

# DRINKING WATER QUALITY 2017

## FOR MORE INFORMATION ON DRINKING WATER QUALITY

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



[anglianwater.co.uk/dwq](http://anglianwater.co.uk/dwq)



Email us  
[anglianwatercustomerservices@anglianwater.co.uk](mailto:anglianwatercustomerservices@anglianwater.co.uk)



Or write to  
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Ermine Business Park  
Huntingdon  
PE29 6XU

LED551/04/18

love  
every  
drop.  
anglianwater

# SAFE DRINKING WATER IS OUR PRIORITY

More than four and a half million customers living in cities, towns and villages from Grimsby in the north east of our region to Milton Keynes at its south-western tip, along with the Hartlepool area, rely on us for safe, world-class drinking water.

This report on drinking water quality is produced by the Water Quality Regulation team. It's the job of this team to challenge, check and provide scrutiny of our operational activities, ensuring that the water we supply is safe and meets all regulatory requirements.

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.

**99.96%**

**Overall drinking water compliance for 2017. Maintaining an above average industry result**

## Water Treatment Works tests

**More than 99.99%**

of tests at our water treatment works met regulatory standards. (2016: >99.99%)

Total number of tests carried out in 2017

**113,881**

Of that figure, only **5 tests failed**

(2016: 6 tests failed)

We detected coliform bacteria in just four of the 20,197 samples collected for microbiological analysis.

Only one out of the 11,065 samples had turbidity detected over the regulatory standard.

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

**More than 99.99%**

Success rate of compliant tests at service reservoirs and water towers. (2016: 99.9%)

Number of tests carried out

**78,807**

Of that figure, only **3 tests failed**

(2016: 3 tests failed)

**thanks to our continued inspection programme**



# CUSTOMER TAP SAMPLES

We carried out 139,320 tests at customers' taps and the quality was excellent.

Compliance with the regulatory standards for microbiological parameters was 99.93% and 99.95% for chemical parameters.

We continue to carry out regulatory monitoring for the pesticides metaldehyde and clopyralid. As these pesticides are persistent they are difficult to remove at our water treatment works.

We recorded 9 metaldehyde failures and zero total pesticide failures.

Our regulators and local health protection teams confirm that there is no danger to public health from metaldehyde and clopyralid at the levels detected. However, to ensure the water we supply meets the stringent standards required,

we have agreed legally binding programmes of work called Undertakings with the Drinking Water Inspectorate to cover our work to reduce metaldehyde and clopyralid levels by active catchment management.

**99.93% success rate**

Number of microbiological tests

Number of microbiological tests  
**33,861**

Of that figure, only **23 tests failed** (2016: 22)

Microbiological parameters  
Coliform bacteria; *E. coli*; Enterococci; colony counts (after 48 hours at 37°C and after 72 hours at 22°C); and *Clostridium perfringens*.

**99.95% success rate**

Number of chemical tests

Number of chemical tests  
**105,459**

Of that figure, only **53 tests failed** (2016: 40)

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

## We also recorded:

- 24 odour failures
- 3 taste failures
- 1 nitrite failure
- 1 combined nitrite-nitrate failure
- 5 iron failures
- 5 nickel failures
- 4 lead failures
- 20 coliform bacteria failures
- 2 *E. coli* failures
- 1 *Cl. perfringens* failure
- 1 trihalomethanes failures

