

6 Water Quality Complaints

During 2006 we received 127 complaints and queries from customers relating to water quality. An Inspector is dispatched to every reported complaint to take a sample of water and make on the spot assessment of the customer's complaint. Samples of water taken from customers taps are, where appropriate, given a full physical, bacteriological and chemical analysis and the results are sent to the customer, with a narrative explaining the results.

The following table shows a breakdown of the type of complaint or query received and the analytical compliance level.

Type of query	No	Bacteriological compliance %
Discoloured water	87	100
Taste/Odour	14	100
Air in supply	7	100
Illness	4	100
Other	15	100
Total	127	100

The majority of complaints are due to discolouration of water, resulting from old corroded steel or cast iron pipes, some of which are privately owned and not the responsibility of Jersey Water.

An extensive programme of replacing old pipe work and service connections within the distribution system is in progress, unfortunately the work required in this area does disrupt water supplies and may cause discolouration of water for very small periods. In 2006, some 2.1 km of treated water mains and 300 service pipes were replaced with pipe work made of modern lined materials. Customers are always advised in advance of the planned works to be carried out, which results in improvements to the infrastructure supplying them with water and we are grateful for their cooperation

The Planning & Environment department are responsible for the administration of the Water (Jersey) Law 1972 and their officers make quarterly inspections of analytical results of samples derived from customer water quality complaints.

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