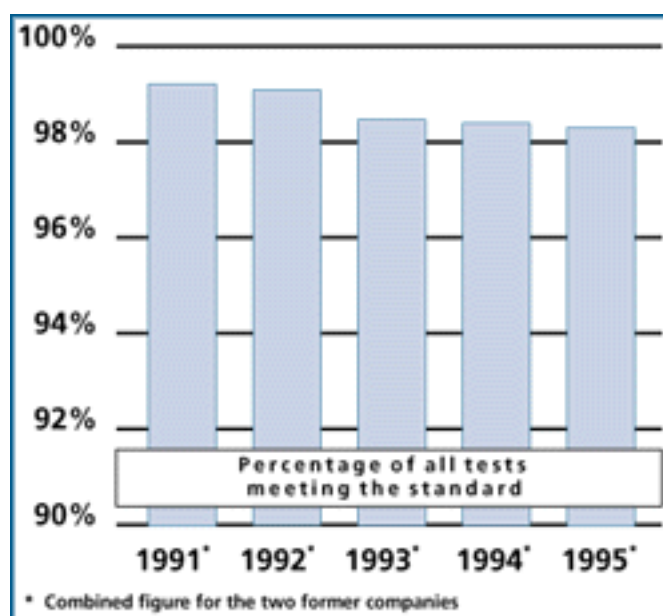
Sutton and East Surrey Water plc supplies drinking water to about 608,000 people in parts of Surrey and Kent and in the London Boroughs of Sutton, Croydon and Merton. Until April 1996, the area was supplied by two separate companies, the Sutton District Water PLC and East Surrey Water PLC. Most of the Company's water comes from boreholes. The remainder is taken from the River Eden and stored in the Bough Beech reservoir. The Company has ten treatment works and distributes water through a network of 3,300 km of pipes and 37 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Twenty-four recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 98.3% of the 28,509 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 1.7% of tests that did not meet the standards a few were for coliform bacteria. When these bacteria were detected, the cause was investigated and generally corrected, although the Company gave a commitment to carry out further investigation in one case. Other significant failures to meet the standards were for nitrite, trihalomethanes and pesticides. For all of these substances, the Company has completed appropriate improvement programmes.



### Improvement programmes

The graph above shows generally good water quality over the past five years. Although the figures for overall compliance have declined, the Company, as it must, plans to improve the quality of water supplied and the Inspectorate will be monitoring the situation closely. Iron arises from old water mains and the Company is replacing or repairing these. These improvements will extend beyond December 1996.

## ***Further information***

If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 01737 772000.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## ESSEX & SUFFOLK WATER PLC

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

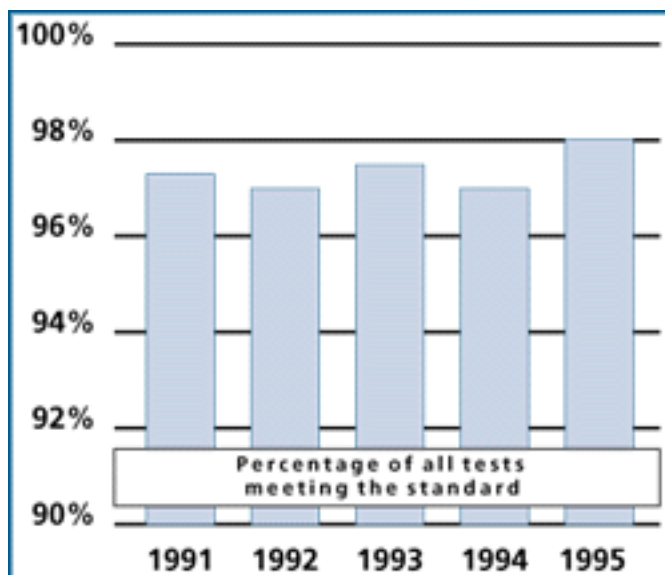
Essex & Suffolk Water Plc supplies drinking water to about 1.7 million people living in Essex, south Norfolk and north Suffolk. Most of the Company's water supplies come from rivers in Suffolk and Essex and from boreholes. The Company has 24 treatment works and distributes water through a network of 8,000 km of pipes and 110 water towers and service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were very good and that treatment processes were satisfactory. Progress with improvement programmes was found to be generally satisfactory but deadlines were tight and the Company had difficulty in meeting some of them. Eleven recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 98.0% of the 163,967 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 2.0% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The other significant failures to meet the standards were for iron, trihalomethanes and pesticides. For each of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. Trihalomethanes can be formed when the water is disinfected at the treatment works and the Company is improving the efficiency of its treatment works to prevent this. The Company is also replacing or has repaired many of its water mains to reduce concentrations of iron. Many of the pesticides and all the trihalomethanes improvements were completed by December 1995. The full effect of the

improvements should be seen in the 1996 results. Work on the water mains and some pesticide removal schemes is continuing.

### ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01245 491234.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***



# About Your Water Company

## FOLKESTONE AND DOVER WATER SERVICES LIMITED

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

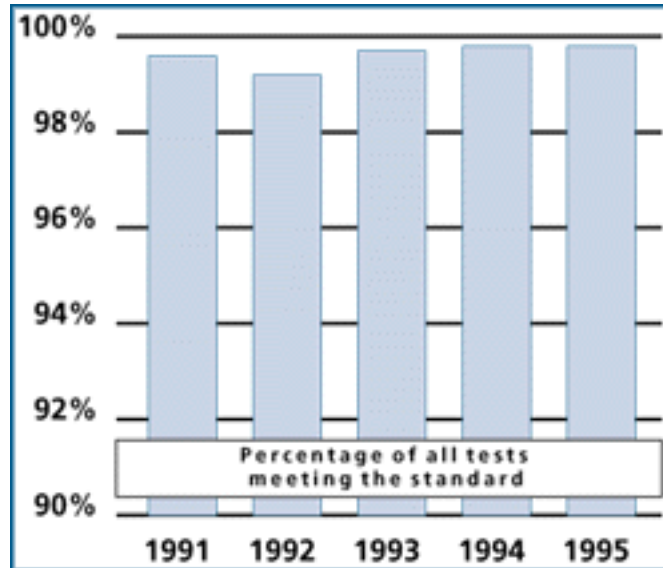
Folkestone and Dover Water Services Limited supplies drinking water to about 152,000 people living in the coastal strip from Dungeness to Dover on the Kent Coast. All of the Company's water supplies come from boreholes and wells. The Company has 18 treatment works and distributes water through 1,019 km of pipes and 14 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes and progress with improvement programmes were generally satisfactory. No recommendations for improvement were made to the Company as a result of the inspection.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 9,862 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards, the most significant were for PAH. Others were for pesticides, iron and turbidity. The Inspectorate has obtained a commitment from the Company to carry out appropriate improvement work.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, minimise problems with PAH and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them where this has occurred. PAH, iron and turbidity arise from old water mains and the Company is replacing or repairing these. Most of these improvements will be complete by December 1996, but work on the water mains will extend beyond this date.

### Further information

If you want more detailed information about quality of drinking water in your local area please contact the Company. Their

telephone number is 01303 298800.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# *About Your Water Company*

## **HARTLEPOOL WATER PLC**

**A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate**

### *Background*

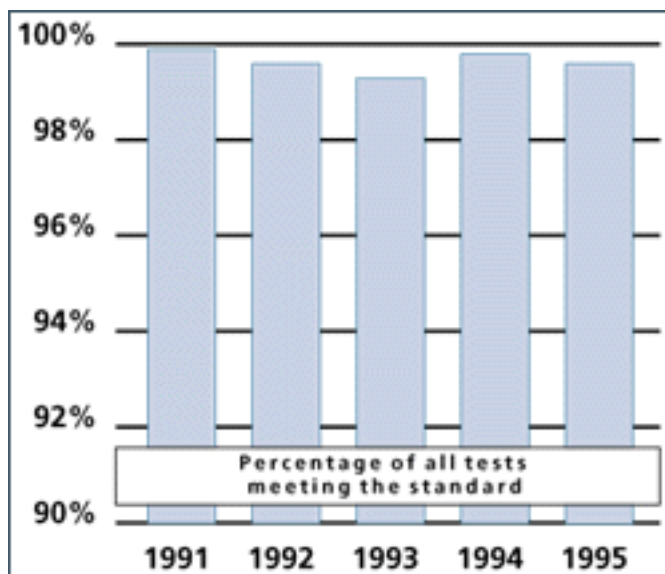
Hartlepool Water Plc supplies drinking water to about 92,000 people in and around Hartlepool. All of the Company's water supplies come from boreholes. The Company has one treatment works with two treatment streams and distributes water through a network of 466 km of pipes and 6 service reservoirs.

### *Inspection*

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were very good and that treatment processes were satisfactory. One recommendation for improvement in practices was made.

### *Water Quality*

The quality of the water supplied by the Company in 1995 has been generally very good. 99.7% of the 2,468 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.3% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. Other significant failures were for PAH.



### *Improvement programmes*

The graph above shows continued good water quality over the past five years. The Company needs to replace or repair some of its water mains to reduce concentrations of PAH.

### *Further information*

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01429 274405.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

## MID KENT WATER PLC

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

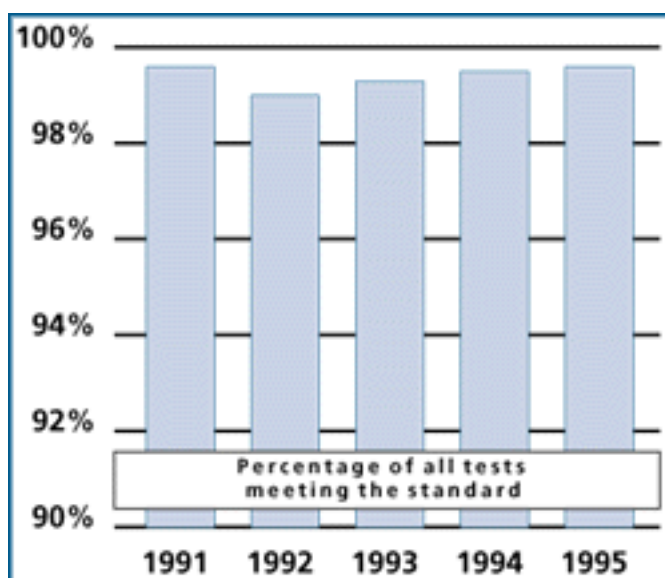
Mid Kent Water PLC supplies drinking water to about 528,000 people in Maidstone, Ashford, Canterbury and surrounding areas. Most of the Company's water supplies come from boreholes and a reservoir. The Company has 29 treatment works and distributes water through a network of 4,100km of pipes and 73 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the arrangements for sampling and reporting were generally very good and treatment processes were generally satisfactory. Progress with improvement programmes was found to be satisfactory except for one scheme which was delayed marginally for reasons beyond the Company's control. Seventeen recommendations for improvements in practices were made.

### Water Quality

The quality of water supplied by the Company during 1995 has generally been very good. 99.6% of the 25,719 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.4% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. Other significant failures to meet the standards were for iron, PAH and pesticides. For most of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. Iron and PAH arise from old water mains and the Company is replacing or repairing these. Most of the improvements were completed by January 1996, but work on the water mains is continuing.

