



# Safe, clean water

Customers view the provision of safe, clean drinking water as the most vital service we offer.

## To meet this outcome...

We must mitigate threats to water quality generated by environmental pressures and climate change.

## Performance highlights:

- Customer contacts regarding drinking water quality at best-ever levels
- One of only two water companies to achieve new Drinking Water Inspectorate (DWI) Risk Assessment accreditation
- Exceeded serviceability targets at our water treatment works
- Visited more than 8,600 properties to ensure plumbing compliance and protect drinking water quality

## Mean zonal compliance

This is a measure of compliance with water quality parameters



Target:

**100%**

Actual:

**99.96%**

## Water quality contacts

This measures taste, odour and appearance contacts per thousand customers



Target by 2019/20:

**1.23**

Actual:

**1.15**



## Water quality contacts

Once again we have seen a reduction in the number of contacts we receive from customers about the taste, odour and appearance of their water. Last year saw us achieve a record low of 1.18 per thousand people. This year we exceeded that performance, achieving 1.15 per thousand, thanks to a continued focus on supporting customers through our social media channels and responding to every single cluster of two or more contacts.

## Performance at our supply sites and our networks

The Drinking Water Inspectorate (DWI) measures performance at our water treatment works (WTWs) and the quality of the water travelling through our network supplying homes and businesses. This year we achieved excellent performance again at our WTWs with just four coliform failures. Our solid performance continued at our storage reservoirs, where we achieved a compliance score of 99.98 per cent this year.

In 2019, as part of its routine assessments, the DWI audited our WTWs at Candlesby, in Lincolnshire, and Wing, in Rutland. We received detailed reports from the Inspectorate and the results of both audits were satisfactory.

The theme of the second audit was competence, and we were particularly praised for our approach to training and development and our Licence to Operate scheme for competent scientists. The scheme is leading in the industry and sees our scientists work towards Chartership of a professional body, often the Institute of Water.

Mean Zonal Compliance (MZC) is one of the key measures used by the DWI to determine compliance with the stringent regulatory drinking water standards for England and Wales. It is one of our ODIs, with a target this year of 100 per cent. This year we achieved 99.96 per cent. In 2017, the DWI introduced a new measure called the Compliance Risk Index (CRI), which will replace MZC as our ODI from 2020.

CRI has four components: treatment, reservoir, supply points and zones. Our estimated CRI for 2019 from DWI is 1.68, a significant improvement on the year before, partly due to the fact that we had no metaldehyde failures. There will also be a second new measure, called the Event Risk Index, which is determined by the type of DWI-notifiable events we have and how we respond to them. We estimated it for 2019 at 8.28, again an improvement on the previous year and well below the previous year's industry average.

## DWI Risk Management Assessment Scheme

This scheme, jointly developed by the DWI, Lloyd's Register and in consultation with water companies, was launched on 1 August 2019. Anglian Water was one of only two water companies to be accredited – a huge achievement that demonstrates we have an excellent risk management framework.

## Metaldehyde compliance

In 2019 we had no metaldehyde failures, a significant achievement that links directly to our work on catchment management and abstraction management. We are currently engaging with the Department for Environment, Food and Rural Affairs (Defra), with the support of the DWI, to encourage the reinstatement of the ban on the use of metaldehyde across England and Wales, which was overturned by the courts in July 2019.

## Lead strategy

Lead can be harmful to health, especially for young children and expectant mothers, and the main source in drinking water comes from pipes in properties built before 1970. We replaced around 200 lead pipes last year, through a combination of work to identify lead sample results that exceed the regulatory limit and reconnecting customers who replaced their lead pipes. Since 2015 we have replaced a further 4,400 lead communication pipes with plastic ones, completing our committed programme of work.

An additional approach to reducing lead levels in drinking water is to add a small amount of orthophosphoric acid, which forms a coating inside the pipe to stop lead dissolving into the water. New equipment at our WTWs has been hugely successful in reducing the number of lead sample failures at customer taps.

Alongside this we operate our Lead Advice Line; we also updated our website and customers can now book their own lead test online. Last year we received just over 700 requests for free tests, an increase on the previous year.

## Getting plumbing right

The Water Supply (Water Fittings) Regulations 1999 set out national requirements for plumbing systems, water fittings and water-using appliances. As the water supplier in this region, it is our duty to enforce these.

We are only responsible for the pipework up to a property's boundary, but unfortunately customers sometimes fit, or have fitted, plumbing that can affect the taste and odour of their water supply or cause more severe contamination of their supply or our network. So to reduce these risks we inspect existing properties as well as carrying out thousands of plumbing inspections on new build properties.

In 2019 we completed our comprehensive five-year inspection programme on public buildings. Most had never been inspected previously, so it was a great opportunity to engage with their owners and occupiers.

In total we inspected more than 8,600 properties, ranging from hospitals to farms, and chemical works to ports. Many of these properties had plumbing installed that didn't comply with plumbing regulations. As well as possible contamination risks, we were able to highlight many points of leakage which were remedied as part of any Improvement Notice issued.

We also continue to work with eight plumbing training colleges across our region to teach plumbers of the future more about water fittings compliance.