

love every drop
anglianwater

Drinking Water Quality Report 2018



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, scrutinizes 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 2018
Maintaining our position, on track with the industry average.



Water Treatment Works Tests

More than **99.9%** of tests at our water treatment works met regulatory standards (2017: >99.9%)

126,122

Total number of tests carried out in 2018

of that figure only 9 tests failed



Out of **21,088** samples collected for microbiological analysis, coliform bacteria were detected in **only 5**. Only 2 samples of 17,984 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. (2017: 99.9%)

85,306

Total number of tests carried out in 2018

Of that figure, only 6 tests failed thanks to our continued programme of site inspections.



Customer tap samples

We carried out **145,154 tests** at customers' taps and the quality was excellent.

Compliance with the regulatory standards for microbiological parameters was **99.92%** and **99.96%** for chemical parameters.

We continue to carry out regulatory monitoring for the pesticides metaldehyde and clopyralid. As these pesticides are persistent in the environment they are difficult to remove at our water treatment works. We identified 2 metaldehyde failures, zero clopyralid 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.



32,404

Microbiological tests

99.92% pass rate

Of that figure only 25 tests failed.

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*.

112,750

Chemical tests

99.96% pass rate

Of that figure only 45 tests failed.

Chemical parameters

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

Failures included:

1 odour failure

2 taste failures

11 iron failures

7 nickel failures

4 lead failures

23 coliform bacteria failures

2 *enterococci* 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:

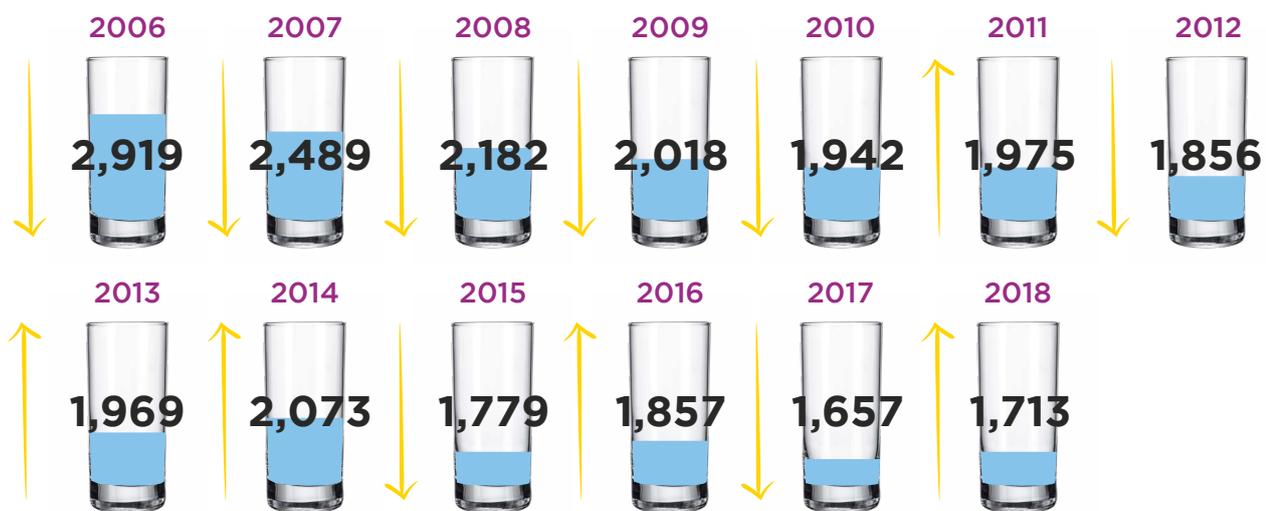
anglianwater.co.uk/keepwaterhealthy

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 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.

41% Reduction in customers reporting discoloured water since 2006



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 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.

£100 Million is being 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 we have:

- Replaced over 465 old lead communication pipes
- Increased phosphate dosing, during the warmer months, at 43 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 11,500 customers now visit these pages every month.



Metaldehyde is a continued focus. Our Slug It Out campaign was further progressed in 2018 and was implemented at 129 farm businesses, covering 10,500 hectares of land, directly impacting 7 major reservoir sources.

The outcomes:

- 100% participation in Slug It Out (maintained since 2015)
- no new metaldehyde being applied during 2018 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 82% 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.

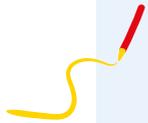


anglianwater.co.uk/services/water-supply/monitoring-drinking-water-quality



Email us:

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