

6 Water Quality Complaints

During 2009 we received 116 complaints and queries from customers relating to water quality. An Inspector is dispatched to every reported complaint to take a sample of water and make an on the spot assessment of the customer's complaint. Samples of water taken from customers taps are, where appropriate, given a full physical, bacteriological and chemical analysis and the results are sent to the customer, with a narrative explaining the results.

The following table shows a breakdown of the type of complaint or query received and the analytical compliance level. Two samples proved positive for coliforms, both of which were negative on re-sampling.



Type of query	No	Bacteriological compliance %
Discoloured water	70	97
Taste/Odour	27	100
Air in supply	6	100
Illness	2	100
Other	11	100
Total	116	98

The majority of complaints are due to discolouration of water, resulting from old corroded steel or cast iron pipes, some of which are privately owned and not the responsibility of Jersey Water.

An extensive programme of replacing old pipe work and service connections within the distribution system is in progress, unfortunately the work required in this area does disrupt water supplies and may cause discolouration of water for very small periods. In 2009, some 1.8 km of treated water mains were replaced with pipe work made of modern lined materials. Customers are always advised in advance of the planned works to be carried out, which results in improvements to the infrastructure supplying them with water and we are grateful for their cooperation

The Planning & Environment department are responsible for the administration of the Water (Jersey) Law 1972 and their officers make quarterly inspections of analytical results of samples derived from customer water quality complaints.

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