Further Information If you want more detailed information about the quality of the drinking water in your local area please contact the Company. Their telephone number is 01634 240313.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

## MID SOUTHERN WATER PLC

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

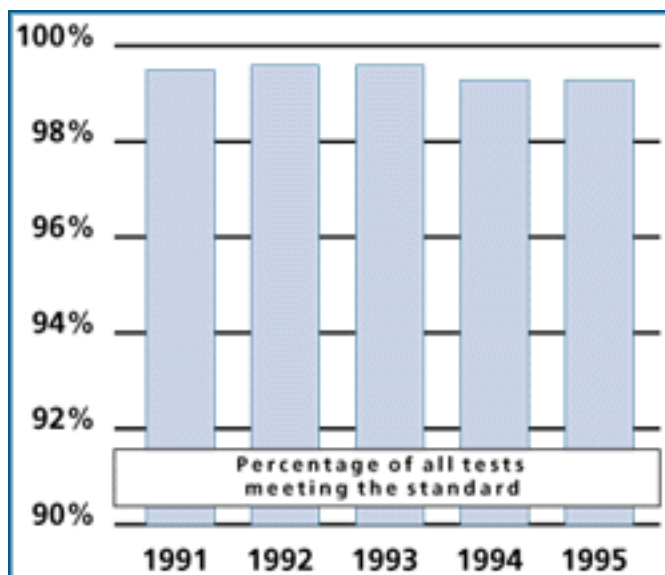
Mid Southern Water plc supplies drinking water to about 722,000 people in the counties of Berkshire, Surrey, West Sussex and Hampshire. Most of the Company's water is obtained from boreholes; the remainder comes from the River Thames. The Company has 28 treatment works and distributes water through a network of 4,400 km of pipes and 73 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Progress with improvement programmes was found to be satisfactory. Twenty-six recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.3% of the 43,751 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.7% of tests which did not meet the standards, some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected, although the Inspectorate is obtaining from the Company commitments to carry out further investigations and modifications as necessary in a few cases. The only other significant failures to meet the standards were for iron, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to meet the standard for pesticides and to improve its water mains. Traces of pesticides can enter water sources. The Company has installed treatment at some works to remove them and improvements are scheduled for completion by 1997. Iron and PAH arise from old water mains and the work to deal with these will extend beyond this date.



## ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01252 835031.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## NORTH SURREY WATER LTD

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

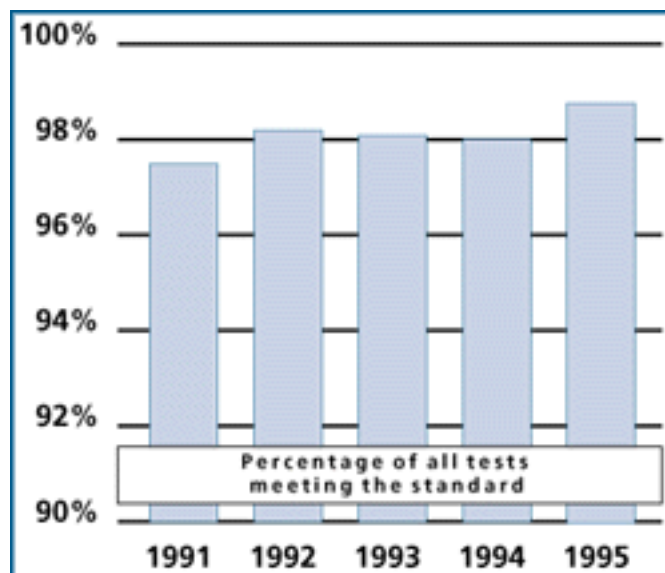
North Surrey Water Ltd supplies drinking water to about 472,000 people living in parts of Surrey and Middlesex. Nearly all of the Company's water supplies come from the River Thames with the remainder drawn from boreholes and wells. The Company has five treatment works and distributes water through 2,459 km of pipes and 23 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling and reporting were generally very good and that treatment processes and progress with improvement programmes were generally satisfactory. Arrangements for analysis were found to be generally satisfactory although some areas on data handling and reporting required improvement. Five recommendations were made to the Company.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 98.8% of the 24,661 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 1.2% of tests that did not meet the standards, the most significant were for pesticides. Others were for aluminium, iron and nitrite. For nitrite and some of the pesticide failures, the Company completed appropriate improvement programmes during 1995. The full effects of these improvements should be seen in the 1996 results. For aluminium, iron and other pesticide failures the Inspectorate has obtained a commitment from the Company to carry out improvement programmes.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides and improve its water mains in respect of iron, turbidity and aluminium. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. Iron and turbidity arise from old water mains and the Company is replacing or repairing these. Aluminium arose from overloading of treatment works and the Company is installing link mains to rectify the problem. Most of these improvements will be complete by December 1997 but work on the water mains will extend beyond this date.

## ***Further information***

If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 01784 426800.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## NORTH WEST WATER LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

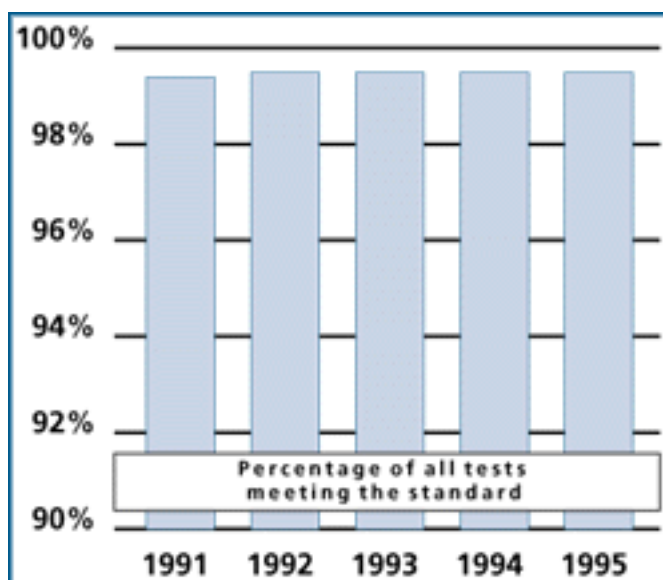
North West Water Limited supplies drinking water to some 6.8 million people living in the Lake District, the Western Pennines, Merseyside, Greater Manchester, Lancashire, Cumbria and Cheshire. About two thirds of the Company's water supplies come from reservoirs. The remainder comes from rivers, boreholes and springs. The Company has 175 treatment works and distributes water through 40,000 km of pipes and 408 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good, treatment processes were generally satisfactory and improvement programmes were on target. Arrangements for water treatment and distribution were found to be generally satisfactory although some areas required improvement. 15 recommendations were made mainly concerning arrangements for treatment practices and water distribution.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.5% of the 350,921 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.5% of tests that did not meet the standards, the most significant were for iron, lead and manganese and the Company is carrying out appropriate improvement programmes. Other failures were for hydrogen ion and PAH and the Inspectorate will obtain a commitment from the Company to carry out improvement works.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to minimise problems with lead and improve its water mains. Lead arises largely because water picks up lead from consumers' lead pipes. The Company is installing treatment to reduce this tendency. Colour, manganese, iron and turbidity arise from old water mains and the Company is replacing or repairing these. The improvements for lead will be completed by September 1997, but work on the mains will

extend beyond this date.

Further information If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 0345 461324.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

**NORTHUMBRIAN WATER LIMITED**  
**A summary of drinking water quality in 1995**  
**prepared by the**  
**Drinking Water Inspectorate**

## Background

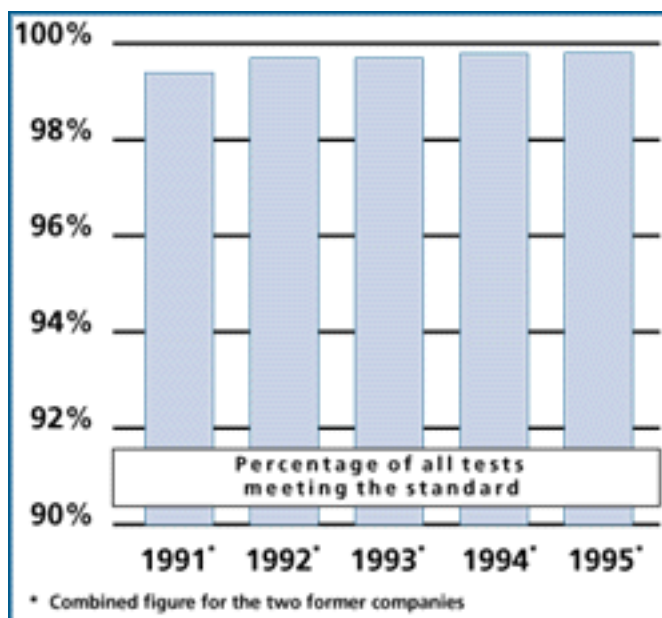
Northumbrian Water Limited supplies drinking water to about 2.5 million people living in the north east of England which includes the urban areas of Tyneside, Wearside and Teesside and a largely rural area of Northumberland. Until April 1996 the area was supplied by two separate companies, North East Water Plc and Northumbrian Water Limited. Most of the Company's water supplies come from reservoirs and rivers. About 8% comes from boreholes. The Company has 58 treatment works and distributes water through a network of 15,900 km of pipes and 261 service reservoirs.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were satisfactory. Progress with improvement programmes was found to be generally satisfactory but deadlines were tight and the Company had difficulty in meeting one. Sixteen recommendations for improvements in practices were made.

## Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 171,009 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The other significant failures to meet the standards were for iron and manganese. For each of these substances the Company is carrying out an improvement programme.



## Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given a legally binding commitment to take steps to improve its water mains. The iron and manganese problems arise from the condition of old water mains and the Company is replacing or repairing

many of these. Work on the water mains will take time to complete.

### ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 0191 383 2222.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***



# About Your Water Company

## PORTSMOUTH WATER PLC

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

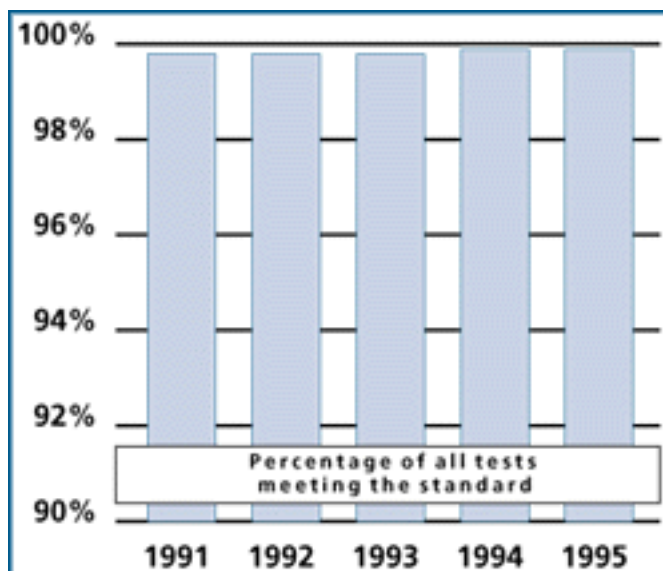
Portsmouth Water plc supplies drinking water to about 647,000 people living in and around the City of Portsmouth. Much of the Company's water comes from spring sources at Havant and Bedhampton, with some coming from boreholes and the remainder from the River Itchen. The Company has 19 treatment works and distributes water through a network of 3,200 km of pipes and 42 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's treatment processes and its arrangements for sampling, analysis and reporting were generally very satisfactory. Six recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. Greater than 99.9% of the 26,570 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the less than 0.1% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The only other significant failures to meet the standards were for nitrate and PAH. For nitrate the Company has taken remedial action and for PAH the Company completed an improvement programme at the end of 1995.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, has taken action to improve the quality even further. In 1995 it completed a legally binding commitment to take steps to improve its water mains. PAH arise from old water mains and the Company has cleaned, relined or replacing these as necessary. The full effect of these improvements should be seen in the 1996 results.

