

## DWQR Annual Report to The Water Industry Commission for Scotland

### Scottish Water Compliance with Water Quality Regulations (Report year 2007)

<b>Water supply zones</b>		<b>Number</b>	
1	Number of water supply zones in Scottish Water's supply area	354	
<b>Determinations (customers' taps)</b>		<b>Number</b>	
2	Number of determinations taken at customers' taps	167,552	
3	Sample determinations failing at customers' taps	393	
<b>Parameters (samples taken at customers' taps - water supply zones)</b>		<b>Number of Zones failing</b>	<b>Mean Zonal Compliance</b>
4	Total Coliforms	54	99.55%
5	E. Coli	5	99.95%
6	Colour	25	97.97%
7	Turbidity	4	99.95%
8	Hydrogen ion (PH)	26	97.49%
9	Aluminium	11	99.35%
10	Iron	35	98.55%
11	Manganese	32	98.95%
12	Lead	13	99.29%
13	Total Trihalomethanes	46	94.94%
14	All Parameters ('Key' & 'Other' parameters)		99.63%
<b>Samples Taken for Water Leaving the WTWs</b>		<b>Number</b>	
15	Number of coliform samples taken	65,068	
16	Number of samples with coliform failures*	33	
17	Number of samples with faecal coliforms failures	10	
18	WTW tested for coliforms	308	
19	WTW with coliforms detected	28	
20	Number of WTWs with cryptosporidium positive results	138	
<b>Service Reservoirs</b>		<b>Number</b>	
21	Service reservoirs tested for coliforms	1,080	
22	Service reservoirs having more than 5% of coliform samples failing	3	
<b>Indicators</b>		<b>Number</b>	
23	Overall compliance at customers taps (%)	99.77	
24	OPI - TIM (Turbidity, Iron, Manganese)	99.15%	
25	OPI - six parameters (Turbidity, Iron, Manganese, Faecal Coliforms, Trihalomethanes, Aluminium)	98.61%	
26	% compliant zones for iron*	90.11	
27	% compliant zones for manganese*	90.96	
<b>Complaints about Drinking Water Quality</b>		<b>Number</b>	<b>Complaint rate per 10,000 population</b>
<b>Appearance of water</b>			
28	Discoloured Water	18,661	37.4
29	Aerate (Milky) Water	2,885	5.8
30	Stained water	70	0.1
31	Particles in Water	694	1.4
<b>Taste and Odour of Water</b>			
32	Chlorine or Phenolic	1,421	2.8
33	Metallic	409	0.8
34	Musty or Earthy	491	1
35	<b>Organisms in Water</b>	228	0.5
36	<b>Other Complaint</b>	1,843	3.7
37	<b>Total Complaints</b>	<b>26,702</b>	<b>53.5</b>

\* Used in Ministers Directions serviceability indicators

#### Comments

- 15 Coliform bacteria (32,534) and Faecal Coliforms (32,534)  
 19 Number of unique WTW with Coliform Bacteria or Faecal Coliform fails  
 20 Based on FINAL WATER tests  
 21 Coliform bacteria (56,277) plus Faecal Coliforms (56,277)

Authorised by: ..David.Grzybowski.....

Date: ..12/06/2008.....