

## 1. EXECUTIVE SUMMARY

In 2003 the Company treated and distributed some 7,301 Million litres of drinking water to supply the needs of our customers.

The laboratory staff have taken 7,110 samples of water from, streams, reservoirs, treatment works, treated water reservoirs, the distribution system and from consumers taps for analysis, to ensure the water we supply is safe to drink.

The Company is governed by the Water (Jersey) Law 1972, which is administered by the States of Jersey Environment & Public Services Committee (E&PS). In 2003 the Company and E&PS had a Memorandum of Understanding (MOU) on water quality which required the Company to comply with the England & Wales Water Quality Regulations, except for nitrate where a dispensation is allowed.

In 2003, 99.7% of parameters analysed complied with the England and Wales water quality regulations.

Some 84% of samples taken for nitrate in the distribution system complied with the 50 mg/l limit the maximum concentration recorded was 55 mg/l which was well below the 70 mg/l limit set out in the dispensation we have within the MOU. The dispensation allows up to 33% of samples taken for nitrate to be greater than 50 mg/l but less than 70.

From the 1st January 2004 an amendment to the Water (Jersey) Law 1972 came into effect which sets out the quality parameters and maximum allowable concentrations (MAC). The parameters and MAC are based on the Water Supply (Water Quality) Regulations 2000 for England & Wales. The Company has applied for and been granted a dispensation in respect of Nitrate which allows it to operate, for the next five years, to the limits set out in the MOU in force prior to the amendment to the law.

There were no herbicides and pesticides in the drinking water supplied above the MAC.

Over the past few years the Company has invested in the provision of on-line water quality monitoring systems at the outlet of the main reservoirs. These systems enable real-time information on 5 key water quality parameters (pH, nitrate, turbidity, dissolved oxygen and temperature) which allows our operational staff to choose the most suitable water for treatment.

The Company laboratory at Millbrook undertakes the majority of the physical, bacteriological and chemical analysis. The analysis of herbicides, pesticides, cryptosporidium, metals and radioactivity, which requires specialist analytical equipment, are undertaken by the Company's consulting analyst's laboratory in southern England.

Verification of water quality results are checked against duplicate samples analysed by the States of Jersey Analyst and the Company's Consulting Analyst's laboratory results.

The Company staff are subject to a strict code of hygiene to ensure the water we supply does not become contaminated. This code sets strict working rules for hygiene and also requires all employees who work within sensitive areas of the Company (treatment works, distribution and laboratory staff) to undergo regular medical checks to ensure they are not carriers of water-borne diseases. As a precautionary measure staff working in these areas, are not allowed to continue to work if they suffer from a gastric disorder or have travelled to a part of the world where water-borne disease is prevalent, until results from a medical check are known. Such meticulous attention to operational detail is a measure of the commitment made by the Company and its staff, to ensure that every effort is made to provide a safe and secure water supply.

Howard N Snowden

***Managing Director & Engineer***