### Further information

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01705 499888.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## SEVERN TRENT WATER LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

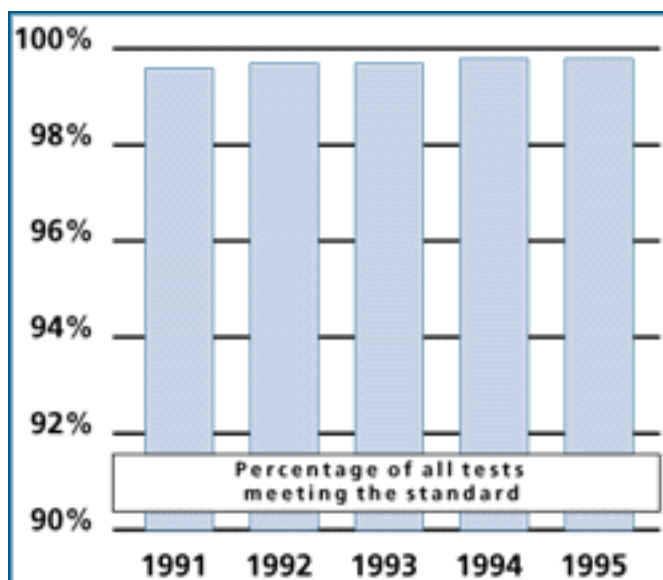
Severn Trent Water Limited supplies drinking water to about 7.2 million people within a region that stretches from the Humber estuary in the north to the Bristol Channel in the south and from Llyn Clywedog in Wales in the west to Lincolnshire in the east. The region includes the cities of Birmingham, Coventry, Derby, Gloucester, Leicester, Nottingham, Shrewsbury, Stoke-on-Trent and Worcester. Boreholes, rivers and reservoirs provide 35%, 39% and 26% respectively of the Company's water. The Company distributed water from 202 treatment works through a network of 41,000 km of pipes and 718 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Progress with improvement programmes was found to be generally satisfactory but six schemes out of thirty-seven involving the installation of treatment to deal with plumbo-solvency were not completed by the due date and further enforcement action was commenced but the Company completed the outstanding work very quickly and final enforcement order was not necessary. Eighteen recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 318,423 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.2% of tests that did not meet the standards some were for coliform bacteria. When these bacteria were detected, the cause was investigated and remedial action taken. The only other significant failures to meet the standards were for iron, lead, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme. However, the Inspectorate has identified that a more extensive programme is required for PAH and is in the process of finalising a commitment from the Company to do this work.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, minimise problems with lead and improve its water mains. Traces of pesticides can be present in the raw water source and the Company is installing treatment to remove them where appropriate. Lead arises largely because water picks up lead from consumers' lead pipes. The Company has installed treatment to reduce this tendency. Iron and PAH arise from old water mains and the Company is replacing or repairing these. Most of these improvements were completed by December 1995 and their full effect should be seen in the 1996 results. Work on the water mains and some pesticides treatment plants is continuing.

### ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 0121 722 4000.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## SOUTH EAST WATER LTD

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

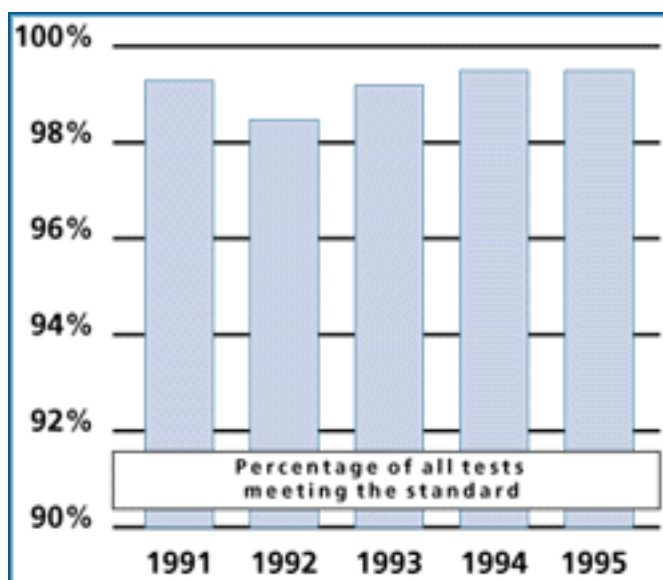
South East Water Ltd supplies drinking water to about 618,000 people in Mid Sussex, East Sussex and West Kent between Eastbourne in the south and Sevenoaks in the north. About 60% of the Company's water comes from boreholes and springs. The remainder comes from rivers. The Company has 36 treatment works and distributes water through a network of 4,678 km of pipes and 114 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Progress with improvement programmes was found to be satisfactory. Twenty-two recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.5% of the 59,906 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.5% of tests that did not meet the standards some were for coliform bacteria. When these bacteria were detected the cause was investigated and generally corrected, although the Inspectorate is obtaining from the Company commitments to carry out further investigations and modifications as necessary in a few cases. The only other significant failures to meet the standards were for iron, trihalomethanes and pesticides. For each of these substances the Company is carrying out an improvement programme. There were significant improvements in compliance of the standards for total pesticide and four individual pesticides.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, trihalomethanes and improve its water mains. Traces of pesticides can enter water sources. The Company is installing treatment to remove them by December 1996. Iron arises from old water mains and the Company is continuing with replacing or repairing these.

## ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01323 411411.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***



# About Your Water Company

**SOUTH STAFFORDSHIRE WATER PLC**  
**A summary of drinking water quality in 1995**  
prepared by the  
**Drinking Water Inspectorate**

## Background

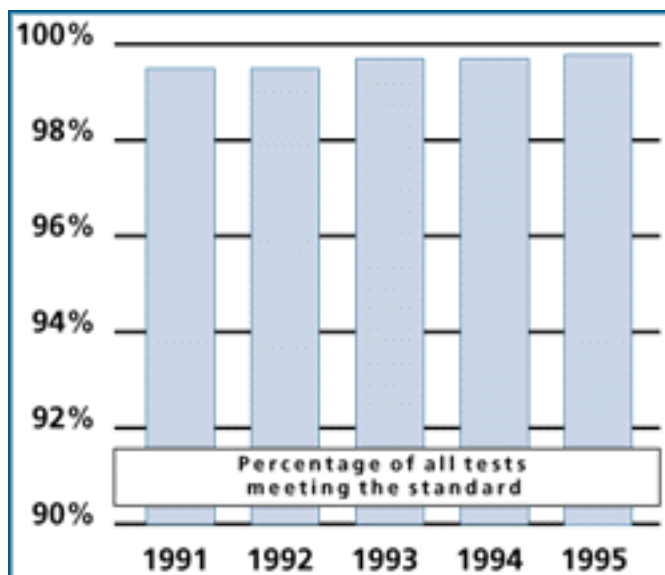
South Staffordshire Water PLC supplies drinking water to about 1.2 million in the West Midlands. About 50% of the water is taken from the River Severn at Hampton Loade and from Blithfield Reservoir. The remainder comes from 27 boreholes. The Company has 29 treatment works and distributes water through a network of 5,618 km of pipes and 38 service reservoirs.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. The Inspectorate identified the need for further work in respect of the installation of treatment to reduce the tendency to pick up lead from consumers' pipes and has required the Company to carry this out. Twelve recommendations for improvements in practices were made.

## Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 31,982 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. The only significant failures to meet the standards were for iron, lead and pesticides. For each of these substances the Company is carrying out an improvement programme. However, the Inspectorate has identified that a more extensive programme may be needed for pesticides and it will obtain a commitment from the Company to do this work if required.



## Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to meet the standards for pesticides, minimise problems with lead and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. Lead arises largely because water picks up lead from consumers' lead pipes and the Company has installed treatment in most of the works identified to reduce this tendency. Iron arises from old water mains and the Company is continuing with the replacement or repair of these.



## ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01922 38282.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## SOUTH WEST WATER SERVICES LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

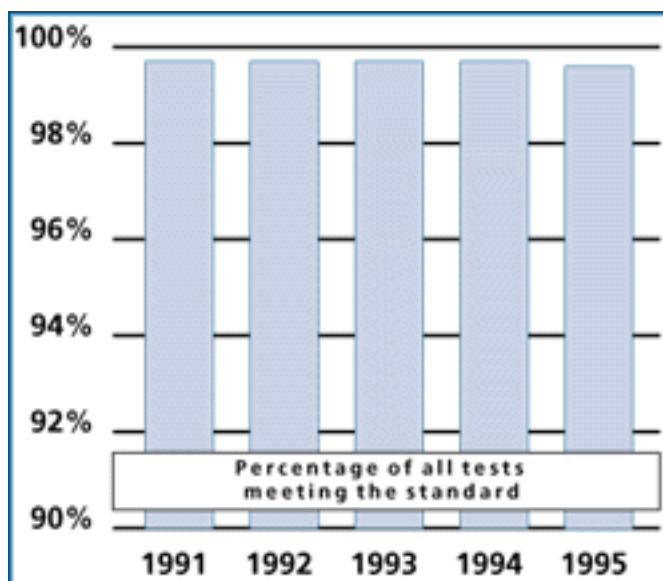
South West Water Services Limited supplies drinking water to about 1.5 million people resident in Cornwall and most of Devon. About 90% of the water comes from rivers and reservoirs while the remainder comes from boreholes. The Company has 48 treatment works and distributes water through a network of over 15,000 km of pipes and 368 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally good and that treatment processes were generally satisfactory. Progress with improvement programmes was found to be satisfactory. Thirty-five recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.6% of the 111,562 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.4% of tests that did not meet the standards some were for coliform bacteria. When these bacteria were detected, the cause was investigated and corrected. The only other significant failures to meet the standards were for iron and PAH. For each of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. Iron and PAH arise from old water mains and the Company is continuing with the replacement or repair of these.

### Further information

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 01392 446688..

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155

Romney House

43 Marsham Street

London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

**SOUTHERN WATER SERVICES LIMITED**  
**A summary of drinking water quality in 1995**  
prepared by the  
**Drinking Water Inspectorate**

## Background

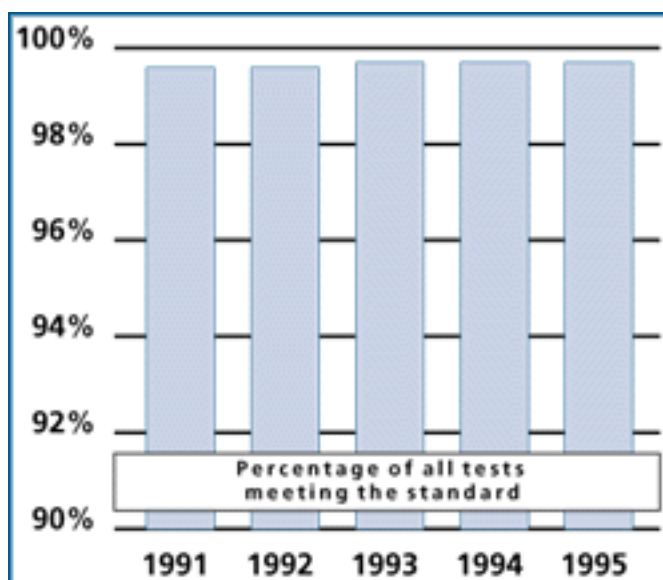
Southern Water Services Limited supplies drinking water to about 2.2 million people living on the Isle of Wight and in areas of Hampshire, Kent and Sussex. Over two thirds of the Company's water supplies come from boreholes. The remainder comes from rivers and reservoirs. The Company has 100 treatment works and distributes water through a network of 13,000 km of pipes and 212 service reservoirs.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Progress with improvement programmes was found to be satisfactory but deadlines were tight. Seventeen recommendations for improvements in practices were made.

## Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.7% of the 114,345 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.3% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The only other significant failures to meet the standards were for iron, lead, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme.



## Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, minimise problems with lead and improve its water mains. Traces of pesticides can enter water sources. The Company has installed treatment at some works to remove them and further improvements are scheduled by December 1996. Lead arises largely because water picks up lead from consumers' lead pipes and the Company has installed treatment to reduce this tendency. Iron and PAH arise from old

water mains and the Company is continuing with the replacement or repair of these.

### ***Further information***

If you want more detailed information about the quality of drinking water in your local area please contact the Company. The telephone numbers are: Sussex 01273 606766, Hampshire and Isle of Wight 01962 714585 and Kent 01634 830655.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## TENDRING HUNDRED WATER SERVICES LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

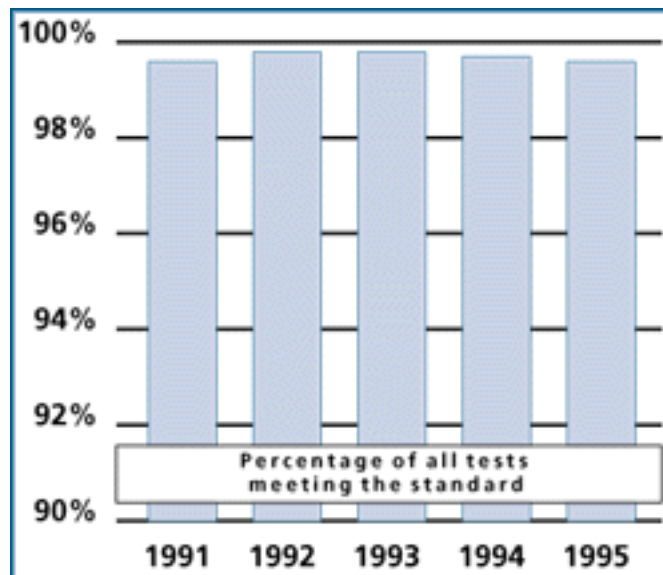
Tendring Hundred Water Services Limited supplies drinking water to about 140,000 people living in the Tendring peninsula of Essex. Over two thirds of the Company's water supplies come from boreholes. The remainder comes from the River Colne. The Company has two treatment works and distributes water through 946 km of pipes and 7 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling and reporting were generally very good and that treatment processes and progress with improvement programmes were generally satisfactory. Arrangements for analysis were found to be generally satisfactory although some areas required improvement. Five recommendations for improvements were made to the Company mainly concerning analytical arrangements.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.6% of the 6,044 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.4% of tests that did not meet the standards some were for coliform bacteria. Every time these bacteria were detected the cause was investigated and any problems identified were corrected. Other tests that did not meet the standard were for nitrite and the Company has completed an appropriate improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given a legally binding commitment to take steps to improve its water mains. Iron arises from old water mains and the Company is replacing or repairing these. These improvements will extend beyond December 1996.

Further information If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 01206 399250.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*



# About Your Water Company

## THAMES WATER UTILITIES LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

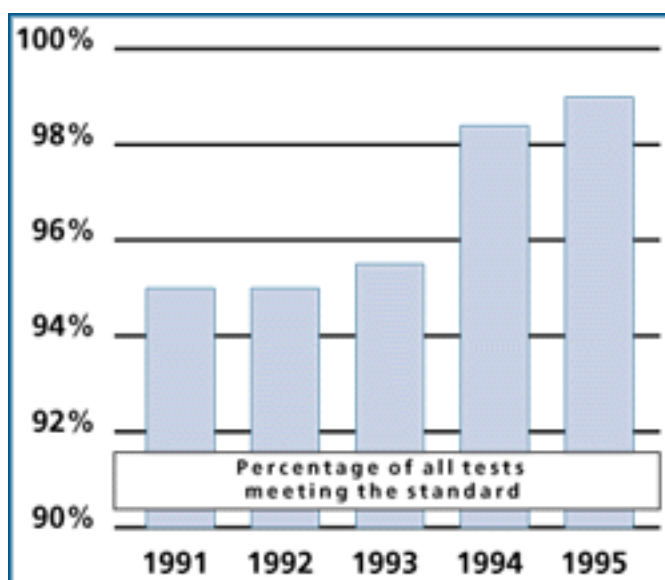
Thames Water Utilities Limited supplies drinking water to about 7.3 million people living in London and a large part of central southern England. Approximately three quarters of the Company's water supplies come from rivers, principally the Thames and Lee. The remainder is drawn from wells and boreholes. The Company has 99 treatment works and distributes water through a network of almost 31,000 km of pipes and 364 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were suitable except in a few cases and that treatment processes were satisfactory. Progress with improvement programmes was found to be satisfactory. Twenty recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 98.9% of the 480,832 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 1.1% of tests that did not meet the standards the most significant were for pesticides, coliform bacteria, and nitrite, although the number of failures for pesticides dropped sharply in 1995. There were also some failures to meet the standards for nitrate, iron and PAH.



### Improvement programmes

The graph above shows water quality over the past five years to be good and continuing to improve. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, nitrite, nitrate, and coliforms and to improve its water mains. Some improvements were completed by December 1995, but further improvement work for pesticides, nitrate, coliform bacteria and work on the water mains to deal with iron and PAH is continuing.

### Further information

If you want more detailed information about the quality of drinking water in your local area please contact the Company. Their telephone number is 0645 200800, calls are charged at local rate from anywhere within the Company's area.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

**THREE VALLEYS WATER PLC**  
**A summary of drinking water quality in 1995**  
prepared by the  
**Drinking Water Inspectorate**

## Background

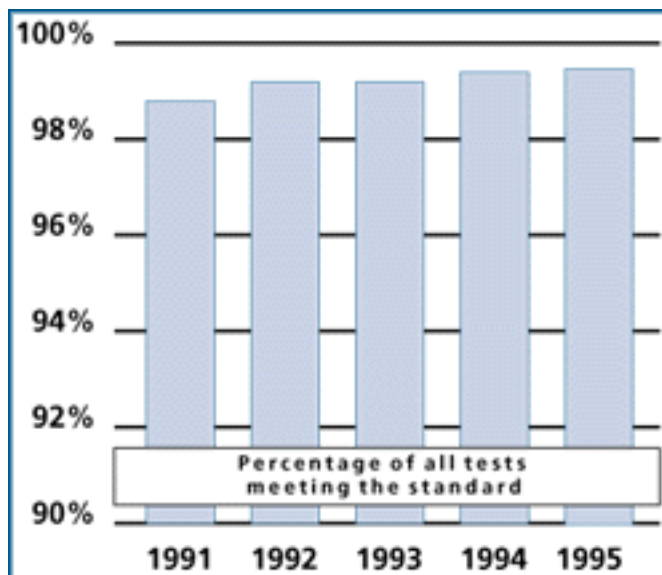
Three Valleys Water PLC supplies drinking water to about 2.3 million people living in parts of Bedfordshire, Berkshire, Buckinghamshire, Essex and Greater London. Over two thirds of the Company's water supplies come from boreholes. The remainder comes from the River Thames and a reservoir. The Company has 81 treatment works and distributes water through 11,000 km of pipes and 126 service reservoirs.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling and reporting were generally very good and that treatment processes and progress with improvement programmes were generally satisfactory. Arrangements for analysis were found to be generally satisfactory although some areas on data handling and reporting of results required attention. Nine recommendations were made to the Company mainly concerning reporting arrangements.

## Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.5% of the 97,048 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.5% of tests that did not meet the standards, the most significant were for nitrite, iron, lead, PAH and pesticides. For lead and some pesticide failures, the Company completed appropriate improvement programmes during 1995. The full effect of these improvements should be seen in the 1996 results. For iron, other pesticides and PAH failures, the Company is carrying out appropriate improvement programmes. For nitrite failures, the Inspectorate will obtain a commitment from the Company to carry out improvement programmes.



## Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove

them. Iron and PAH arise from old water mains and the Company is replacing or repairing these. The improvements in respect of pesticides will be complete by December 1997, but work on the water mains will extend beyond this date.

### ***Further information***

If you want more detailed information about quality of drinking water in your local area please contact the Company. Their telephone number is 0345 823333.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## WESSEX WATER SERVICES LIMITED

A summary of drinking water quality in 1995

prepared by the  
Drinking Water Inspectorate

### Background

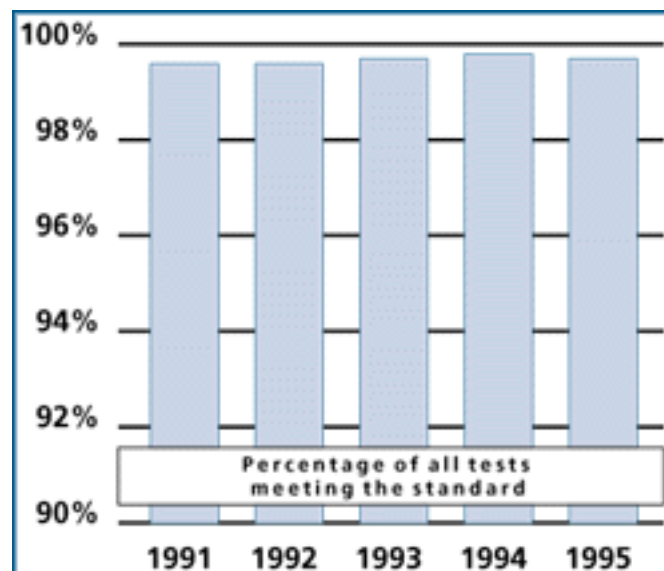
Wessex Water Services Limited supplies drinking water to about 1.1 million people in Dorset and Somerset, and parts of Avon, Wiltshire and Hampshire. Just over three quarters of the Company's water supplies come from boreholes and springs. The remainder comes from rivers and reservoirs. The Company has treatment works at 103 sites and distributes water through a network of 10,800km of pipes and 337 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were satisfactory. Progress with improvement programmes was generally satisfactory, with a number being completed ahead of schedule. Nine recommendations for improvements in practices were made.

### Water Quality

The quality of water supplied by the Company has generally been very good. 99.7% of the 123,530 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.3% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and the Company is taking or has taken corrective action. The only other significant failures to meet the standards were for iron, lead, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to improve the microbiological quality of water at one water treatment works and remove pesticides and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. Iron and PAH arise from old water mains and the Company is replacing or repairing these. The Company completed its improvement programme to reduce the tendency of water picking up lead from consumers lead pipes at the end of 1995. Additional treatment was installed at a number of sites and benefits will be seen in 1996. Most of these improvements were completed by March 1996, but work on the water mains is continuing.

