

**DWQR Annual Report to The Water Industry Commission for Scotland**  
**Scottish Water Compliance with Water Quality Regulations (Report year 2009)**

<b>Water supply zones</b>		<b>Number</b>
<b>1</b>	Number of water supply zones in Scottish Water's supply area	329

<b>Determinations (customers' taps)</b>		<b>Number</b>
<b>2</b>	Number of determinations taken at customers' taps	155,361
<b>3</b>	Sample determinations failing at customers' taps	348

<b>Parameters (samples taken at customers' taps - water supply zones)</b>		<b>Number of Zones failing</b>	<b>Mean Zonal Compliance</b>
<b>4</b>	Total Coliforms	48	99.51%
<b>5</b>	E. Coli	4	99.99%
<b>6</b>	Colour	11	99.08%
<b>7</b>	Turbidity	3	99.92%
<b>8</b>	Hydrogen ion (PH)	19	98.46%
<b>9</b>	Aluminium	7	99.79%
<b>10</b>	Iron	32	98.87%
<b>11</b>	Manganese	21	99.53%
<b>12</b>	Lead	5	99.73%
<b>13</b>	Total Trihalomethanes	54	92.60%
<b>14</b>	All Parameters ('Key' & 'Other' parameters)		99.70%

<b>Samples Taken for Water Leaving the WTWs</b>		<b>Number</b>
<b>15</b>	Number of coliform samples taken	30,997
<b>16</b>	Number of samples with coliform failures*	30
<b>17</b>	Number of samples with faecal coliforms failures	6
<b>18</b>	WTW tested for coliforms	284
<b>19</b>	WTW with coliforms detected	24
<b>20</b>	Number of WTWs with cryptosporidium positive results	93

<b>Service Reservoirs</b>		<b>Number</b>
<b>21</b>	Service reservoirs tested for coliforms	1084
<b>22</b>	Service reservoirs having more than 5% of coliform samples failing	3

<b>Indicators</b>		<b>Number</b>
<b>23</b>	Overall compliance at customers taps (%)	99.78
<b>24</b>	OPI - TIM (Turbidity, Iron, Manganese)	0.9944
<b>25</b>	OPI - six parameters (Turbidity, Iron, Manganese, Faecal Coliforms, Trihalomethanes, Aluminium)	0.98
<b>26</b>	% compliant zones for iron*	90.27
<b>27</b>	% compliant zones for manganese*	93.62

<b>Contacts about Drinking Water Quality</b>		<b>Number</b>	<b>Complaint rate per 10,000 population</b>
<b>Appearance of water</b>			
<b>28</b>	Discoloured Water	16783	33.66
<b>29</b>	Aerate (Milky) Water	2303	4.62
<b>30</b>	Stained water	no longer notified	
<b>31</b>	Particles in Water	871	1.75
<b>Taste and Odour of Water</b>			
<b>32</b>	Chlorine or Phenolic	1752	3.51
<b>33</b>	Metallic	532	1.07
<b>34</b>	Musty or Earthy	1048	2.10
	TCP/Chemical Taste/Smell	178	0.36
	Solvent/Fuel Taste/Smell	231	0.46
<b>35</b>	<b>Organisms in Water</b>	49	0.10
<b>36</b>	<b>Other Contact</b>	421	0.84
<b>37</b>	<b>Total Contacts</b>	<b>24168</b>	<b>48.47632928</b>

\* Used in Ministers Directions serviceability indicators

<b>Comments</b>
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Authorised by: David Grzybowski .....	Date: 01/06/2010 .....
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