

6. WATER QUALITY COMPLAINTS

During 2003 we received some 144 queries from customers relating to water quality. The following table shows a break-down of these queries, from which it can be seen that there were 131 water quality complaints. The majority of these complaints were due to discolouration of the water resulting from old corroded steel and unlined cast iron pipes, some of which were privately owned pipe work which is not the responsibility of the Company.

All samples taken from customer queries undergo a full physical, bacteriological and chemical analyses, a detailed report is sent to the customer.

Type of query	Number	Bacteriological compliance %
Discoloured water	86	98.8
Taste/odour	24	91.6
Requests for analysis	13	100
Illness	3	100
Other	18	100
Total	144	97.8

Over the past three years the Company has committed increasing amount of funds to replace old unlined cast iron and steel pipe work in areas where water is becoming discoloured. In 2003 some 1.8 km of old water pipes were replaced with modern lined-pipes, which has improved water quality for customers in these areas.

The Company plans further investment in the renewal of old water pipes in future years.



The Laboratory team at work