## ***Further information***

If you want more detailed information about the quality of the drinking water in your local area please contact the Company. Their telephone number is 0117 929 0611.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

# About Your Water Company

## WREXHAM WATER PLC

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

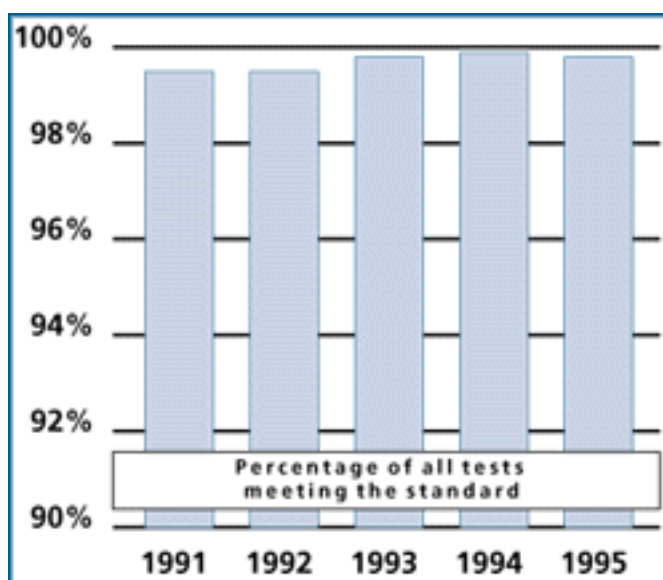
Wrexham Water plc supplies drinking water to about 150,000 people living in and around the town of Wrexham. Most of the Company's water comes from the River Dee with nine reservoirs, one spring and one borehole providing the rest. The Company has seven treatment works and distributes water through a network of 1,350 km of pipes and 27 service reservoirs.

### Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for analysis and reporting were generally very good and that treatment processes were satisfactory. Five recommendations for improvements in practices were made.

### Water Quality

The quality of the water supplied by the Company in 1995 has been generally very good. 99.8% of the 12,191 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the small number of tests that did not meet the standards some were for coliform and other indicator bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The Inspectorate has identified that further work will be required at two service reservoirs and the Company has given a commitment carry out this work. The only other significant failure to meet the standards was for aluminium which is covered by the Company's improvement programmes.



### Improvement programmes

The graph above shows the continued good water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to improve two service reservoirs and its water mains. The work at the service reservoirs will be complete by August 1996. The Company is going to replace or repair its old mains in some areas, this work is a long term project.

### Further information

If you want more detailed information about the quality of drinking water in your local area please contact the Company.



Their telephone number is 01978 846946.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

## THE YORK WATERWORKS PLC

A summary of drinking water quality in 1995  
prepared by the  
Drinking Water Inspectorate

### Background

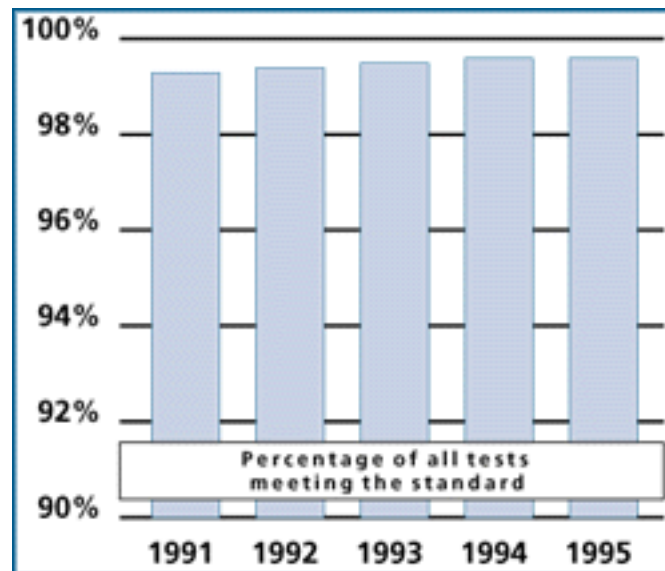
The York Waterworks Plc supplies drinking water to about 177,000 people in the City of York and the surrounding area. The Company's water supplies are derived entirely from the River Ouse. The Company has one treatment works and distributes water through a network of 957km of pipes and six service reservoirs.

### Inspection

Each year the water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting arrangements were generally very good and that treatment processes were generally satisfactory. Progress with the improvement programme was found to be satisfactory but the deadline is tight. Four recommendations for improvements in practices were made.

### Water Quality

The quality of water supplied by the Company in 1995 has been generally very good. 99.4% of the 8,051 tests performed by the Company met the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.6% of tests that did not meet the standards, eight were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. The only other significant failure to meet the standards was for pesticides. The Company is carrying out an improvement programme for pesticides.



### Improvement programmes

The graph above shows good water quality over the past five years. The Company, as it must, plans to improve the water quality even further. The Company has given a legally binding commitment to take steps to remove pesticides from the water. Traces of pesticides can enter water sources and the Company is installing treatment to remove them by 31 December 1996. The Company is continuing its ongoing programme of flushing the distribution system to ensure the levels of iron, which arise from old water mains, are kept to a minimum.

Further Information If you want more detailed information about the quality of the drinking water in your local area please contact the Company. Their telephone number is 01904 622171.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

*comments*

# About Your Water Company

**YORKSHIRE WATER SERVICES LIMITED**  
**A summary of drinking water quality in 1995**  
prepared by the  
**Drinking Water Inspectorate**

## Background

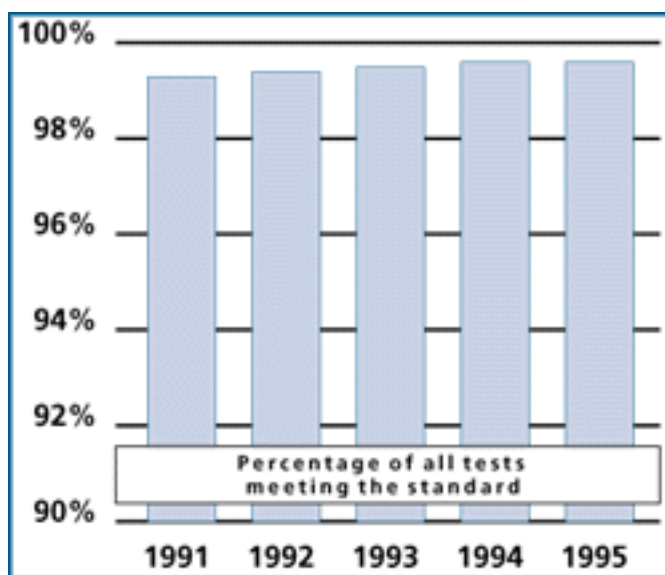
Yorkshire Water Services Limited supplies drinking water to more than 4.4 million people in North, West and South Yorkshire and part of Humberside. Approximately half of the supplies come from reservoirs. The remainder comes in almost equal proportions from rivers and from boreholes and springs. The Company has 138 treatment works and distributes water through a network of 27,600km of pipes and 395 service reservoirs. The Company resorted to a number of emergency measures to maintain supplies during the drought period, including returning a small number of previously abandoned works to service and tankering raw water to various works for treatment.

## Inspection

Each year water companies are inspected. The 1995 inspection found that the Company's arrangements for sampling, analysis and reporting were generally very good and that treatment processes were generally satisfactory. Progress with improvement programmes was generally satisfactory, also some deadlines are tight. Two schemes were delayed, one for reasons beyond the Company's control and the other one because of poor management control. Twelve recommendations for improvements in practices were made.

## Water Quality

The quality of water supplied by the Company has generally been very good with 99.7% of the 310,083 tests meeting the standards - the tests were largely made on samples taken from consumers' taps. Of the 0.3% of tests that did not meet the standards some were for coliform bacteria. Each time these bacteria were detected the cause was investigated and any problems identified were corrected. In some cases the Inspectorate is obtaining a commitment from the Company to carry out further investigations. Other significant failures to meet the standards were for iron, lead, THM's, PAH and pesticides. For each of these substances the Company is carrying out an improvement programme.



## Improvement programmes

The graph above shows the improvement in the water quality over the past five years. The Company, as it must, plans to improve the quality even further. It has given legally binding commitments to take steps to remove pesticides, and improve its water mains. Traces of pesticides can enter water sources and the Company is installing treatment to remove them. The

Company improvement programmes associated with THM's and lead were completed by the end of 1995. The Company has installed additional treatment at a number of sites to reduce the tendency of the water to pick up lead from consumers' lead pipes. The benefits of this will become apparent during 1996. Iron and PAH arise from old water mains and the Company is replacing or repairing these. Most of these improvements will be complete by December 1997, but work on the water mains will extend beyond this date.

### ***Further information***

If you want more detailed information about water quality in your local area please contact the Company. Their customer call line telephone number is 0345 828888.

The Drinking Water Inspectorate checks that your drinking water is properly tested and that action is taken to put right breaches of standards. The results of the tests given overleaf have been carefully audited and give an accurate picture of the quality of water supplied by the company.

Drinking water standards in England and Wales include all those in the European Community Directive on drinking water and are mainly based on levels recommended by the World Health Organisation. Those of significance to health have generally been set with a wide safety margin. The occasional breaches of the standards which have happened do not mean the water was not suitable for drinking.

The Inspectorate assesses each breach of the standards and if necessary requires water companies to give legally binding undertakings to carry out improvements.

The summary of the 1995 Report gives the results of tests for England and Wales as a whole and sets out in more detail how the quality of your drinking water is checked and the significance of each of the listed substances. Printed copies of each Water Company Summary, and the Summary of the 1995 Report are available from :

**The Drinking Water Inspectorate**

Room B155  
Romney House  
43 Marsham Street  
London SW1P 3PY

Telephone: 0171 276 8808/8666

---

***comments***

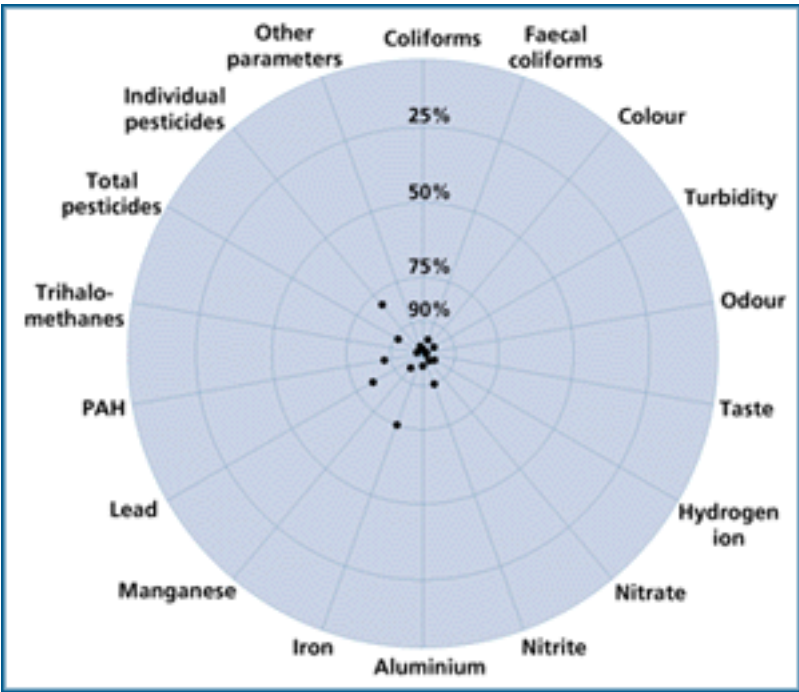
How good is drinking water in England and Wales ?



