



WATER QUALITY REPORT SUMMARY 2012

The Jersey New Waterworks Company Limited



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 19.2 million litres of drinking water it supplies to its customers every day.

Water Quality Testing

As well as monitoring treated water quality, Jersey Water has an extensive programme of raw water quality monitoring, at the streams, reservoirs and throughout the treatment processes.

This programme, together with on-line quality monitoring equipment installed at the treatment works, allows our operating staff to select and optimise the most suitable water to be taken for treatment.

The bacteriological compliance of water leaving the treatment works was 100% and there were no herbicides or pesticides detected in the treated water supplied.

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	Bacteriological compliance %
Discoloured water	36	97
Taste/Odour	5	100
Air in supply	2	100
Illness	3	100
Total	46	98

Water Quality Results 2012

The quality of water we supplied in 2012 was to a very high standard, which was overall 99.99% 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 15,321 analyses were undertaken to measure the physical, microbiological and chemical parameters within the water we supplied. There were only 2 samples which failed comply with the regulatory limits; which were immediately resampled 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 treated water, 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	702	100
Coliform bacteria	0 per 100ml	0	0	0	702	100
Residual disinfectant	No value (mg Cl ₂ /l)	<0.02	0.12	0.54	626	
Aluminium	200 µg Al/l	<6	15	39	76	100
Ammonium	0.50 mg NH ₄ /l	<0.04	<0.04	0.15	76	100
Clostridium perfringens	0 per 100ml	0	0	2	78	97.4
Colony counts	No abnormal change	No abnormal change			626	100
Colour	20 mg/l Pt/Co	<0.69	2.28	7.37	76	100
Conductivity	2500 µS/cm at 20°C	435	503	621	76	100
Hydrogen ion	10.0 pH value 6.5 (min)	7.09	7.32	7.70	76	100
Iron	200 µg Fe/l	<4	11	80	76	100
Manganese	50 µg Mn/l	<2.0	4.9	22.0	76	100
Nitrate	50 mg NO ₃ /l	26.0	37.8	47.4	76	100
Nitrite	0.5 mg NO ₂ /l	<0.010	0.021	0.144	76	100
Odour	3 at 25°C Dilution number	1	1	2	76	100
Taste	3 at 25°C Dilution number	1	1	2	76	100
Turbidity	4 NTU	0.09	0.18	0.76	76	100

To read the Water Quality Report 2012 in full,
please go to **www.jerseywater.je/waterquality**



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Jersey Water is the trading name of The Jersey New Waterworks Company Limited.