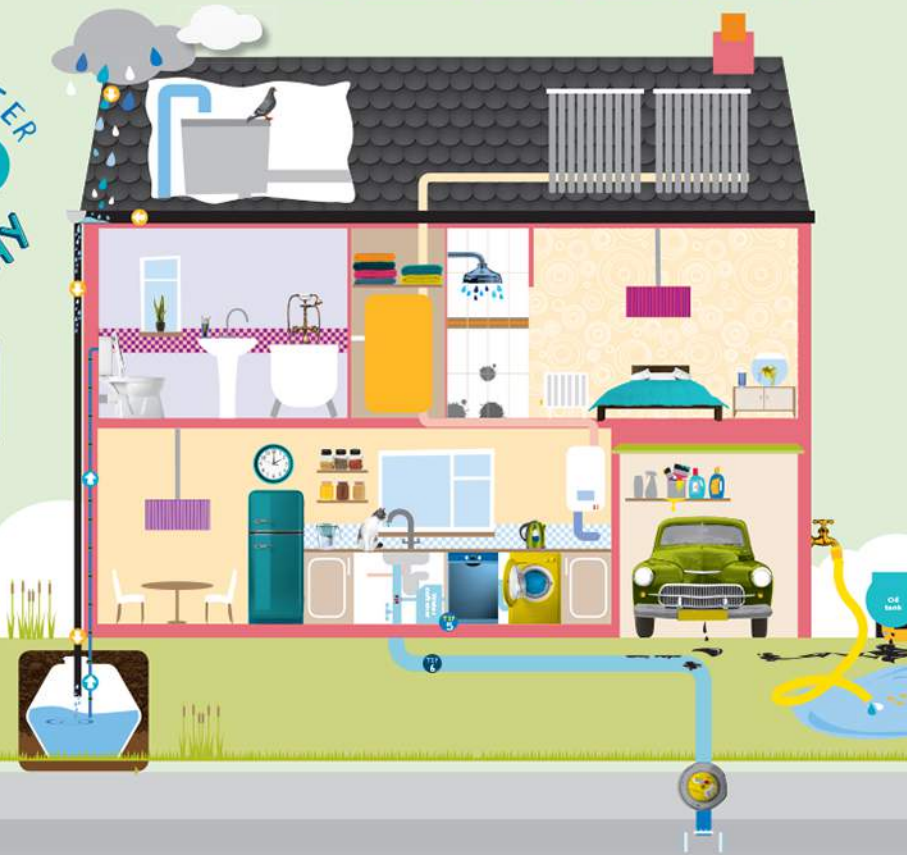
We thoroughly investigated all of these failures, and most were found to be due to domestic plumbing issues. In these instances, when domestic plumbing or fittings are the cause, we give advice to the customer about what they need to do to keep water healthy, and we offer to come back and take further samples.

For further information and advice on how to keep water healthy view our website;

 [anglianwater.co.uk/keepwaterhealthy](http://anglianwater.co.uk/keepwaterhealthy)



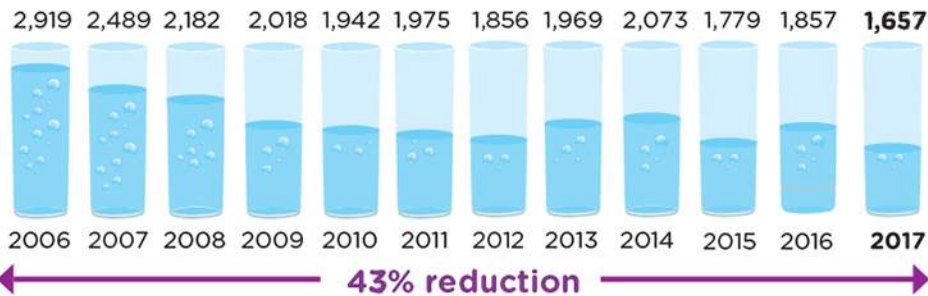
KEEP WATER  
HEALTHY



# INVESTING FOR SAFE DRINKING WATER

Since 1990, we've replaced or renovated thousands of kilometres of cast iron water mains. In addition, we regularly remove iron sediment that builds up over time and continually improve the way we operate our network of water mains.

As a result, we've seen a reduction in the number of customers reporting discoloured water. We continue with additional targeted communications with customers during burst mains to further improve the support we offer.



We have continued to focus on, and invest in:

- treated water tanks
- further protection of our disinfection systems
- sample points to minimise coliform failures at our assets.

**£100 MILLION**  
is being invested in improving water quality during 2016 - 2020

During this five year business plan, we will continue to focus on the quality of water provided to our customers, including further investment in schemes to reduce levels of pesticides and lead.

## Drinking water compliance

Our challenges and how we looked to overcome them during the year.

Drinking water failures at single properties due to customer pipework and plumbing were a major contributor to our non-compliance.

Lead, copper and nickel had the most significance so we've:

- Replaced over 1,260 old lead communication pipes.
- Increased phosphate dosing, during the warmer months, at 40 of our treatment works.
- Conducted a subsidised trial in Norwich to understand the challenges to customers in replacing their private lead pipework.
- Promoted our Keep Water Healthy messages via social media channels - over 10,000 customers now visit these pages every month.

Metalddehyde is a continued focus.

Our **Slug It Out** campaign was

further progressed in 2017 and was implemented at 213 farm businesses (covering 22,500 hectares of land) that directly impact eight major reservoir water sources.



**The outcomes:**

- 100% participation in Slug It Out (maintained since 2015)
- no new metalddehyde being applied during 2017 in these catchments
- 93% reduction in raw water metalddehyde levels (since 2014) in natural catchment, which combined with more effective abstraction management, reduced numbers of treated water metalddehyde failures by 82% since 2014.

Find out more about our Slug It Out campaign at:

[anglianwater.co.uk/sluginout](http://anglianwater.co.uk/sluginout)