Of the 3.2 million tests carried out in 1995 by the 31 water companies, 99.5% showed that the standards had been met. Drinking water is generally of a very high quality throughout England and Wales and is steadily improving.

The improvement can also be seen by looking at the number of tests not meeting the standards in each year.

Aiming for 100%



58k

The 1995 results for some important aspects of drinking water quality are given in the target diagram.

The diagram shows that the target is for 100% of zones to meet all the standards. Like a marksman trying to hit the bull's eye the water companies cannot control everything. Their results can be affected by unforeseen events, such as exceptionally heavy rain. Improvement programmes are in hand aimed at achieving 100% compliance, which is the legal requirement.

---

*comments*



# ANGLIAN WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	14,287	44	0.3
Faecal Coliforms	14,287	11	<0.1
Colour	4,286	0	0.0
Turbidity	8,100	10	0.1
Odour	2,506	0	0.0
Taste	2,510	1	<0.1
Hydrogen Ion	7,876	0	0.0
Nitrate	6,966	65	0.9
Nitrite	7,267	384	5.3
Aluminium	3,935	1	<0.1
Iron	8,479	124	1.5
Manganese	6,993	10	0.1
Lead	1,381	2	0.1
PAH	620	32	5.2
Trihalomethanes	1,230	0	0.0
Individual Pesticides	118,881	71	0.1
Other Parameters	50,202	3	<0.1

---

*comments*

# BOURNEMOUTH AND WEST HAMPSHIRE WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	1,335	20	1.5
Faecal Coliforms	1350	1	0.1
Colour	197	0	0.0
Turbidity	197	0	0.0
Odour	195	0	0.0
Taste	195	0	0.0
Hydrogen Ion	197	0	0.0
Nitrate	195	0	0.0
Nitrite	195	6	3.1
Aluminium	195	0	0.0
Iron	227	5	2.2
Manganese	195	0	0.0
Lead	60	0	0.0
PAH	98	7	7.1
Trihalomethanes	200	0	0.0
Individual Pesticides	6,068	11	0.2
Other Parameters	3,260	4	0.1

---

*comments*

# BRISTOL WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	3,095	12	0.4
Faecal Coliforms	3,095	0	0.0
Colour	441	0	0.0
Turbidity	612	0	0.0
Odour	444	0	0.0
Taste	440	0	0.0
Hydrogen Ion	553	0	0.0
Nitrate	1,088	0	0.0
Nitrite	897	52	5.8
Aluminium	474	0	0.0
Iron	634	1	0.2
Manganese	627	0	0.0
Lead	369	5	1.4
PAH	322	17	5.3
Trihalomethanes	239	0	0.0
Individual Pesticides	2,747	3	0.1
Other Parameters	11,008	0	0.0

---

*comments*

# CAMBRIDGE WATER COMPANY

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	872	4	0.5
Faecal Coliforms	872	0	0.0
Colour	87	0	0.0
Turbidity	81	0	0.0
Odour	107	0	0.0
Taste	107	0	0.0
Hydrogen Ion	97	0	0.0
Nitrate	155	0	0.0
Nitrite	186	2	1.1
Aluminium	94	0	0.0
Iron	227	0	0.0
Manganese	100	0	0.0
Lead	96	0	0.0
PAH	68	3	4.4
Trihalomethanes	26	0	0.0
Individual Pesticides	1,993	11	0.6
Other Parameters	1,596	1	<0.1

---

*comments*

# CHESTER WATERWORKS COMPANY

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	312	0	0.0
Faecal Coliforms	312	0	0.0
Colour	360	0	0.0
Turbidity	360	0	0.0
Odour	48	0	0.0
Taste	48	0	0.0
Hydrogen Ion	360	0	0.0
Nitrate	48	0	0.0
Nitrite	48	0	0.0
Aluminium	48	0	0.0
Iron	56	0	0.0
Manganese	48	0	0.0
Lead	24	0	0.0
PAH	24	0	0.0
Trihalomethanes	24	0	0.0
Individual Pesticides	768	0	0.0
Other Parameters	1,002	0	0.0

---

*comments*

# CHOLDERTON AND DISTRICT WATER COMPANY LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	14	0	0.0
Faecal Coliforms	14	0	0.0
Colour	12	0	0.0
Turbidity	12	0	0.0
Odour	1	0	0.0
Taste	1	0	0.0
Hydrogen Ion	12	0	0.0
Nitrate	13	0	0.0
Nitrite	13	0	0.0
Aluminium	4	0	0.0
Iron	4	0	0.0
Manganese	4	0	0.0
Lead	1	0	0.0
PAH	4	0	0.0
Trihalomethanes	1	0	0.0
Individual Pesticides	72	0	0.0
Other Parameters	105	0	0.0

---

*comments*

# DWR CYMRU CYFYNGEDIG (WELSH WATER)

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	9,486	70	0.7
Faecal Coliforms	9,489	15	0.2
Colour	1,483	1	<0.1
Turbidity	1,542	3	0.2
Odour	1,812	7	0.4
Taste	1,778	11	0.6
Hydrogen Ion	1,538	6	0.4
Nitrate	1,230	0	0.0
Nitrite	1,664	69	4.1
Aluminium	1,828	30	1.6
Iron	2,949	122	4.1
Manganese	2,059	31	1.5
Lead	1,359	38	2.8
PAH	1,486	101	6.8
Trihalomethanes	1,133	15	1.3
Individual Pesticides	32,283	12	<0.1
Other Parameters	24,962	29	0.1

---

*comments*



# SUTTON AND EAST SURREY WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	1,808	5	0.3
Faecal Coliforms	1,808	0	0.0
Colour	714	0	0.0
Turbidity	715	3	0.4
Odour	240	0	0.0
Taste	240	0	0.0
Hydrogen Ion	1,062	0	0.0
Nitrate	397	0	0.0
Nitrite	628	49	7.8
Aluminium	466	8	1.7
Iron	751	13	1.7
Manganese	192	1	0.5
Lead	132	1	0.8
PAH	191	7	3.7
Trihalomethanes	180	32	17.8
Individual Pesticides	6,732	309	4.6
Other Parameters	3,034	0	0.0

---

*comments*

# ESSEX AND SUFFOLK WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	4,433	24	0.5
Faecal Coliforms	4,433	5	0.1
Colour	523	0	0.0
Turbidity	582	1	0.2
Odour	727	0	0.0
Taste	723	0	0.0
Hydrogen Ion	524	0	0.0
Nitrate	620	0	0.0
Nitrite	1,025	2	0.2
Aluminium	665	0	0.0
Iron	1,768	21	1.2
Manganese	830	5	0.6
Lead	544	3	0.6
PAH	308	1	0.3
Trihalomethanes	568	28	4.9
Individual Pesticides	115,094	2,457	2.1
Other Parameters	8,398	1	<0.1

---

*comments*

# FOLKESTONE AND DOVER WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	637	1	0.2
Faecal Coliforms	637	0	0.0
Colour	72	0	0.0
Turbidity	101	1	1.0
Odour	72	0	0.0
Taste	72	0	0.0
Hydrogen Ion	259	0	0.0
Nitrate	72	0	0.0
Nitrite	72	0	0.0
Aluminium	72	0	0.0
Iron	98	2	2.0
Manganese	72	0	0.0
Lead	56	2	3.6
PAH	101	6	5.9
Trihalomethanes	48	0	0.0
Individual Pesticides	2,440	2	0.1
Other Parameters	1,044	0	0

---

*comments*

# HARTLEPOOL WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	240	0	0.0
Faecal Coliforms	240	0	0.0
Colour	12	0	0.0
Turbidity	12	0	0.0
Odour	4	0	0.0
Taste	4	0	0.0
Hydrogen Ion	12	0	0.0
Nitrate	12	0	0.0
Nitrite	12	0	0.0
Aluminium	12	0	0.0
Iron	120	2	1.7
Manganese	120	1	0.8
Lead	6	0	0.0
PAH	9	3	33.3
Trihalomethanes	3	0	0.0
Individual Pesticides	126	0	0.0
Other Parameters	273	0	0.0

---

*comments*

# MID KENT WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	1,453	16	1.1
Faecal Coliforms	1,453	2	0.1
Colour	172	0	0.0
Turbidity	172	0	0.0
Odour	210	0	0.0
Taste	210	0	0.0
Hydrogen Ion	230	0	0.0
Nitrate	172	0	0.0
Nitrite	254	0	0.0
Aluminium	172	0	0.0
Iron	695	17	2.4
Manganese	338	3	0.9
Lead	86	1	1.2
PAH	300	24	8.0
Trihalomethanes	84	0	0.0
Individual Pesticides	4,827	25	0.5
Other Parameters	2,371	1	<0.1

---

*comments*

# MID SOUTHERN WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	2,783	65	2.3
Faecal Coliforms	2,332	9	0.4
Colour	307	0	0.0
Turbidity	344	0	0.0
Odour	308	1	0.3
Taste	308	0	0.0
Hydrogen Ion	1,620	0	0.0
Nitrate	307	0	0.0
Nitrite	307	0	0.0
Aluminium	330	2	0.6
Iron	467	5	1.1
Manganese	319	0	0.0
Lead	184	0	0.0
PAH	275	22	8.0
Trihalomethanes	183	0	0.0
Individual Pesticides	12,597	169	1.3
Other Parameters	6,470	0	0.0

---

*comments*

# NORTH SURREY WATER LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	1,274	10	0.8
Faecal Coliforms	1,274	1	<0.1
Colour	147	0	0.0
Turbidity	146	0	0.0
Odour	367	0	0.0
Taste	367	0	0.0
Hydrogen Ion	677	0	0.0
Nitrate	147	0	0.0
Nitrite	195	3	1.5
Aluminium	203	1	0.5
Iron	149	1	0.7
Manganese	146	0	0.0
Lead	56	0	0.0
PAH	56	1	1.8
Trihalomethanes	56	0	0.0
Individual Pesticides	13,359	215	1.6
Other Parameters	985	2	0.2

---

*comments*



# NORTH WEST WATER LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	22,588	145	0.6
Faecal Coliforms	22,642	7	<0.1
Colour	11,942	3	<0.1
Turbidity	11,695	27	0.2
Odour	3,070	0	0.0
Taste	3,012	0	0.0
Hydrogen Ion	18,148	45	0.3
Nitrate	2,857	0	0.0
Nitrite	3,610	3	0.1
Aluminium	11,768	48	0.4
Iron	11,786	373	3.2
Manganese	11,781	123	1.0
Lead	14,744	738	5.0
PAH	1,861	34	1.8
Trihalomethanes	3,613	34	0.9
Individual Pesticides	36,645	13	<0.1
Other Parameters	55,714	18	<0.1

