

DWQR Annual Report to The Water Industry Commission for Scotland

Scottish Water Compliance with Water Quality Regulations (Report year 2006)

Water supply zones		Number	
1	Number of water supply zones in Scottish Water's supply area	368	
Determinations (customers' taps)		Number	
2	Number of determinations taken at customers' taps	170,552	
3	Sample determinations failing at customers' taps	577	
Parameters (samples taken at customers' taps - water supply zones)		Number of Zones failing	Mean Zonal Compliance
4	Total Coliforms	74	98.87
5	E. Coli	8	99.63
6	Colour	33	96.25
7	Turbidity	4	99.97
8	Hydrogen ion (PH)	31	96.47
9	Aluminium	21	98.75
10	Iron	46	97.22
11	Manganese	28	99.39
12	Lead	18	99.07
13	Total Trihalomethanes	50	94.05
14	All Parameters ('Key' & 'Other' parameters)		99.32
Samples Taken for Water Leaving the WTWs		Number	
15	Number of coliform samples taken	32,935	
16	Number of samples with coliform failures*	70	
17	Number of samples with faecal coliforms failures	24	
18	WTW tested for coliforms	320	
19	WTW with coliforms detected	70	
20	Number of WTWs with cryptosporidium positive results	163	
Service Reservoirs		Number	
21	Service reservoirs tested for coliforms	56175	
22	Service reservoirs having more than 5% of coliform samples failing	9	
Indicators		Number	Modified formula
23	Overall compliance at customers taps	0.996616868	99.00
24	OPI - TIM (Turbidity, Iron, Manganese)	98.86	
25	OPI - six parameters (Turbidity, Iron, Manganese, Faecal Coliforms, Trihalomethanes, Aluminium)	98.16833333	
26	% compliant zones for iron*	0.125	87.50
27	% compliant zones for manganese*	0.076086957	92.39
Complaints about Drinking Water Quality		Number	Complaint rate per 10,000 population
Appearance of water			
28	Discoloured Water	14390	28.8
29	Aerate (Milky) Water	2358	4.7
30	Stained water	51	0.1
31	Particles in Water	256	0.5
Taste and Odour of Water			
32	Chlorine or Phenolic	2219	4.4
33	Metallic	398	0.8
34	Musty or Earthy	635	1.3
35	Organisms in Water	57	0.1
36	Other Complaint	4935	9.9
37	Total Complaints	25299	50.7

* Used in Ministers Directions serviceability indicators