

Drinking Water Quality Report

2022

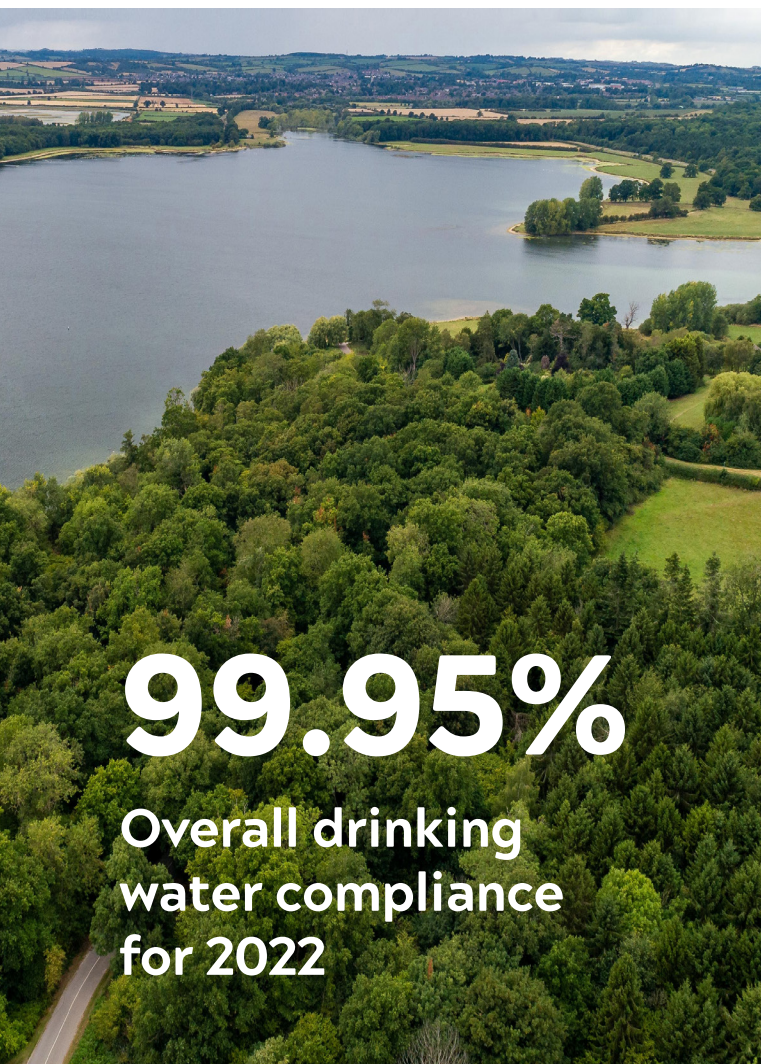


Safe drinking water is our priority

We're proud of our record as one of the top water companies in the UK and of our record for excellent drinking water quality.

More than 4.6 million customers living in urban and rural areas of our region rely on us for safe, world class drinking water, from Hartlepool and Grimsby in the north-east to Milton Keynes at the south-western tip.

The Water Quality team checks, scrutinises and challenges our operational activities to ensure that the water we supply is safe and meets all regulatory requirements.



99.95%

Overall drinking water compliance for 2022

Water treatment works tests

More than **99.9%** of tests at our water treatment works met regulatory standards (2021: >99.9%)

134,133

total number of tests carried out in 2022

Of that figure only nine tests failed

Out of 21,520 samples collected for microbiological analysis, coliform bacteria were detected in only eight. Only one sample of 21,557 tested for turbidity were non compliant.

We thoroughly investigated all of these failures and action has been taken to prevent reoccurrences. We continue to closely monitor operations at these sites.

Service reservoirs and water towers tests

80,454

Total number of tests carried out in 2022

Of that figure, only seven tests failed thanks to our continued programme of site inspections.