---

*comments*

# NORTHUMBRIAN WATER LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	7,813	58	0.7
Faecal Coliforms	7,813	6	<0.1
Colour	4,566	1	<0.1
Turbidity	4,609	4	<0.1
Odour	4,621	1	<0.1
Taste	5,026	23	0.5
Hydrogen Ion	4,558	3	<0.1
Nitrate	1,049	0	0.0
Nitrite	1,095	5	0.5
Aluminium	3,692	5	0.1
Iron	3,920	72	1.8
Manganese	3,500	28	0.8
Lead	1,974	42	2.1
PAH	670	9	1.3
Trihalomethanes	620	0	0.0
Individual Pesticides	48,435	43	<0.1
Other Parameters	20,227	7	<0.1

---

*comments*

# PORTSMOUTH WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	1,878	2	0.1
Faecal Coliforms	1,879	0	0.0
Colour	251	0	0.0
Turbidity	349	0	0.0
Odour	338	0	0.0
Taste	338	0	0.0
Hydrogen Ion	1,720	0	0.0
Nitrate	388	4	1.0
Nitrite	386	0	0.0
Aluminium	177	0	0.0
Iron	160	0	0.0
Manganese	148	0	0.0
Lead	261	1	0.4
PAH	117	6	5.1
Trihalomethanes	92	0	0.0
Individual Pesticides	1,911	3	0.2
Other Parameters	5,985	3	<0.1

---

*comments*

# SEVERN TRENT WATER LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	20,595	56	0.3
Faecal Coliforms	20,610	3	<0.1
Colour	1,997	0	0.0
Turbidity	2,051	0	0.0
Odour	1,806	20	1.1
Taste	1,432	1	<0.1
Hydrogen Ion	2,706	5	0.2
Nitrate	7,799	22	0.3
Nitrite	1,915	6	0.3
Aluminium	2,241	2	<0.1
Iron	4,983	67	1.3
Manganese	2,315	4	0.2
Lead	4,047	137	3.4
PAH	1,913	44	2.3
Trihalomethanes	1,449	11	0.8
Individual Pesticides	30,037	44	0.1
Other Parameters	91,641	19	<0.1

---

*comments*

# SOUTH EAST WATER LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	2,345	54	2.3
Faecal Coliforms	2,345	3	0.1
Colour	653	0	0.0
Turbidity	653	2	0.3
Odour	487	1	0.2
Taste	486	0	0.0
Hydrogen Ion	1,537	0	0.0
Nitrate	470	0	0.0
Nitrite	500	2	0.4
Aluminium	564	1	0.2
Iron	958	39	4.1
Manganese	561	1	0.2
Lead	369	8	2.2
PAH	257	7	2.7
Trihalomethanes	259	12	4.6
Individual Pesticides	20,219	67	0.3
Other Parameters	8,359	5	<0.1

---

*comments*

# SOUTH STAFFORDSHIRE WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	3200	17	0.5
Faecal Coliforms	3,200	0	0.0
Colour	409	0	0.0
Turbidity	696	0	0.0
Odour	462	0	0.0
Taste	462	0	0.0
Hydrogen Ion	409	0	0.0
Nitrate	631	1	0.2
Nitrite	631	0	0.0
Aluminium	586	1	0.2
Iron	707	6	0.9
Manganese	696	0	0.0
Lead	457	8	1.8
PAH	47	0	0.0
Trihalomethanes	316	0	0.0
Individual Pesticides	1,274	21	1.6
Other Parameters	8,173	0	0.0

---

*comments*

# SOUTH WEST WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	5,116	35	0.7
Faecal Coliforms	5,123	6	0.1
Colour	2,280	0	0.0
Turbidity	2,280	6	0.3
Odour	870	0	0.0
Taste	854	1	0.1
Hydrogen Ion	2,280	15	0.7
Nitrate	1,097	0	0.0
Nitrite	1,097	1	0.1
Aluminium	2,274	27	1.2
Iron	2,274	102	4.5
Manganese	2,274	12	0.5
Lead	549	4	0.7
PAH	789	101	12.8
Trihalomethanes	382	2	0.5
Individual Pesticides	13,867	0	0.0
Other Parameters	12,531	6	<0.1

---

*comments*



# SOUTHERN WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	6,171	21	0.3
Faecal Coliforms	6,171	1	<0.1
Colour	853	0	0.0
Turbidity	853	0	0.0
Odour	547	0	0.0
Taste	478	0	0.0
Hydrogen Ion	856	0	0.0
Nitrate	993	2	0.2
Nitrite	862	3	0.3
Aluminium	894	1	0.1
Iron	1,553	14	0.9
Manganese	889	1	0.1
Lead	736	14	1.9
PAH	990	90	9.1
Trihalomethanes	542	9	1.7
Individual Pesticides	27,268	95	0.3
Other Parameters	13,807	7	<0.1

---

*comments*

# TENDRING HUNDRED WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	387	4	1.0
Faecal Coliforms	387	3	0.8
Colour	40	0	0.0
Turbidity	55	0	0.0
Odour	23	0	0.0
Taste	23	0	0.0
Hydrogen Ion	195	0	0.0
Nitrate	41	0	0.0
Nitrite	198	13	6.6
Aluminium	42	0	0.0
Iron	195	1	0.5
Manganese	41	0	0.0
Lead	25	0	0.0
PAH	26	0	0.0
Trihalomethanes	64	0	0.0
Individual Pesticides	1,175	0	0.0
Other Parameters	865	0	0.0

---

*comments*

# THAMES WATER UTILITIES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	19,393	293	1.5
Faecal Coliforms	19,393	20	0.1
Colour	1,250	0	0.0
Turbidity	2,162	0	0.0
Odour	1,127	0	0.0
Taste	1,125	1	<0.1
Hydrogen Ion	1,345	0	0.0
Nitrate	2,324	33	1.4
Nitrite	7,159	1,070	14.9
Aluminium	1,322	2	0.2
Iron	2,536	25	1.0
Manganese	1,233	0	0.0
Lead	1,056	2	0.2
PAH	934	18	1.9
Trihalomethanes	726	0	0.0
Individual Pesticides	287,059	3,160	1.1
Other Parameters	40,303	10	<0.1

---

*comments*

# THREE VALLEYS WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	6,405	39	0.6
Faecal Coliforms	6,405	4	<0.1
Colour	624	0	0.0
Turbidity	3,448	0	0.0
Odour	736	0	0.0
Taste	736	0	0.0
Hydrogen Ion	3,448	0	0.0
Nitrate	728	0	0.0
Nitrite	942	30	3.2
Aluminium	639	1	0.2
Iron	1,170	19	1.6
Manganese	537	0	0.0
Lead	552	8	1.4
PAH	590	16	2.7
Trihalomethanes	382	0	0.0
Individual Pesticides	22,975	326	1.4
Other Parameters	14,721	1	<0.1

---

*comments*

# WESSEX WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	5,255	42	0.8
Faecal Coliforms	5,257	2	<0.1
Colour	1,777	0	0.0
Turbidity	5,241	1	<0.1
Odour	280	0	0.0
Taste	281	0	0.0
Hydrogen Ion	5,242	0	0.0
Nitrate	1,586	1	<0.1
Nitrite	1,605	0	0.0
Aluminium	1,488	0	0.0
Iron	1,640	19	1.2
Manganese	1,598	6	0.4
Lead	931	10	1.1
PAH	1,073	116	10.8
Trihalomethanes	573	1	0.2
Individual Pesticides	6,113	11	0.2
Other Parameters	23,336	5	<0.1

---

*comments*

# WREXHAM WATER PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	499	3	0.6
Faecal Coliforms	499	1	0.2
Colour	70	0	0.0
Turbidity	70	0	0.0
Odour	70	0	0.0
Taste	70	0	0.0
Hydrogen Ion	334	0	0.0
Nitrate	70	0	0.0
Nitrite	70	0	0.0
Aluminium	84	2	2.4
Iron	70	0	0.0
Manganese	84	1	1.2
Lead	52	0	0.0
PAH	52	0	0.0
Trihalomethanes	52	0	0.0
Individual Pesticides	676	1	0.1
Other Parameters	1,764	0	0.0

---

*comments*

# THE YORK WATERWORKS PLC

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	504	4	0.8
Faecal Coliforms	504	0	0.0
Colour	161	0	0.0
Turbidity	504	1	0.2
Odour	40	0	0.0
Taste	40	0	0.0
Hydrogen Ion	504	0	0.0
Nitrate	52	0	0.0
Nitrite	52	0	0.0
Aluminium	98	0	0.0
Iron	220	3	1.4
Manganese	62	1	1.6
Lead	114	2	1.8
PAH	16	0	0.0
Trihalomethanes	16	0	0.0
Individual Pesticides	2,316	32	1.4
Other Parameters	1,414	0	0.0

