



# Drinking Water Quality Report

2019



love every drop  
anglianwater 

# 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.



**99.96%**

Overall drinking water  
compliance for 2019,  
on track with the  
industry average.






# Water Treatment Works Tests

More than **99.9%** of tests at our water treatment works met regulatory standards (2018: >99.9%)

## 128,888

**Total number of tests carried out in 2019**

of that figure only six tests failed



Out of **20,888** samples collected for microbiological analysis, coliform bacteria were detected in **only four**. Only two samples of 20,878 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

More than **99.9%** pass rate of compliance tests at service reservoirs and water towers. (2018: 99.9%)

## 84,657

**Total number of tests carried out in 2019**

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



# Customer tap samples

We carried out **121,658 tests** at customers' taps and the quality was excellent.

Compliance with the regulatory standards for microbiological parameters was **99.90%** and **99.95%** for chemical parameters.

We continue to carry out regulatory monitoring for the pesticides metaldehyde and clopyralid. These pesticides are persistent in the environment and are difficult to remove at our water treatment works.

Our regulators and local health protection teams confirm that there is no danger to public health from metaldehyde and clopyralid at the levels we have previously 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.

This has been successful and in 2019, we did not identify any metaldehyde, clopyralid or total pesticide failures.

**30,781**

## Microbiological tests

**99.90% pass rate**

Of that figure only **31** tests failed the Drinking Water Standards.

### Microbiological parameters

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

**90,877**

## Chemical tests

**99.95% pass rate**

Of that figure only **41** tests failed the Drinking Water Standards.

### Chemical parameters

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

# Drinking Water Standard failures included:



**17** odour

**2** taste

**7** iron

**7** nickel

**3** lead

**1** turbidity

**29** coliform  
bacteria

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)

# Investing in 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 overtime 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.

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



**£100 million** was invested in improving water quality during **2016 - 2020**.



# Drinking water compliance

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 major contributor to our non-compliance.

**Lead, copper and nickel had the most significant impact on drinking water so in 2019 we have:**

- Replaced almost **200** old lead communication pipes
- Increased phosphate dosing, during the warmer months, at **46** of our treatment works
- Introduced seasonal dosing in 2015 and have seen a decrease in lead exceedances each year. In 2019 there was a 50% reduction in the number 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.



Following several dry seasons, the very wet autumn reminded us of the challenge metaldehyde poses to the business. Our Slug It Out campaign continued in 2019 and was implemented at **129** farm businesses, covering **10,500** hectares of land, directly impacting **seven** major reservoir sources.

## The outcomes:

- **100%** participation in Slug It Out (maintained since 2015)
- no new metaldehyde applied during 2019 in these catchments
- **97%** reduction in raw water metaldehyde levels (since 2014) in natural catchment, which combined with more effective abstraction management, reduced numbers of treated water metaldehyde failures by **100%** since 2014.



## 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.

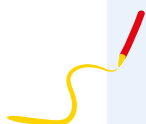


[anglianwater.co.uk/services/water-supply/monitoring-drinking-water-quality](https://anglianwater.co.uk/services/water-supply/monitoring-drinking-water-quality)



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