

1 Your Drinking Water Quality Summary Report Explained

We continuously monitor the quality of the water leaving our treatment works using on-line instrumentation. We also collect and test samples to ensure the water complies with the water quality standards set in the Water Supply (Water Quality) Regulations 2000 (as amended).

Testing takes place on samples of water collected from treatment works, the water distribution system and customers' taps at frequencies determined by the Regulations.

A **Drinking Water Quality Summary Report** summarises the results of the regulatory testing carried out at customer properties and from treatment works (supply points) over a calendar year.

Supply zone: Sutton and East Surrey Water's area of supply is split into twenty smaller areas called supply zones. The geographical location of a property determines which supply zone it is in.

The supply zone section of the report summarises the results of the tests carried out on samples collected from customer taps. Many of the test results in these results can be influenced by specific conditions within the property tested.

Supply Point: The supply point section of the report summarises the results of the tests carried out on samples collected from treatment works.

Some supply zones are supplied by more than one treatment works. Results from all treatment works supplying a supply zone are included in the Summary Report.

Tests: The type of tests (parameters) are stipulated in the Regulations.

No of samples taken: The frequency of testing is also stipulated in the Regulations.

Results: The report shows the maximum, minimum and average result for each test. A less than symbol (<) next to a result means the amount was so low it could not be measured. A more than symbol (>) next to result means the amount was above the limit of detection of our analysis.

Units: Most test results are measured in mg/l (milligrams per litre, or parts per million) or µg/l (micrograms per litre, or parts per billion).

Standards: These are the regulatory limits or in most cases the maximum amount of each parameter allowed in drinking water supplies.

These standards are specified in the Water Supply (Water Quality) Regulations 2000 (as amended).

Some of these standards are set to help assess the wholesomeness of the water, while others are used to measure other aspects of quality, for example, efficacy of water treatment, the operation of the water distribution network, or the condition of customer plumbing.

Any breach of the standards has to be fully investigated in accordance with the guidance issued by the Drinking Water Inspectorate (DWI).

For further advice and top tips check out the water industry guide 'Looking after water in your home'. Download at: www.waterplc.com/WaterInYourHome.