---

*comments*

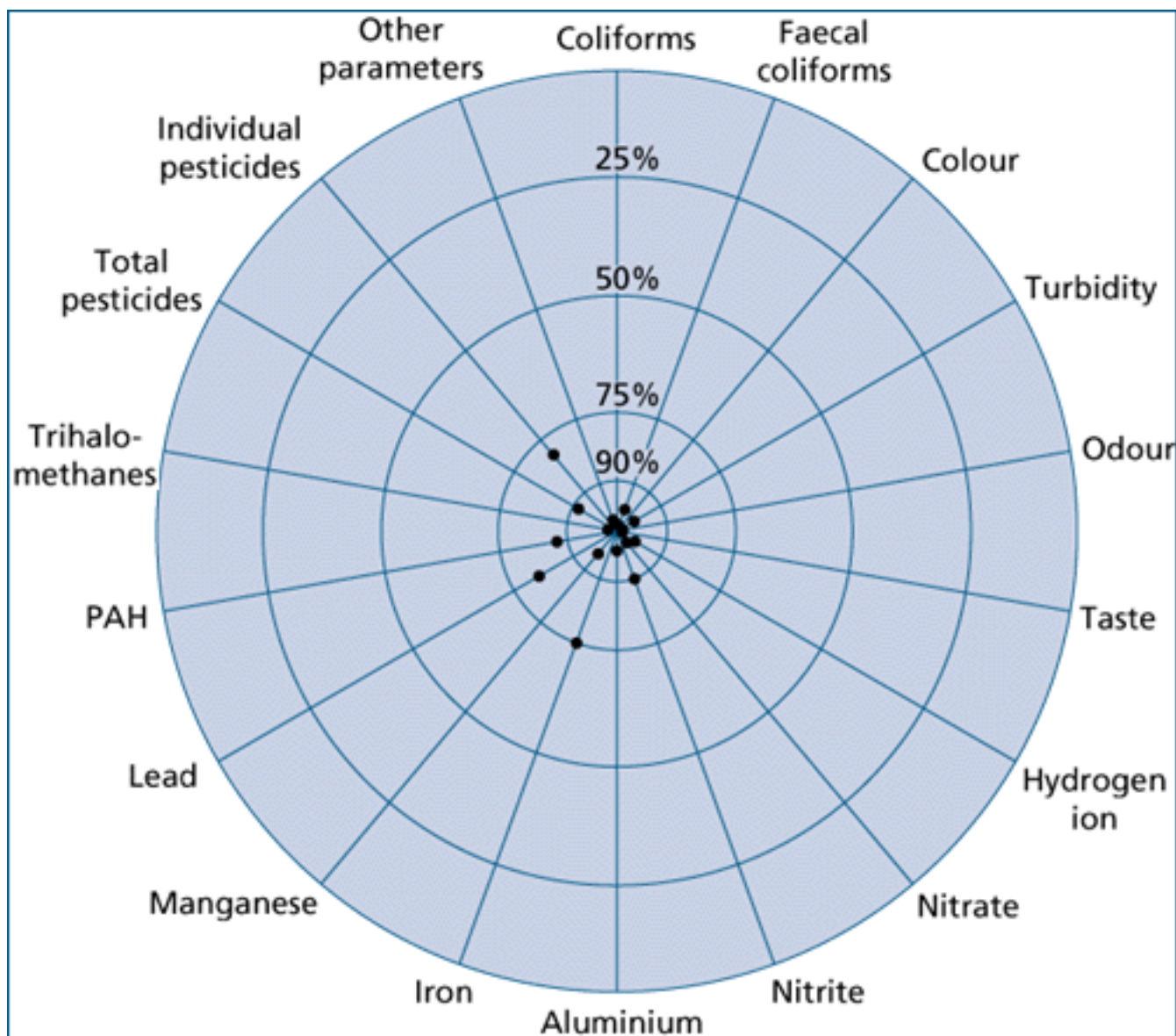
# YORKSHIRE WATER SERVICES LIMITED

## Water Quality in Supply Zones

### DETERMINATIONS IN 1995

Parameter	Total	Contravening PCV	
		No	%
Coliforms	12,483	90	0.7
Faecal Coliforms	12,482	11	0.1
Colour	12,474	1	<0.1
Turbidity	12,475	45	0.4
Odour	1,989	0	0.0
Taste	2,004	0	0.0
Hydrogen Ion	12,474	19	0.2
Nitrate	2,100	14	0.7
Nitrite	2,239	5	0.2
Aluminium	6,601	18	0.3
Iron	6,619	184	2.8
Manganese	6,600	71	1.1
Lead	2,411	85	3.5
PAH	1,110	34	3.1
Trihalomethanes	1,564	48	3.1
Individual Pesticides	107,708	118	0.1
Other Parameters	30,544	8	<0.1





[Back]

---

*comments*

## *What about failures to meet the standards ?*

Even when failures happen, the water is still safe to drink because standards have wide margins of safety.

Each failure is assessed:

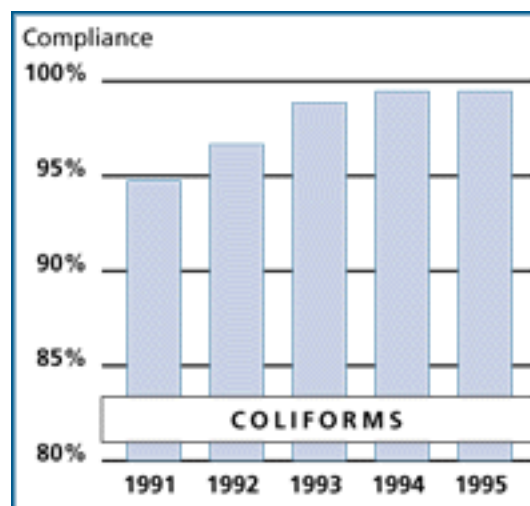
- some are trivial or unlikely to happen again, so no further action is needed
- other failures will be put right by improvements already being carried out by water companies - these involve treatment works and distribution systems and have cost about 2 billion between 1989 and 1995
- any remaining failures will be corrected by water companies being required to carry out further improvements quickly.

The Inspectorate has a duty to require water companies to take any necessary action.

## *Bacteria*

Bacteria in water are killed, usually by disinfection with chlorine. The most important standards are for bacteria called coliforms. These are not harmful themselves but, if they are found in drinking water, they indicate that other harmful bacteria could possibly be present. This could arise because of a problem at a treatment works or in the distribution system or, sometimes, because of dirt on a consumer's tap.

In 1995, 99.4% of water supply zones complied with the standard - a considerable improvement since 1991. In addition, no coliforms were detected in 99.8% of tests at treatment works and in 99.6% of tests at service reservoirs.



All suspected identifications of coliforms are immediately investigated by the water company concerned and any defects in the system put right. Sometimes, all that may be needed is for the consumer's tap to be cleaned or repaired.

## *Pesticides*

The standard for individual pesticides is very strict - one part in 10 billion. It was met in 79.2% of zones in 1995, compared with 69.4% in 1991. The concentrations of pesticides found were extremely small and not at all likely to harm health. Water companies are installing additional treatment at affected works. Most of these improvements were completed by December 1995, although some will take a little longer. These treatment measures also improve the appearance and taste of drinking water.

## Lead

The standard for lead was met in 81.3% of zones in 1995, compared with 74.4% in 1991. These failures happened because the water picked up lead from the pipework between the water main and the tap in some houses in the affected zones. The failures do not mean that all the water in the zones was affected.

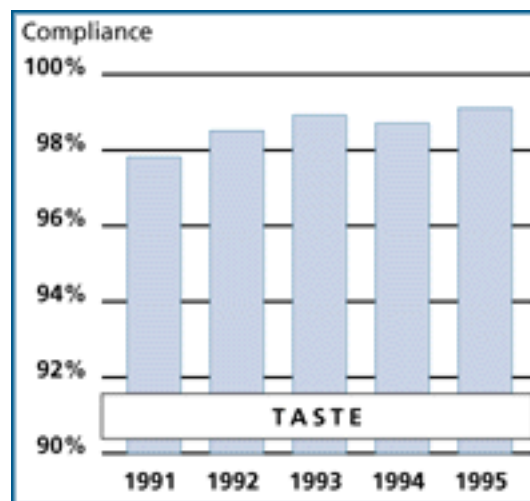
Most of this lead pipework belongs to the householder. If consumers replace their lead pipework, they can require the water company to replace the lead pipework for which it is responsible. Grants may also be available from local authorities.

Water companies have programmes to replace their lead pipework. Most have also improved water treatment in 1995 to reduce the ability of water to take up lead in zones where lots of properties have lead pipework. The full effect of these improvements should be seen in the 1996 results.

## Appearance, taste, odour, and hardness

There are standards for colour, turbidity (cloudiness), taste and odour.

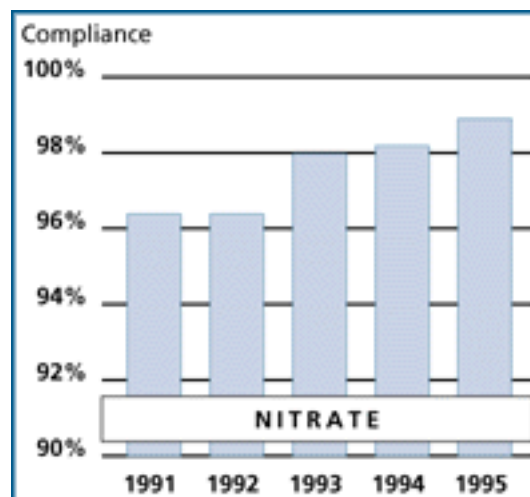
In 1995, the standard for turbidity was met in 96.4% of zones. For taste and for odour it was met in 99.1% of zones and for colour in 99.8% of zones. These results have got better since 1991 as a result of improvements made at treatment works. Taste is an example of this improvement, as shown in the chart.



Information on hardness, which depends upon the water source, can be obtained from your water company.

## Nitrate

The standard for nitrate was met in 98.9% of zones in 1995. Only a few water companies had supplies which did not meet the standard and they completed improvement programmes by December 1995.



The full effect of the improvements should be seen in the 1996 results.

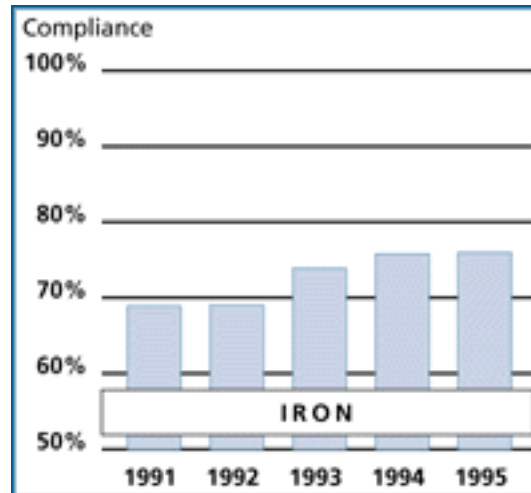
---

*comments*

## Iron

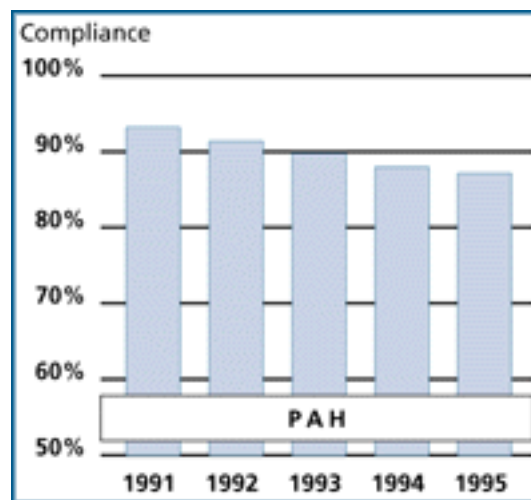
The standard for iron is based on the effect it has on the appearance of water. It is the main cause of complaints about discoloured water. The standard for iron was met in 75.2% of zones in 1995. The failures were intermittent and usually caused by corrosion of old iron mains. The iron concentrations are not harmful to health.

Water companies are carrying out major programmes to replace and reline affected mains. These are long-term measures, taking up to 15 years to complete. The worst affected areas are being dealt with first. Some improvement has already taken place since 1991 when 69% of zones met the standard.



## Polycyclic Aromatic Hydrocarbons (known as PAH)

This is a group of substances present in coal tar. Until the 1970s, tar was used to line iron water mains to prevent rusting. The lining eventually breaks down and can lead to minute traces of PAH getting into drinking water.



Some types of PAH may be harmful if present in large amounts. But the standard for PAH is very strict and ensures that a health hazard is most unlikely. The PAH standard was met in 87.3% of zones in 1995, less than in 1991, largely due to developments in monitoring techniques. Water companies' programmes to replace and reline water mains will deal with these failures.

## Where can I get more information ?

- From your water company's public record.  
You may inspect the record at one of the company's offices. Customer services staff will explain the results of tests and tell you what is being done to rectify any failures. You are entitled to a free copy of the record for your water supply zone. Alternatively, you can write to the company for details.

- From your local authority.  
Water companies are required to provide local authorities with information about the quality of water supply in their areas.
- From our summary 'About Your Water Company', here on the internet (also available in printed form).  
This gives a summary of information about the quality of drinking water supplied in 1995.
- From our report, 'Drinking Water 1995'.  
This is a lengthy report containing detailed information. It is available from HMSO, ISBN No 0-11-753274-6, price 30. You may be able to see a copy at a main library or at your water company's offices.

### ***What should I do if there is a problem with my water supply ?***

- First, contact your water company. Enquiry and emergency numbers are listed under WATER in your Telephone Directory.
- If you are not satisfied with the action taken, either
  - tell your local authority environmental health officer who can investigate, or
  - contact the local Customer Service Committee of the Office of Water Services (OFWAT).
- If you are still not satisfied, contact us.

**Drinking Water Inspectorate,  
Room B155, Romney House, 43 Marsham Street, London SW1P 3PY.  
Telephone: 0171 276 8808/8666.**

***Drinking water is  
generally of a very high quality:  
The Inspectorate's job is to make sure it stays that way.***

To view individual water company reports in alphabetic order click the forward arrow,  
or click contents to select the one of your choice.

---

***comments***

