

9 Water Quality Queries

During 2004, Jersey Water received 131 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 126 water quality complaints. The majority of these complaints were due to discolouration of the water caused by 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 and a detailed report is sent to the customer. As part of the monitoring procedure the water quality queries and sample results are inspected by an officer from the Environment and Public Services Department on a quarterly basis.

Type of query	No.	Bacteriological compliance (%)	2003 No.	Compliance (%)
Discoloured water	87	98.9	86	98.8
Taste/odour	21	100	24	91.6
Requests for analysis	5	100	13	100
Illness	2	100	3	100
Other	16	100	18	100
Total	131	99.2	144	97.8

Jersey Water has an ongoing programme to replace old unlined cast iron and steel pipe work in areas where water is becoming affected. In 2004 some 2.5 km of old water pipes were replaced with modern lined-pipes, which has improved water quality for customers in these areas.

Jersey Water plans further investment in the renewal of old water pipes in future years.

