

2013 WATER QUALITY REPORT SUMMARY

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

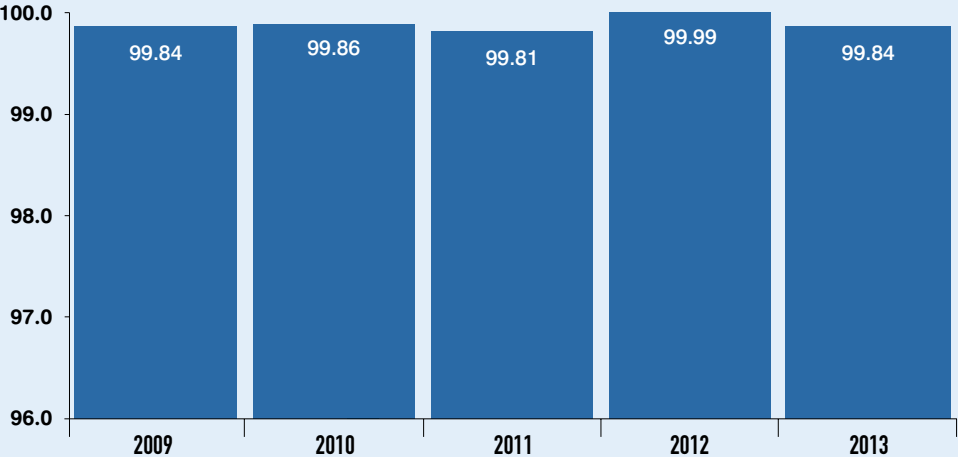
During 2013 Jersey Water supplied 7,047 million litres of drinking water to its customers and we are pleased to report that 99.84% of the regulatory analyses of water carried out during the year complied with the maximum allowable concentrations set out in the Water (Jersey) Law 1972. This compliance level compares well with the average figures for the England & Wales water industry.

Jersey Water and our consultants carried out 13,987 analyses of the treated water supplied for compliance purposes and in addition to this, a comprehensive monitoring programme is in place for sampling and analysing the quality of water resources and water stored in our reservoir storage system. This programme, together with on-line monitoring systems, allows our operating staff to select the most suitable water to be taken for treatment and distribution to our customers.

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TREATMENT WORKS AND SERVICE RESERVOIR PERFORMANCE

Percentage Compliance



WORKING WITH OUR CUSTOMERS

Jersey Water received 40 queries from customers relating to water quality. The following table shows a break-down of these queries, from which it can be seen that the majority of these complaints were due to discolouration of the water resulting from old corroded steel and unlined cast iron pipes, some of which were privately owned pipe work which is not the responsibility of Jersey Water.

Bacteriological and chemical samples were taken at the premises where the consumer had suspected the water supply to be causing illness. Examinations showed the supply to be satisfactory.

The Planning & Environment department are responsible for the administration of the Water (Jersey) Law 1972 and their officers make quarterly visits to our laboratory to examine analytical results of samples derived from water quality complaints from our customers.

WATER QUALITY COMPLAINTS

TYPE OF QUERY	NO	BACTERIOLOGICAL COMPLIANCE %
Discoloured water	36	100
Taste/Odour	2	100
Illness	2	100
Total	40	98

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	540	100
Coliform bacteria	0 per 100ml	0	0	0	540	100
Residual disinfectant	No value (mg Cl ₂ /l)	<0.02	0.13	0.62	540	
Aluminium	200 µg Al/l	<20	<20	69	76	100
Ammonium	0.50 mg NH ₄ /l	<0.01	<0.04	0.14	76	100
Colony counts	No abnormal change	No abnormal change			540	100
Colour	20 mg/l Pt/Co	5	5	5	540	100
Conductivity	2500 µS/cm at 20°C	463	533	576	76	100
Hydrogen ion	10.0 pH value 6.5 (min)	7.03	7.49	7.87	76	100
Iron	200 µg Fe/l	<4	7	69	78	100
Manganese	50 µg Mn/l	<20	<20	31.4	76	100
Nitrate	50 mg NO ₃ /l	22.4	41.3	58.2	76	71
Nitrite	0.5 mg NO ₂ /l	<0.003	0.024	0.090	76	100
Odour	3 at 25°C Dilution number	1	1	1	76	100
Taste	3 at 25°C Dilution number	1	1	1	76	100
Turbidity	4 NTU	0.07	0.14	0.44	76	100
Cyanide	50 µg CN/l	<1.0	<1.0	3.0	76	100

**TO READ THE WATER QUALITY REPORT 2013 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.