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Water Quality Report Summary 2010

As part of its aim to provide its customers with high quality treated water in an efficient and sustainable way, Jersey Water undertakes an extensive and ongoing monitoring programme to test the quality of the 19.8 million litres of drinking water it supplies to its customers every day.

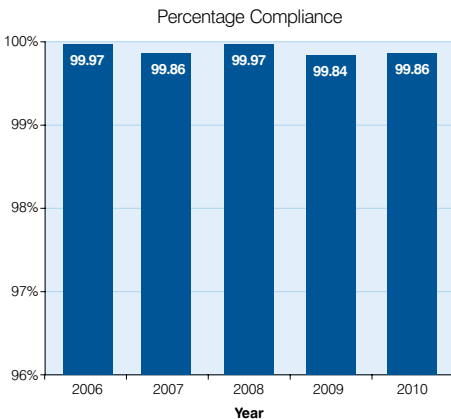
Water Quality Testing

The high standards in water quality are gained by the efforts of everyone throughout the organisation in some way or another.

The water quality laboratory is based in a purpose designed laboratory facility at Millbrook, St Lawrence and is operated 352 days of the year.

The Company supplied 7,220 million litres of drinking water to its customers, which represents an average of 19.8 million litres per day.

Treatment Works and Service Reservoir Performance



Working with our Customers

Every reported query from customers regarding water quality is investigated and samples of water are taken. Where possible, we carry out on-the-spot assessment of the customer's complaint and take the relevant action to rectify the problem.

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 letter explaining the results.

Most water quality complaints are due to discoloured water, resulting from old corroded steel or cast iron pipes.

Many water quality issues, which are influenced by private plumbing and pipe work systems which are old or in poor internal condition, are not within the control of Jersey Water.

Whilst Jersey Water is not responsible for replacing these pipes, we do provide assistance in advising on the most effective solutions.

Water Quality Complaints

Type of query	No
Discoloured water	61
Taste/Odour	8
Air in supply	3
Illness	4
Total	76

Water Quality Results 2010

The quality of water we supplied in 2010 was to a very high standard, which was overall 99.86% compliant with all the drinking water standards as set out in the Water (Jersey) Law 1972.

Jersey Water uses the EU Directive for standards of surface water to be used for drinking water production.

During the year, some 18,685 analyses were undertaken to measure the physical, microbiological and chemical parameters within the water we supplied. There were only 3 samples which failed the microbiological parameters; which were immediately tested again and passed the relevant test criteria.

The way in which we monitor and test the samples of water is approved by the States of Jersey Planning & Environment department, which is a requirement under the Water (Jersey) Law 1972, and which also broadly follows the requirements of the Water Supply (Water Quality) Regulations 2000 for England & Wales.

In addition to testing of mains water, once it is treated at one of the Company's treatment works located at Handois, St Lawrence and Augres, Trinity, Jersey Water has an extensive monitoring programme of streams, intakes, reservoirs and throughout the treatment processes, as the majority of our water resources are derived from surface water.

Water Quality in the Distribution System

Check Monitoring: Supply Zone

Substances and parameters	Specific concentration or value (maximum) or state	Min	Mean	Max	No. of samples	% compliance
E.coli	0 per 100ml	0	0	0	731	100
Coliform bacteria	0 per 100ml	0	0	1	731	99.7
Residual disinfectant	No value mg Cl ₂ /l	<0.02	0.12	0.56	631	
Aluminium	200 µg Al/l	<20	<20	66	100	100
Ammonium	0.50 mg NH ₄ /l	<0.04	0.05	0.13	100	100
Clostridium perfringens	0 per 100ml	0	0	0	100	100
Colony counts	No abnormal change	No abnormal change			631	100
Colour	20 mg/l Pt/Co	<0.69	2.11	8.82	100	100
Conductivity	2500 µS/cm at 20°C	487	580	638	100	100
Hydrogen ion	10.0 pH value 6.5(min)	7.00	7.37	8.48	100	100
Iron	200 µg Fe/l	<4	16	100	100	100
Manganese	50 µg Mn/l	<2.0	6.2	31.0	100	100
Nitrate ¹	50 mg NO ₃ /l	25.1	42.1	56.7	100	77
Nitrite	0.5 mg NO ₂ /l	<0.010	0.030	0.213	100	100
Oodour	3 at 25°C Dilution number	1	1	1	100	100
Taste	3 at 25°C Dilution number	1	1	3	100	100
Turbidity	4 NTU	0.11	0.21	0.57	100	100

¹ A dispensation for nitrates exists which allows up to 33% of samples to be above 50mg/l but not exceed 70 mg/l

To read the Water Quality Report 2010 in full,
please go to www.jerseywater.je/waterquality



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Jersey Water is the trading name of
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