

1 Your Water Quality Report Explained

We continuously monitor the quality of our water by testing samples taken from customers' taps. This regular testing helps to confirm that the water complies with the water quality standards set in the Water Supply (Water Quality) Regulations 2016.

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

Summary results of the testing carried out at treatment works and customer properties are available in the water quality section of our website www.seswater.co.uk/WQ.

Water companies are legally required to monitor the quality of the water they supply at customer taps.

A **Water Quality Report** contains the regulatory results of the tests undertaken on a water quality sample taken from a customer's tap. This guide explains the content of the report and what the various terms mean.

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.

Tests: Depending on the nature of the enquiry, tests for bacteria, metals, inorganic substances (such as ammonium) or a physical property such as taste will be carried out. The results table lists the tests (parameters) we carried out and the results.

Results: 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 2016.

Not all parameters have a standard.

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.seswater.co.uk/WaterInYourHome