Customer tap samples

We carried out **130,976 tests** at customers' taps and the quality was excellent. The number of metaldehyde, clopyralid failures at Water Treatment Works (WTW) finals was 0 and the number of total pesticide failures was also 0.

Drinking Water Standard failures included:

2	Aluminium
41	Coliform Bacteria (Indicator)
4	E. coli
2	Enterococci
7	Iron
5	Lead
2	Manganese
6	Nickel
16	Odour
7	Taste
1	Tetrachloromethane

We thoroughly investigated all of these failures, and most were found to be due to domestic plumbing issues.

In these instances, when domestic plumbing or fittings are the cause, we give advice to the customer about what they need to do to keep water healthy, and we offer to return to the property and take further samples.

For further information and advice on how to keep water healthy, visit anglianwater.co.uk/keepwaterhealthy



Microbiological tests

28,186 (33,261 including colony counts)

Of that figure, only 47 tests failed the Drinking Water Standards.

99.83% pass rate

Microbiological parameters

Coliform bacteria, E.coli, Enterococci and Clostridium perfringens

97,715

Chemical tests in PWSZs

Of which 135 failed. 30,996 at supply points, of which one failed.

99.90% pass rate

Chemical parameters

Over 40 different parameters including metals, hydrocarbons, pesticides and radioactivity.

Investing in safe drinking water



In 2022, we have replaced 208 lead communication pipes. This includes replacements from our planned programme of work which started in Norwich in November 2022. Work also started to replace customer supply pipes and 13 customer supply pipes were replaced in 2022.

We continue to see a significant reduction in the numbers of samples exceeding the legal limit for lead, compared to 2014 before we started our seasonal dosing strategy. Each year dosing set points are reviewed and optimised which has driven the continuous improvement in compliance.

We have continued to focus on, and invest in:

- treated water tanks,
- the development of nitrate removal schemes at four of our water treatment works, which includes the completion of three of these schemes with our @one alliance partners,
- mains replacement and rehabilitation.



£33.5 million investment programme in 2020 - 2025 to improve water quality.

Drinking water compliance

Managing lead compliance at customer's taps

Our challenges and how we implemented our strategies to overcome them during the year. Drinking water failures at single properties due to customer pipework and plumbing were a contributor to our non-compliance.

Phosphate dosing

- Increased phosphate dosing, during the warmer months, at 39 of our treatment works.
- Since the introduction of seasonal dosing in 2015 there has been a decrease in lead exceedances each year. In 2021 there was an 83% reduction in the number of regulatory samples exceeding the legal limit for lead, compared to 2014 before we started our seasonal dosing strategy.
- Each year dosing set points are reviewed and optimised which has driven the continuous improvement in compliance.

Agriculture is a key sector in our rural economy, and we are proud of the work we do with local land managers. We believe that by working with partners across the region we can create a vibrant, resilient and productive natural environment.

Key elements of the programme include:

- Over 35 online and in person training events, engaging over 2500 farmers on topics ranging from soil health and management to nutrient use efficiency, grazing, and precision farming.
- Farm Innovation Grant – working with farmers to deliver innovative local improvements to their farms to sustainably build long term resilience to local drinking water supplies. Over the past year we supported 64 farmers to deliver an estimated £1 million project value with measures including precision application equipment, field mapping, soil carbon and health benchmarking, compost teas, and adaption of existing equipment to reduce field losses.
- Cover Crop Grant to support greater understanding and uptake of cover crops (planted to protect soils and retain nutrients in the field over autumn/winter) with 92 farmers covering an area of over 920ha.
- Training Grant – aimed at improving the knowledge and long-term resilience of local farm businesses to provide 58 local farmers with 204 days of training covering topics from soil health and monitoring to new regenerative farming practices and accredited fertiliser and pesticide use training.



Find out more

Visit our website

Our website has a wealth of information on drinking water quality, including test results for your area with our postcode search, visit

anglianwater.co.uk/monitoringdrinkingwaterquality

Email us

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Or write to

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