

DWQR Annual Report to The Water Industry Commission for Scotland

Scottish Water Compliance with Water Quality Regulations (Report year 2008)

Water supply zones		Number
1	Number of water supply zones in Scottish Water's supply area	344

Determinations (customers' taps)		Number
2	Number of determinations taken at cutomers' taps	164,239
3	Sample determinations failing at customers' taps	392

Parameters (samples taken at customers' taps - water supply zones)		Number of Zones failing	Mean Zonal Compliance
4	Total Coliforms	51	99.52
5	E. Coli	2	99.97
6	Colour	13	98.89
7	Turbidity	0	100
8	Hydrogen ion (PH)	22	97.9
9	Aluminium	12	99.34
10	Iron	51	98.2
11	Manganese	25	99.17
12	Lead	13	99.07
13	Total Trihalomethanes	40	94.12
14	All Parameters ('Key' & 'Other' parameters)		99.66

Samples Taken for Water Leaving the WTWs		Number
15	Number of coliform samples taken	31,488
16	Number of samples with coliform failures*	76
17	Number of samples with faecal coliforms failures	10
18	WTW tested for coliforms	294
19	WTW with coliforms detected	57
20	Number of WTWs with cryptosporidium positive results	88

Service Reservoirs		Number
21	Service reservoirs tested for coliforms	1068
22	Service reservoirs having more than 5% of coliform samples failing	6

Indicators		Number
23	Overall compliance at customers taps (%)	99.76
24	OPI - TIM (Turbidity, Iron, Manganese)	99.12
25	OPI - six parameters (Turbidity, Iron, Manganese, Faecal Coliforms, Trihalomethanes, Aluminium)	98.47
26	% compliant zones for iron*	85.17
27	% compliant zones for manganese*	92.73

CONTACTS about Drinking Water Quality		Number	Complaint rate per 10,000 population
Appearance of water			
28	Discoloured Water	16942	33.9
29	Aerate (Milky) Water	3260	6.5
30	Stained water	24	0
31	Particles in Water	857	1.7
Taste and Odour of Water			
32	Chlorine or Phenolic	1838	3.7
33	Metallic	656	1.3
34	Musty or Earthy	561	1.1
Organisms in Water			
35	Organisms in Water	80	0.2
36	TCP/Chemical Taste/Smell	314	1.5
37	Solvent/Fuel Taste/Smell	46	0.1
38	Other CONTACT	728	1.5
39	Total CONTACTS	25306	50.7

* Used in Ministers Directions serviceability indicators

Comments

Item 15 - coliform taken to mean: Coliform Bacteria (Total Coliforms) (DWQR parameter code C001). Coliform Bacteria + E.coli (Faecal coliforms) = 62,975
 Item 21 - coliform taken to mean: Coliform Bacteria (Total Coliforms) (DWQR parameter code C001)
 Complaints about Drinking Water Quality section. We now use the term CONTACTS, as this is more representative of the data SW collects
 Item 36 and 37: these are new categories for 2008. There is no comparison with previous years data
 Item 38: this figure is not comparable with previous years data

Authorised by: ...David.Grzybowski.....

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